



JobStack

JUMP-STARTING JOBSTACK:

A Quick Start Guide for Associates



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WHY JOBSTACK

JobStack is PeopleReady's app-based, flexible solution for finding the work you want. By using JobStack, you can build work around your life, not the other way around.

JobStack lets you see available jobs that match your skillsets on your smartphone. You can view and change job locations, review your hours, and more. All you have to do is download the app and complete the registration process on JobStack to become a PeopleReady Associate and begin seeing jobs!

- View jobs
- Pick your jobs
- Verify hours
- Rate jobs
- Update job preferences
- Update your profile with skills, certificates, and licenses

FIND JOBS FASTER, ON YOUR TIME

JobStack solves your biggest challenge: time. Our mobile app reduces the need to pound the pavement looking for work, because the work comes directly to you on your mobile device.

You're in control of your schedule. JobStack lets you find work that fits around your life. You can accept the jobs that fit into your life schedule—and disregard those that don't.

Jobs are added daily, which means you're able to see the latest job opportunities available with PeopleReady.

JobStack learns about you as you use it. The more you use the app to select jobs, the more tailored your choices will become.

KEY TERMS

PIN: A unique authentication sent to your mobile device.

Profile: Once you've downloaded the app, create your profile. You can also edit your profile so you can see jobs that are tailored to you, including job locations, the distance you're willing to travel, and the kinds of jobs you can work. As you develop new skills and gain new certifications, you can update your profile at any time to see additional job types.

"I'll Take It": Tap this when you want to take a job. You can also swipe right to select a job.

"No Thanks": Tap this when you are not interested in a job and want to see more opportunities. You can also swipe left to reject a job.

"I've Arrived": Press this on the app once you've arrived on the jobsite. This lets the branch know that you've arrived.

"Confirmation Notifications": Use confirmation notifications to confirm that you will be attending the jobs you select and to let the branch know when you are on your way to the jobsite.

"JobStack has made my life easier. I have more time for my family instead of having to find a way to the branch. JobStack is one of the best apps that I have downloaded."

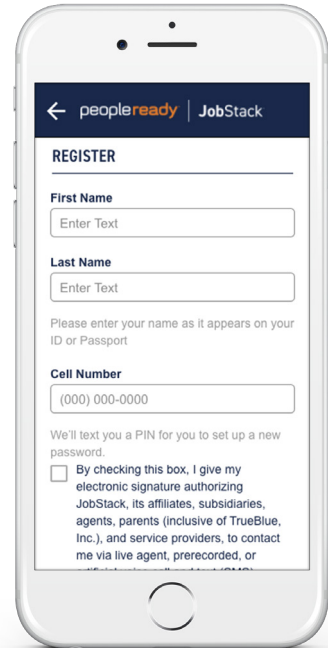
Latrell W., PeopleReady Associate

TVID: D4B-6C7-552

QUICK START GUIDE

HOW IT WORKS — THREE STEPS TO GET STARTED

- 1** Download the JobStack app from the App Store or Google Play. To download, search for the JobStack Worker app. We recommend downloading the app where you have a strong Wi-Fi signal to avoid using your data plan.
- 2** Once you've downloaded the app, register to become a PeopleReady associate. The registration process includes: submitting basic information, being sent a PIN and setting a password, setting up a profile, submitting employment forms, and an assessment. You'll be able to complete the entire registration process on the app!
- 3** Start viewing jobs! Once you complete the application process, start accepting the jobs that fit your skills and schedule—skip the ones that don't.



NAVIGATING JOBSTACK

PROFILE SETUP

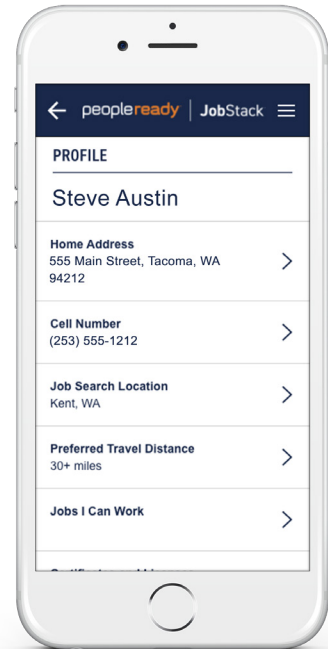
Want jobs tailored to you? Select the profile tab from the menu to update your phone number, job search location, the distance you're willing to travel, and the kinds of jobs you can work. You can update your certificates and licenses in your profile at any time.

UPDATING YOUR PROFILE

You can make updates to your profile through JobStack. By keeping your profile up to date, you can increase the amount of and accuracy of jobs you are matched to.

To do this, navigate to the "Profile" section of the app. From there, you can update:

- The job titles you can perform
- The amount of experience you have in each job type
- Job skills
- Certifications and licenses
- Highest level of education



SELECTING JOBS

Swipe right to take the job. Don't like it?
Swipe left to pass.

Tap "I'll Take It" to select a job.
Selecting "No Thanks" will let you see
more jobs available. Remember to
always check all the jobs in your stack
to find the best match.

Each job shows you details about the
job (date and time, pay, location, job
description, requirements, etc.) so you
know what to expect.

ON THE JOBSITE

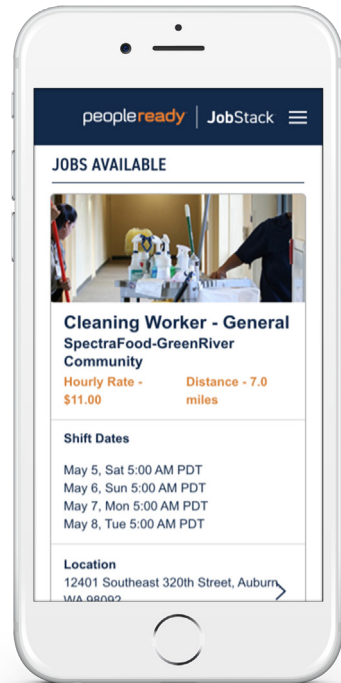
JobStack uses your location to alert
the branch that you've arrived to the
jobsite. Be sure to confirm your arrival
in the app by clicking "I've Arrived."

CALLING OFF A JOB

Have an emergency? JobStack gives you the option to call off from a
job if you suddenly can no longer make it to your shift.

Important note: Be sure to call off a minimum of two hours prior to the
job starting.

To do so, tap the "Call Off Button" to contact the branch and confirm
you are unable to make your shift. **Please use this button only in true
emergency cases, as it will affect your ability to see jobs over time.**



CONFIRM YOUR HOURS

After completing your shift, you will be asked to confirm your hours once the customer submits them in JobStack. If you disagree with the hours submitted, call the branch right from the app.

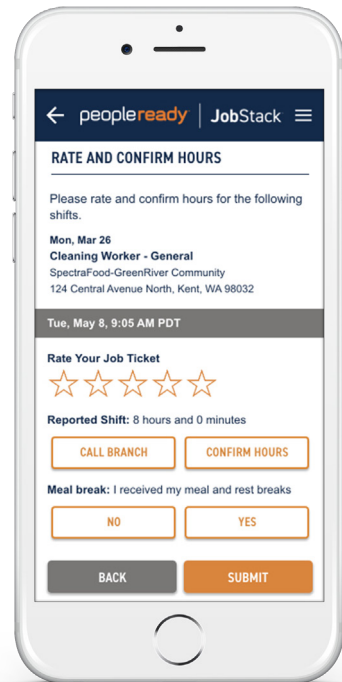
You'll be alerted once your hours have been approved.

RATE YOUR JOB

JobStack learns more about you the more you use it. Rate each job to see more of the jobs you like and less of the jobs you don't. Ratings also help us identify any issues with our customers, helping us improve your job experience.

REAL-TIME NOTIFICATIONS

In order to receive new matches, alerts, and other notifications as soon as they're available, we strongly suggest that you enable app notifications. To customize those notifications, go to the notifications tab in the menu and update your settings.



SAFETY INFORMATION

Safety is our #1 priority.

Safety tips:

- Contact the office if the job is different from the original job description.
- Take responsibility for your own safety as well as the safety of your co-workers.
- Ask your site supervisor or PeopleReady representative any questions you may have about safe work practices.
- Make sure you have been trained by PeopleReady or the client on the job task.
- Follow company policies and procedures.
- Listen to your job training and instructions, and ask questions.
- Observe all signs, labels, and warnings.
- Report any unsafe acts or conditions to your supervisor immediately, and notify your branch at the end of your shift. This includes any “near-miss” injuries.
- Wear required PPE (personal protective equipment). The use of PPE is one of the best ways to protect your health and safety. If you do not know how to use the PPE, ask the site supervisor for training. What does PPE include?
 - Work boots
 - Hard hat
 - Safety gloves
 - Safety glasses
 - Reflective safety vest
- If you are not feeling well please stay home. Just make sure to alert your site supervisor or PeopleReady representative.

It is unacceptable to wear shorts, sweatpants, muscle shirts, offensive logos, baggy clothes, tennis shoes, or open-toe shoes to any jobsite.

Remember, if you are ever unsure about anything, contact your supervisor or your PeopleReady representative immediately.

Nurseline Available: Our nurseline (888.454.6272) is open 24 hours a day. Please notify your supervisor and the office immediately if any injuries occur.

PAY CARD INFORMATION

You can receive copies of your pay stubs electronically with your email on file.

For pay card assistance, please contact 949.751.0360.

"Now with JobStack, I'm always aware of the different jobs around and what [jobs] better fit my experience."

Daniel Justice,
General Labor Worker, PeopleReady
TVID: 683-567-2BA

TROUBLESHOOTING AND FAQ

If you have any trouble with JobStack or have questions about PeopleReady, please contact your local branch or call our app support line at 800.518.0104.

Q: I'm new to PeopleReady. Do I need to go to the branch before I start using the app?

A: No! You register to work with PeopleReady all on JobStack. Just download the app to get started.

Q: What do I need to download the app?

A: You need internet access or a cell phone with a data plan. The JobStack Worker app is compatible with mobile devices on either iOS or Android operating systems. The app is not compatible with Windows. If you have a limited data plan, we recommend connecting to Wi-Fi prior to downloading the app.

Q: What if I don't have a smartphone?

A: The JobStack Worker app is available only for smartphones. If you do not have a smartphone, you can continue to work with your local branch to learn about job opportunities available to you.

Q: How do I know if I have the latest version of the app on my device?

A: You will get a notification on your device alerting you when there is an update. Due to the size of the app, we suggest updating it using Wi-Fi.

Q: Why don't I get text messages after downloading the app?

A: JobStack will now act as the main point of communication between the branch and you. Enabling notifications allows you to receive in-app notifications about changes to assignments. If you wish to continue communicating with the branch via text, text YES to 42800 to re-opt in.

Q: Why do I need to let JobStack access my location?

A: JobStack needs to access your location in order to find you jobs that fit within the travel radius you set. You can change this location in your profile.

Q: Why am I not seeing jobs available when I sign in?

A: When looking for a job, make sure that your information is up to date and that you are using the latest version of the app. Jobs may not appear due to conflicting job times or search locations. If you need further assistance, call your branch or our support center at 800.518.0104.

Q: Can I confirm that I've made it to the jobsite on the app?

A: Yes. When you arrive at the site, the app will allow you to confirm that you have arrived. This feature is available only an hour before the start time and up to an hour after.

Q: Can I call off a job using the app?

A: Yes. Once you've accepted a job, you will see the option to call off from each shift. If you must call off, be certain to contact the branch right away. Keep in mind, frequent call-offs affect your rating and ability to see jobs in the future.

Q: How do I know if I've been paid?

A: Once a customer submits hours, you will be able to confirm your hours worked and rate the job in the app. If you do not agree with what was submitted, you will be prompted to call the branch. If you have a pay card, you can request alerts when your pay has been processed. Associates can rate and confirm hours for previous shifts as soon as customers submit hours via the customer app or hours are entered by our branch staff.

Q: What happens if I need PPE for a job that I accepted?

A: You are responsible for bringing the correct PPE to a jobsite. Contact the branch if you are in need of any PPE necessary for your assignment, including hard hat, boots, goggles, or hearing protection. Please allow enough time for arrangements to be made.

Q: I earned a new certification. How do I show this in my JobStack profile?

A: To update your certifications and licenses, navigate to the “Profile” section of the app. You can make updates to your profile at any time.

Q: Why do I have to update my profile?

A: Updating your profile lets the branch staff and JobStack know what jobs you are able to work. JobStack will show you only those assignments that match your qualifications.

Q: Do I have to accept the jobs I see on the app?

A: No, but keep in mind that jobs in the app are visible to many qualified associates. You are more likely to get the job you really want if you check JobStack regularly for open assignments and respond quickly. If you are on a repeat job, it's best to accept your repeat invitation to secure your assignment. Be sure to contact your branch if you are unable to return to an assignment due to a scheduling conflict.

Q: Are the jobs on the app different from the jobs I can find at my local branch?

A: No. All our available jobs will be posted to the app. However, you will see only those jobs you are qualified to work.

Q: Can I use the app to contact branch staff?

A: You will not be able to send text messages or emails to the branch using JobStack. You will be able to provide feedback about jobsites using the rating system. If you have questions or need PeopleReady's assistance, please contact your representative or visit your nearest branch.

Q: Who can answer my questions if I get stuck?

A: You can always contact your branch, or you can contact appsupport@trueblue.com.



JobStack

Learn More

PeopleReady.com/JobStack

appsupport@trueblue.com