



Jumpstarting Jobstack:

**A QUICK-START GUIDE
FOR ASSOCIATES**



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Why JobStack

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

Using your smartphone, JobStack lets you see available jobs that match your skill set. All you have to do is download the app and complete the registration process to become a PeopleReady associate and begin seeing jobs! Then, use the app to:

- View jobs
- Pick your jobs
- Change job locations
- Verify your hours
- Rate jobs
- Update your job preferences
- Add skills, certificates and licenses to your profile

FIND JOBS FASTER—ON YOUR TIME

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

JobStack also lets you find work that fits around your life—so you can be in control of your schedule. Then, you can accept the jobs that fit into your schedule – and disregard those that don't.

Plus, new jobs are added daily, so you'll have immediate access to the latest job opportunities available through PeopleReady. And, the app learns more about you as you use it. So, the more you use JobStack 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 at any time to 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. Then, as you develop new skills and gain new certifications, 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're 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 going to the jobs you select, as well as to let the branch know when you're on your way to the job site.

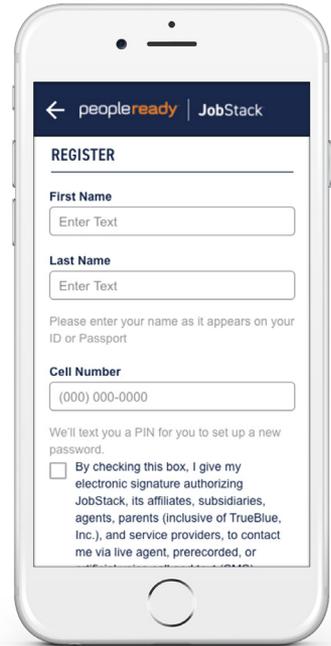
**"JobStack has made my life easier.
I have more time for my family instead
of having to find a way to the branch.
JobStack is one of the best apps that
I have downloaded."**

– Latrell W., PeopleReady Associate

Quick Start Guide

HOW IT WORKS — 3 STEPS TO GET STARTED

1. In the Apple App Store or Google Play, search for and download the JobStack Worker app. We recommend downloading the app when 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; receiving a PIN and setting a password; setting up a profile; submitting employment forms; and an assessment. You can 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—and skip the ones that don't.



Navigating JobStack

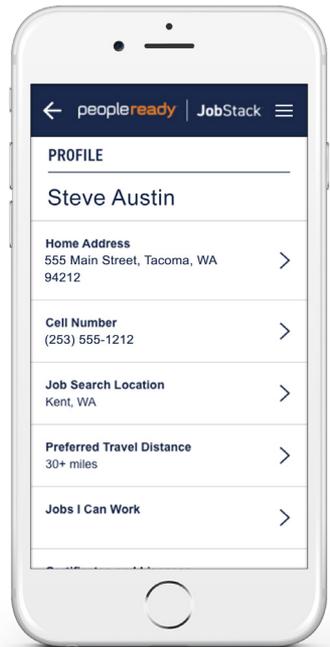
PROFILE SETUP

Want jobs tailored to you? Simply 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 also 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 and accuracy of jobs that 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
- Your highest level of education



SELECTING JOBS

Swipe right to accept the job. Not interested? Swipe left to pass.

Tap “I’ll Take It” to select a job. Selecting “No Thanks” will allow you to see other available jobs. Remember to always check all of the jobs in your stack to find the best match.

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

ON THE JOBSITE

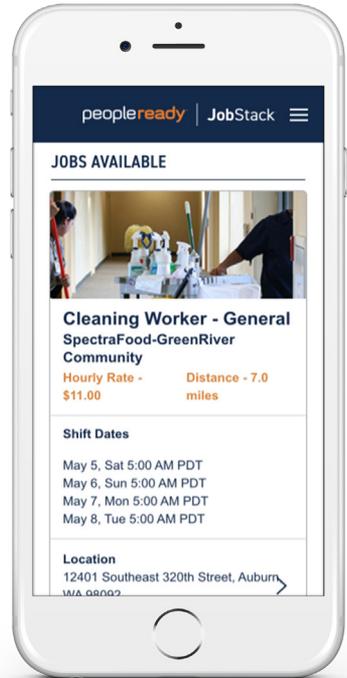
JobStack uses your location to alert the branch that you’ve arrived to the job site. Be sure to confirm your arrival in the app by clicking “I’ve Arrived.”

CALLING OFF A JOB

Have an emergency? JobStack gives you the option to call off from a job if you’re suddenly unable to make it to your shift.

Note: Be sure to call off a minimum of two hours prior to the start of the job.

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



CONFIRM YOUR HOURS

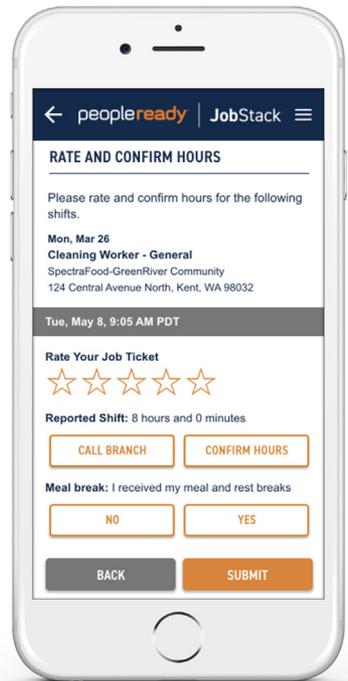
After completing your shift, you'll be asked to confirm your hours once the customer submits them in JobStack. If you disagree with the hours submitted, you can call the branch right from the app. You'll be alerted once your hours have been approved.

RATE YOUR JOB

The more you use the app, the more JobStack learns more about you. To see more of the jobs you like and fewer of the jobs you don't, rate each job you complete. Ratings also help us identify any issues with our customers, which enables us to 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 recommend that you enable app notifications. To customize these notifications, go to the "Notifications" tab in the menu and update your settings.



Safety Information

Safety is our #1 priority. Please adhere to the following safety tips:

- Contact the office if the job is different than 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 on the job task by PeopleReady or the client.
- Follow company policies and procedures.
- Listen to your job training and instructions and ask questions, if necessary.
- 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 personal protective equipment (PPE). The use of PPE is one of the best ways to protect your health and safety. If you don't know how to use the PPE, ask the site supervisor for training. PPE includes:
 - Work boots
 - Hard hat
 - Safety gloves
 - Safety glasses
 - Reflective safety vest

- If you're not feeling well, please stay home. Just make sure to alert your site supervisor or PeopleReady representative.
- The following attire is unacceptable at any job site: shorts, sweatpants, muscle shirts, offensive logos, baggy clothes, tennis shoes or open-toe shoes.
- Remember, if you're 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 through your email on file. For pay card assistance, please call 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

Troubleshooting & FAQs

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, it's no longer necessary to go to the branch. You can register to work with PeopleReady completely through 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 both the iOS and 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 only available for smartphones. If you don't 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 receive a notification on your device alerting you when there is an update. Due to the size of the app, we suggest updating it when you're on 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 you and the branch. 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 opt back in.

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

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

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

A: Jobs may not appear due to conflicting job times or search locations. Additionally, when looking for a job, make sure that your information is up-to-date and that you're using the latest version of the app. 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 job site through the app?

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

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

A: Yes. Once you've accepted a job, you'll 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 that frequent call-offs influence your rating and your ability to see jobs in the future.

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

A: Once a customer submits hours, you'll be able to confirm your hours worked and rate the job in the app. If you don't agree with what was submitted, you'll be prompted to call the branch. If you have a pay card, you can request to receive alerts when your pay has been processed. Associates can also rate and confirm hours for previous shifts as soon as customers submit hours via the customer app or when hours are entered by PeopleReady 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 job site. Contact the branch if you are in need of any PPE necessary for your assignment, including a 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 only show you the 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. Therefore, you’re more likely to get the job you really want if you check JobStack regularly for open assignments and respond quickly. If you’re on a repeat job, it’s best to accept your repeat invitation to secure your assignment. Be sure to contact your PeopleReady 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 of our available jobs are posted to the app. However, you will only see the jobs that 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. But, you will be able to provide feedback about job sites 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 **appsupport@trueblue.com**.





JobStack

Learn more at
[PeopleReady.com/JobStack.](https://www.peopleready.com/jobstack)



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