Get the most out of JobStack

FREQUENTLY ASKED QUESTIONS

Q: Can I download and start using JobStack® today?

A: Yes! Simply click "Register Now." Then, once you complete a short form and create your username and password, you'll be ready to explore the app and begin ordering.

Q: How do I download the app?

A: Visit the Apple App Store or Google Play to download the JobStack Customer App. There is no cost; all you need is an internet connection or a data plan. We recommend using Wi-Fi if you have a limited data plan.

Q: Can I extend my order using JobStack?

A: Yes. The "Extend Workers" tab allows you to view jobs currently in progress in JobStack (both on the app and online). From here, you can extend your order as is. If you need to make edits to the order other than the date and the number of associates needed, please contact your PeopleReady branch.

Q: How can I be sure that all of my job order requirements are being met when JobStack fills my orders?

A: JobStack uses existing requirements for repeat orders. For new orders, you will be able to select the necessary background and compliance requirements for that specific order. If you have any questions, your PeopleReady branch can help ensure that your order is processed correctly.

Q: I have multiple job sites. Can I place orders for all of these sites through one account?

A: Yes. JobStack enables you to place orders for all of your job sites and watch them fill in real time. Plus, each time a JobStack associate is dispatched to your worksite, you'll receive a notification alerting you that your order is being fulfilled.

Q: Can I select specific associates for an order?

A: Yes. You can select available associates to be dispatched to the job if they have worked at your jobsite before. When "Extending a Worker," associates will receive a Job Ticket in the JobStack Worker App letting them know that they are returning to your site. When "Reordering an Existing Order," associates will receive a notification on the JobStack Worker App that you have requested them for a job. They will also receive advance notification to respond to this job before any other associates. However, if the associate you selected has already committed to another assignment, you will see "Not Available" next to their name.

Q: Why am I asked to rate associates?

A: PeopleReady asks you to rate our associates on a scale of 1 to 5 in order to determine the best fit for future orders. When placing an order and requesting associates, you can see these ratings for associates who have worked for you previously. There is also the option to rate an associate as "do not return." A "do not return" rating prevents this worker from being dispatched to a job for your company in the future.

Q: Can I cancel an order through JobStack?

A: No. In order to cancel an order, you need to call the PeopleReady branch. In the "Current Orders" tab, select "Cancel Order" to view the phone number for your servicing branch.

Q: How can I see the status of my order?

A: In the "View Current Orders" tab, you can view the number of workers you need and how many are currently on that work ticket.

Continued on reverse.

Learn more at PeopleReady.com/JobStack/customer.

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FREQUENTLY ASKED QUESTIONS — CONTINUED

Q: Can I submit hours using JobStack?

A: Yes. JobStack allows you to enter the time worked by associates. Once entered, associates using the app will receive a notification alerting them that their hours have been submitted. Associates can then confirm their hours to be paid.

Q: Can I place an order using JobStack?

A: Yes. By selecting "Place an Order," you can place a new order and receive a new quote or reorder an order for a position that already has an agreed-upon quote and location. When placing a new order, enter your job site location, job type and job requirements.

Additionally, when selecting a previous job to reorder, you can: edit days of the week, start/stop times and number of associates needed (by day and shift); add shifts; and change report-to contact information.

Q: What do I do if I forgot my password?

A: When you log in to JobStack, select "Forgot Password." From here, you will be prompted to enter your username, and a new PIN will be sent to you. After you enter this PIN, you will be able to create a new password.

Q: What do I do if I need to update my profile?

A: You can update your phone number and email address through the app. To update your physical address or any other information, please contact your PeopleReady branch. Ensuring that we have the most up-to-date information on file allows us to best service your order.

Q: Can I edit my job order using JobStack?

A: You can only edit your order when you select "Place an Order." Any changes to a current order must be made through your PeopleReady branch.

Q: Can I get a copy of the orders placed and hours approved through JobStack?

A: Yes. Using the "Email Order History" tab, select a date range and email yourself (or someone else) a report that provides information about associates dispatched and hours approved.