

urhere

Your guide to the urhere app

Everything you need to see your shifts, clock in and out, request time off and stay up to date with your team.

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1. Welcome to urhere

urhere is the app your workplace uses for rosters, time and team updates. Everything you need for work is in one place on your phone.

What you can do in the app

See your shifts

Your roster by day, week or month, with times, location and area.

Clock in and out

Record the hours you actually work, right from your phone or at your workplace.

Add your unavailability

Let your manager know the days or times you can't work, so they roster you around them.

Request leave

Ask for time off, such as annual or sick leave, and see when it's approved.

Stay up to date

Read news and events from your workplace, and acknowledge important updates.

Message your team

Chat with your manager, one on one or in groups. Your workplace decides who can start a new chat.

Good to know: your workplace chooses which features are switched on, so your app might look a little different from the pictures in this guide.

2. Getting started

Your invite email

When your employer adds you to urhere, you'll get an email with an **invite code** and a link to download the app.

- 1 Download the **urhere** app from the App Store (iPhone) or Google Play (Android).
- 2 Open the app and enter the **invite code** from your email.
- 3 Create your password.
- 4 You're in. From now on, log in with your **email address and password**.

Important: the invite code only works the first time. If you've already set up your account, don't enter the code again. Log in with your email and password instead.

No invite email? Check your spam or junk folder. If it's not there, ask your manager to check your email address is correct, update it if needed, and resend the invite.

Forgot your password?

- 1 On the login screen, tap **Forgot Password**.
- 2 Enter your email address.
- 3 Open the reset email and follow the link.
- 4 Enter your new password twice, then log in.

No reset email? Check your spam folder, then ask your manager to confirm the email address they have for you.

Want to change your password or email? You can change your password at any time from your profile (the circle with your initials). You can also update your email address, so you can log in with a different email.

3. Your new-starter paperwork

If you're new, your employer may send you an email asking you to fill in your details and complete some documents. You don't need to log in to the app for this. Everything is done through the link in the email.

What you might be asked for

- **Your details:** personal and contact details, emergency contact, and bank, tax and super details.
- **Documents:** files to read, sign or upload.

Types of document requests

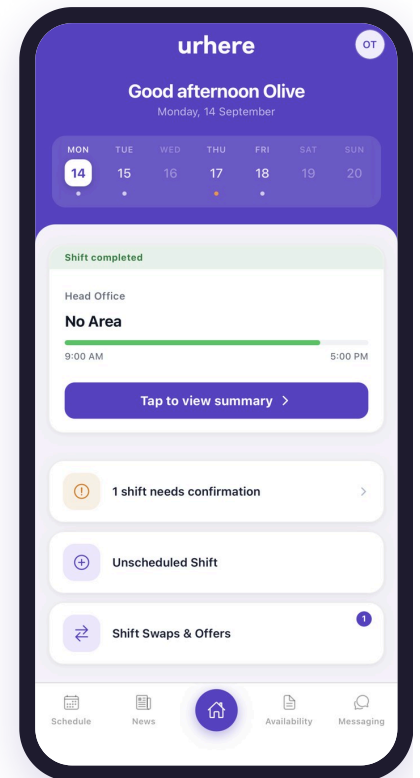
If the email asks you to...	What to do
Upload a document e.g. photo ID, certificates, licences, visa	Upload a copy of your own file.
Review a document e.g. staff handbook, policies	Open it, read it and download a copy for your records.
Review and return a document e.g. contract, forms	Read and download it. Tick " I confirm that I have received and reviewed this file ", attach your completed copy, then tap Confirm & Submit .
Read and sign	Read the document on screen, then sign it (or confirm you've read it) in your browser.

Tips: the link in a document email expires after 30 days, so complete it soon. You can upload PDF, Word, Excel, CSV, text, JPG, PNG or ZIP files.

4. Finding your way around the app

The app has five sections along the bottom of the screen.

Home centre button	Today's date, this week at a glance, and today's shift. Anything waiting for you appears here too, such as shifts to confirm.
Schedule	Your shifts by day, week or month, plus your total scheduled hours.
News	Updates and events from your workplace.
Availability	Two separate things: your unavailability (times you can't work, so you're rostered around them) and your leave (time off, usually paid), including the status of your leave requests.
Messaging	Chat with your manager and your team. Depending on your workplace's settings, you may not be able to start a new chat yourself. You can still reply to messages you receive.



The Home screen

Tap the **circle with your initials** at the top right to open your profile.

5. Your shifts

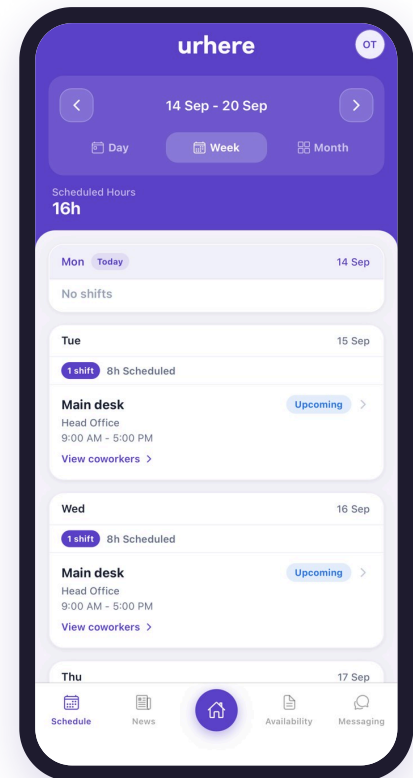
Seeing your roster

- Go to **Schedule** and choose **Day**, **Week** or **Month**.
- Use the arrows to move between weeks or months.
- Your total **scheduled hours** for the period show at the top.
- Tap any shift to see its details.

You'll only see shifts once your manager has published the roster. Shift times are always shown in your workplace's local time.

Shift details

Each shift shows the date, start and end time, duration, location and area, and who else is working that day. You can also add your own **shift note**.



Schedule, week view

What your shift status means

Status	What it means
Confirmation required	Your manager needs you to accept this shift. Tap Confirm Shift if you can work it, or Reject Shift if you can't.
Upcoming	You're all set. Nothing to do until the shift starts.
Shift in progress	You've clocked in. It shows the time you clocked in and a Check Out button.
Shift completed	You've finished and clocked out.

Confirmation required

Upcoming

Shift in progress

6. Clocking in and out

Clocking in and out records the hours you actually work. The app calls this **checking in** and **checking out**.

How to clock in and out

- 1 When your shift is about to start, open the app and go to your shift.
- 2 Check in using the method your workplace uses (see below).
- 3 Your shift changes to **Shift in progress**.
- 4 At the end of your shift, tap **Check Out**.

Ways to clock in

Your workplace decides which of these you use. You may have more than one.

Method	How it works
Your phone's location	Clock in from the app. The app checks you're at work, so you may need to be on site. Allow urhere to use your location.
QR code	Scan the QR code at your workplace from inside the urhere app . Your phone's normal camera won't work. Allow urhere to use your camera.
Kiosk	Clock in on a shared tablet at your workplace using your personal PIN. Your manager will give you your PIN. The kiosk may take a photo when you clock in.

Good to know: you can only clock in using the phone app or a kiosk, not in a web browser. The clock-in option appears when you have a shift rostered.

If something goes wrong

- **Forgot to clock in or out?** Tell your manager as soon as you can so they can fix your times.
- **Can't clock in?** Check that location (or camera) access is allowed for urhere in your phone settings, and that you're at work. Otherwise, let your manager know.

Your hours and pay

The times you clock in and out are sent to your manager, who checks them before payroll. Your pay and leave balances aren't shown in the app. Ask your manager if you have questions about them.

7. Unavailability and leave

These are two different things. Both live in the **Availability** section of the app.

- **Unavailability:** days or times you can't work, such as study or another job. Your manager rosters you around them.
- **Leave:** time off from work, usually paid, such as annual or sick leave. Your manager approves or declines it.

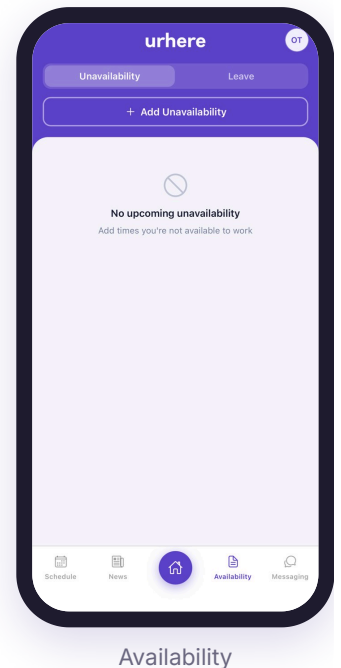
Unavailability

Add the times you can't work, so you're rostered around them

- 1 Go to **Availability** → **Unavailability** → **Add Unavailability**.
- 2 Pick the date.
- 3 Turn on **All Day**, or set a start and end time.
- 4 Add a note if you like.
- 5 If it repeats, turn on **Recurring**, choose how often and when it stops.
- 6 Tap **Save Unavailability**.

Once it's saved, it applies straight away and doesn't need approval. It appears in your Unavailability list, and your manager sees it when they build the roster. You can edit or delete it at any time.

Tip: after saving, check the date is right. If it's something important, let your manager know as well.



Leave

Request time off, such as annual or sick leave, and track your requests

- 1 Go to **Availability** → **Leave**.
- 2 Choose the type of leave.
- 3 Select your dates. For more than one day, select the **whole date range** so every day is included.
- 4 Add times if needed, and attach a document such as a medical certificate if required.
- 5 Send your request.

Once it's sent, your request goes to your manager to approve or decline. You'll get an **email** when they decide, and approved leave shows on the roster.

Your **Leave** list shows all your leave requests, past and upcoming, and where each one is up to:

Waiting for a decision	Your manager hasn't approved or declined it yet.
Approved	Your leave is approved and shows on the roster.
Denied	Your request wasn't approved. Check the email for details, or talk to your manager.

8. Staying in the loop

Notifications on your phone

Turn on notifications for urhere so you don't miss things like:

- new or updated shifts
- shifts offered to you
- news posts and events
- new messages

News

Your workplace posts updates here. Some posts ask you to **acknowledge** that you've read them. Please do this when asked. If your workplace has switched them on, you can also **like** and **comment** on posts.

Events

Meetings, training sessions and functions show in the **Events** tab under News. If your workplace has switched them on, you can **RSVP** and comment on events.

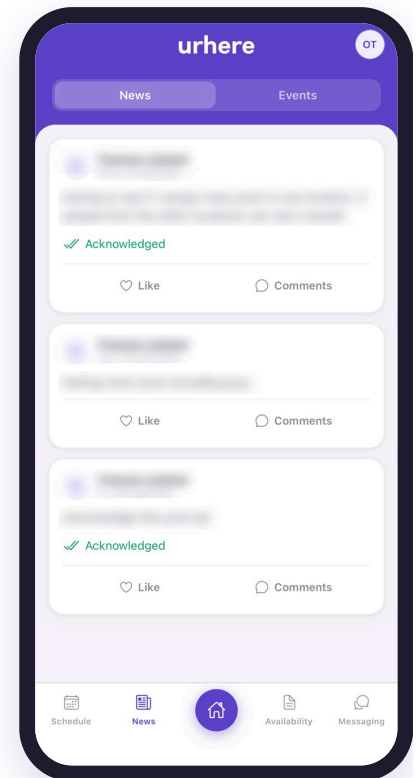
Messages

Chat one on one with your manager, or in group chats. You can send photos and files.

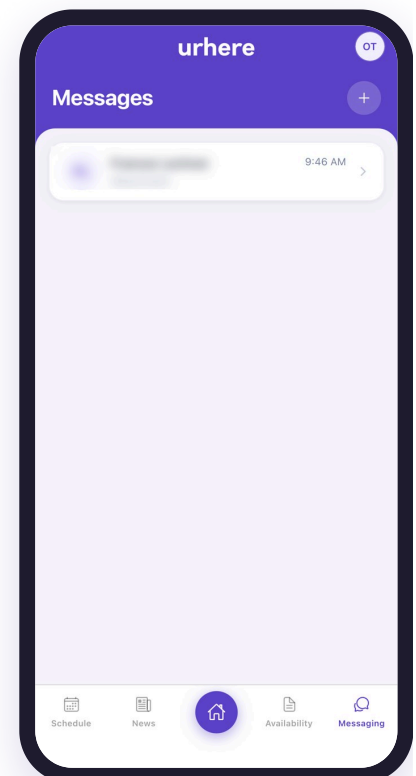
Can't start a new chat? Your workplace chooses who can start chats, so this option may be switched off for you. You can still reply when someone messages you.

Surveys

Your workplace may ask you a short survey during your shift or when you clock out.



News



Messages

Emails you might get

Email	What to do
Invite to urhere	Download the app and use the invite code to set up your account.
New-starter details	Follow the link to fill in your details and complete any documents.
Document to review, sign or upload	Follow the link and complete what's asked (see section 3).
Password reset	Follow the link to set a new password.
Leave approved or declined	Nothing to do. It's for your information.

Tip: add urhere to your contacts or safe senders so these emails don't end up in spam.

9. Quick fixes

Problem	Try this
My invite code doesn't work	You've probably already set up your account. Log in with your email and password, or tap Forgot Password .
I didn't get my invite or reset email	Check your spam or junk folder. Ask your manager to check your email address and resend it.
I can't reach the Login button on my iPhone	The keyboard may be covering it. Tap the urhere logo to close the keyboard.
I can't see my shifts	Your roster may not be published yet. Check with your manager.
There's no clock-in option	You need a rostered shift at that location. Ask your manager.
The app says I'm too far away	Make sure location access is on for urhere and you're at work. Moving near a window can help.
The QR code opens an error page	Scan it from inside the urhere app, not your phone's camera.
The camera won't open to scan	Go to your phone settings → urhere and allow Camera.
I'm trying to clock in on a computer	Clocking in only works in the phone app or at a kiosk.
I'm not getting notifications	Allow notifications for urhere in your phone settings, and update the app.
The app looks wrong or won't load	Update the app from the App Store or Google Play, then log out and back in.
I forgot to clock in or out	Tell your manager so they can correct your times.

10. Getting help

Your manager

Your first stop for anything about your shifts, pay, leave, or which features are switched on at your workplace.

Chat with urhere Support

Use the chat box in the bottom-right corner of the urhere website (urhere.com.au). Our support team is available Monday to Friday, 9am to 5pm AEST. Outside these hours, Fin, our AI agent, will answer and help you out, and our team will pick up your message the next business day.

Email urhere Support

For problems with the app itself, email support@urhere.com.au

Contact form

Submit a form on the urhere website (urhere.com.au).

urhere Help Centre

Step-by-step articles at support.urhere.com.au, available any time.

Keep the app updated

Many issues are fixed by updating to the latest version.

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11. Extra features your workplace may use

These are optional.

Your workplace decides whether to switch them on. If you'd like to use one and don't see it in your app, ask your manager.

Swap or offer a shift

Can't work a shift? Open it and tap **I can't work this shift**. Then either **swap** it with a coworker or **offer** it for someone else to pick up. Your manager may need to approve it.

Pick up offered shifts

When a shift is offered to you, you'll get a notification. It appears under **Shift Swaps & Offers** on your Home screen, where you can accept or decline it.

See who you're working with

A **Show coworkers working** toggle appears at the top of your Schedule so you can see who else is rostered.

Unscheduled shifts

Need to work when you're not rostered? Tap **Unscheduled Shift** on your Home screen to clock in.

Record your breaks

Start and finish your breaks in the app or at the kiosk, so your break times are recorded accurately.

Shift notes from your manager

Your manager can add notes to your shifts, such as tasks or reminders for the day.

Start new chats

Start your own chats with your manager or coworkers, not just reply to messages you receive.

Like, comment and RSVP

Like and comment on news posts, and RSVP to and comment on events.

Shift confirmation

Your workplace may ask you to confirm each shift before it's locked in (see section 5).