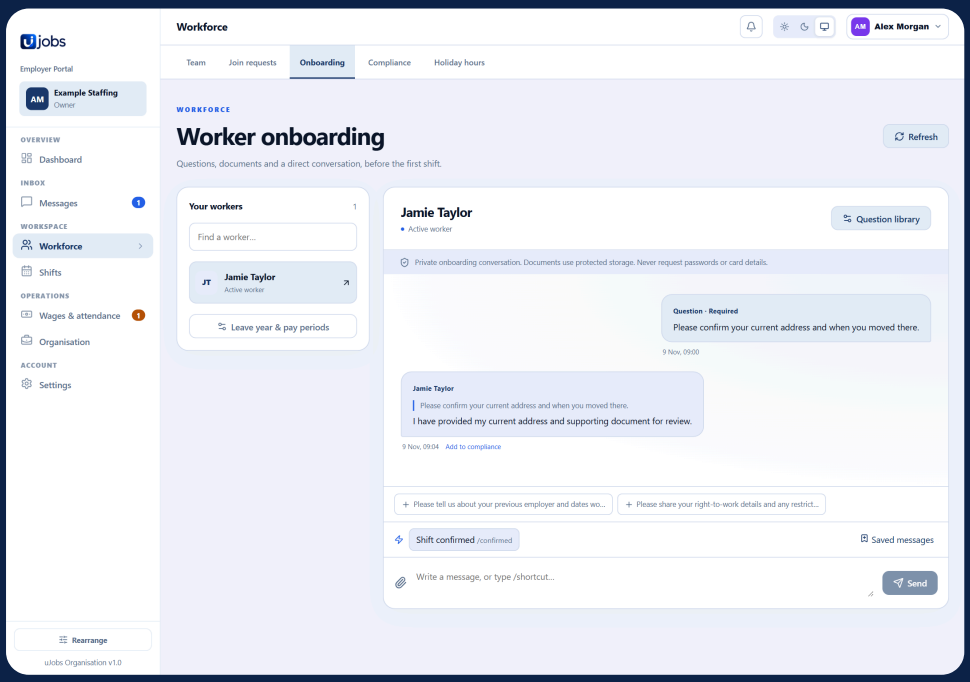
APP MANUAL / NOVEMBER 2026

Your desktop app manual.

A detailed guide for organisation owners, administrators and managers.

Setup · People · Onboarding · Compliance
Shifts · Attendance · Wages · Holiday hours



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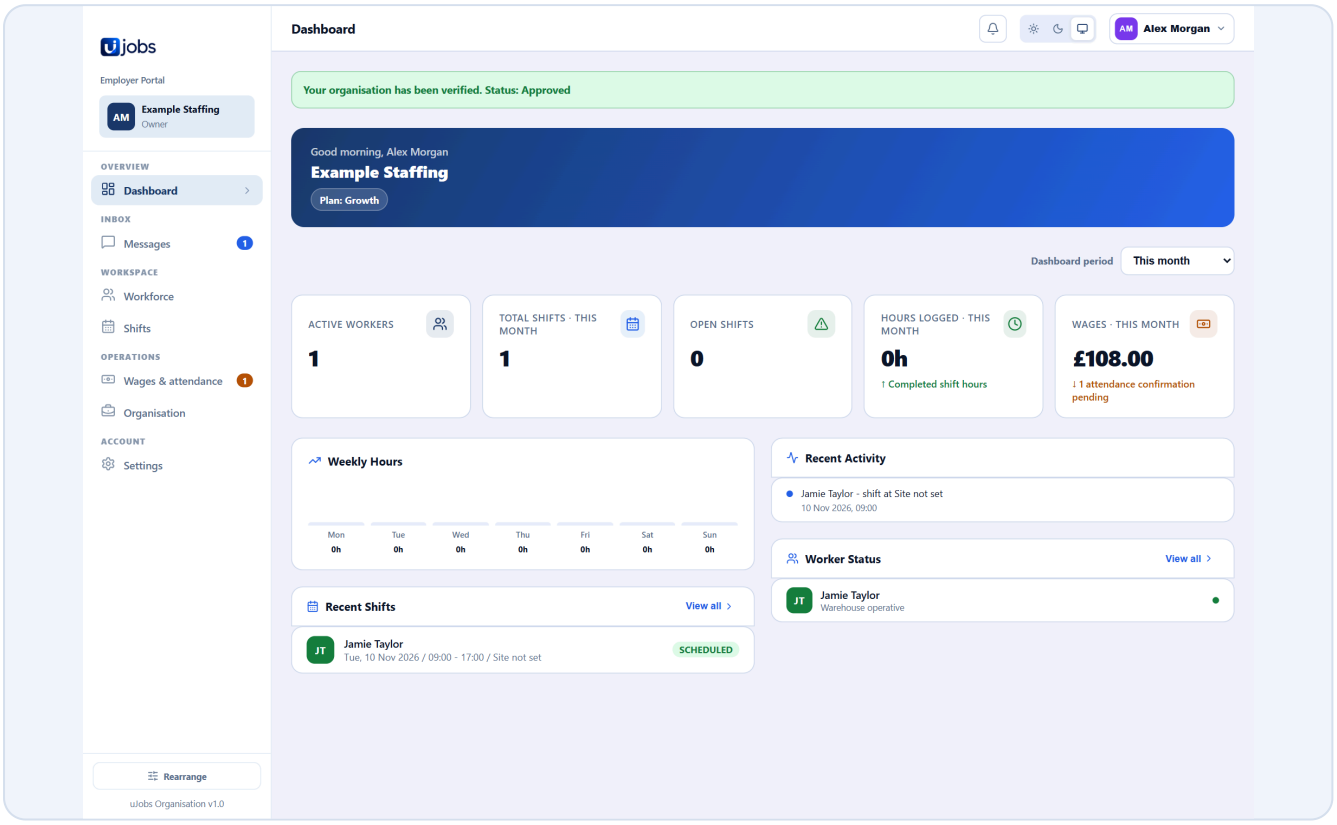
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START HERE

Your first working day

A practical route from a new organisation account to a completed, reviewed shift.



Desktop app browser capture · demonstration workspace

01 Sign in and confirm that the organisation name in the sidebar is correct. Finish verification before trying restricted actions.

02 Create the client and site records you need. Direct employers use their own sites; agency workspaces can also manage client companies.

03 Invite colleagues and workers. Use onboarding to collect answers and documents, then review the join request.

04 Complete the relevant right-to-work checks, record restrictions and configure holiday tracking for eligible workers.

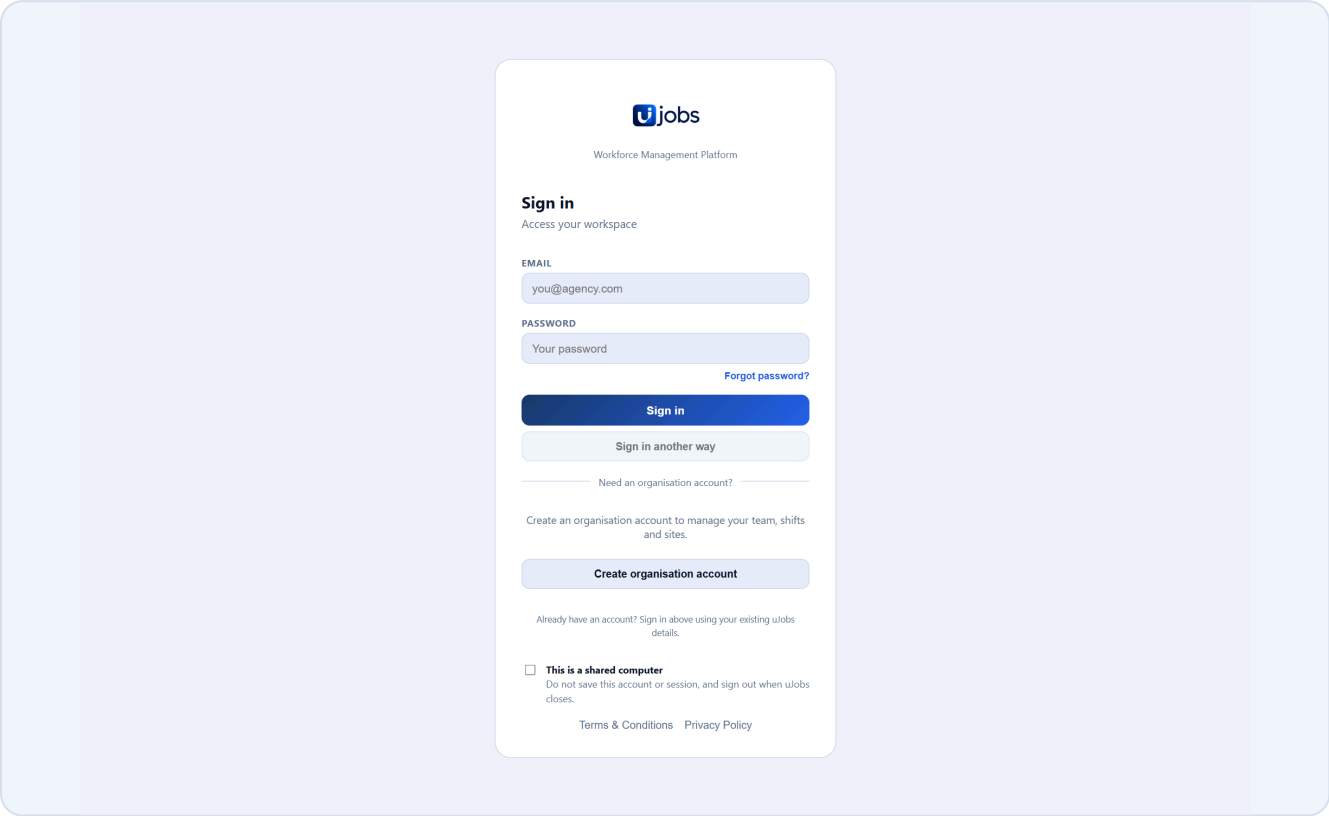
05 Create a shift, assign suitable workers and check their responses. After work, review attendance and check the wage totals.

> The screenshots use Example Staffing and Jamie Taylor, both fictional. They show the current source edition, including features that require an updated app release.

START HERE

Install and update the desktop app

Use the official download route for the Windows or macOS edition offered for your device.



Desktop app browser capture · demonstration workspace

01 Open https://ujobs.app/download and choose the desktop download appropriate to your operating system.

02 Follow the store or installer instructions. Check that you are installing uJobs Organisation from the official route.

03 Open the installed app and sign in with your organisation account. Keep the mobile worker account separate if you use both roles.

04 Install updates through the distribution route you used. Fully quit an older running copy before opening a newly installed version.

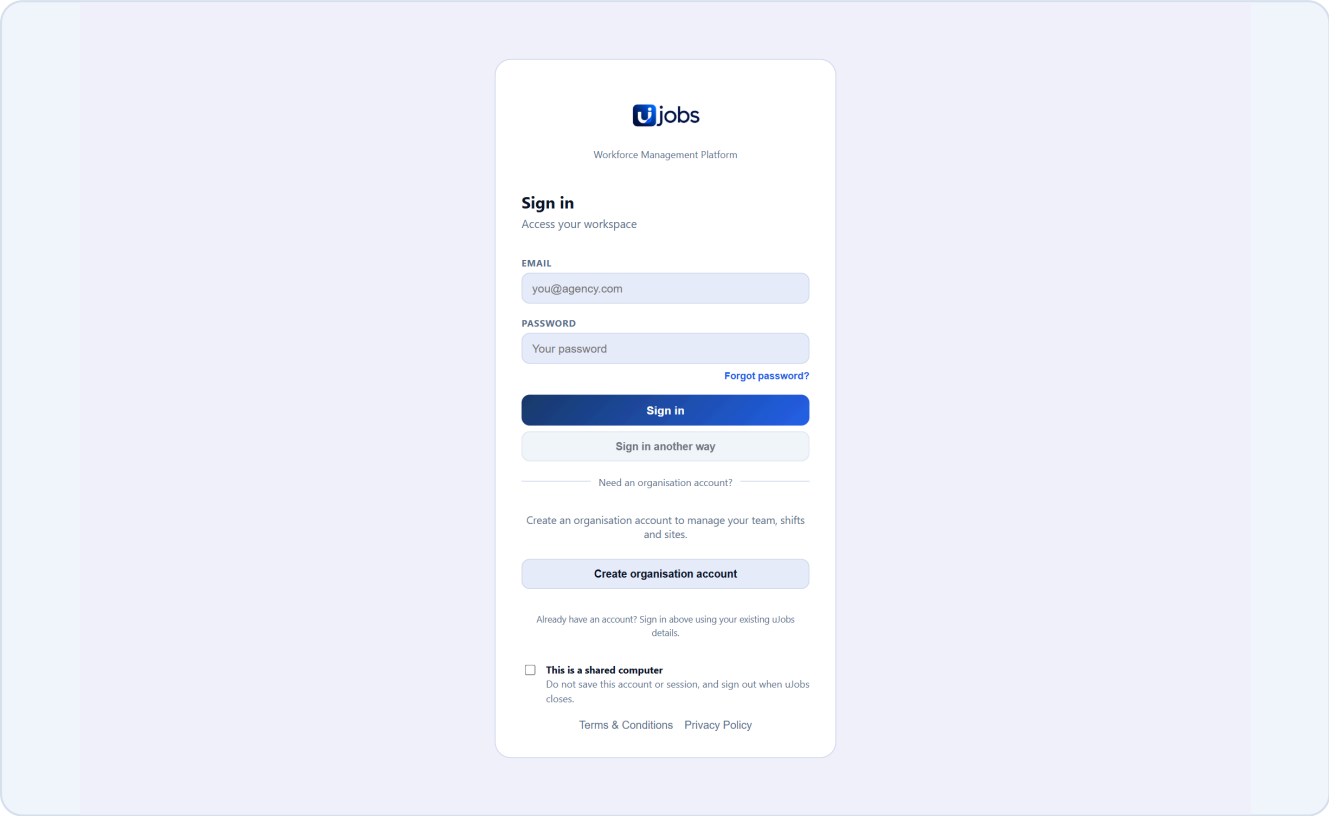
05 After updating, confirm the organisation, navigation and required features. Ask support if the installed version differs from the guide.

> The new workforce features and grouped navigation require the corresponding updated client release.

ACCESS & NAVIGATION

Sign in to the desktop app

Use your organisation account in the Windows or macOS app.



Desktop app browser capture · demonstration workspace

01 Open uJobs Organisation and enter the exact email address attached to your account. Check the spelling and the @ symbol.

02 Enter your password and submit. If your email is not verified, complete verification using the email sent to you before retrying.

03 To use an email code, choose the alternate email-code option, request a code and enter the latest one sent to the same address.

04 If you do not have an organisation account, use the account-creation link. It opens the uJobs website for registration; return to the installed app afterwards.

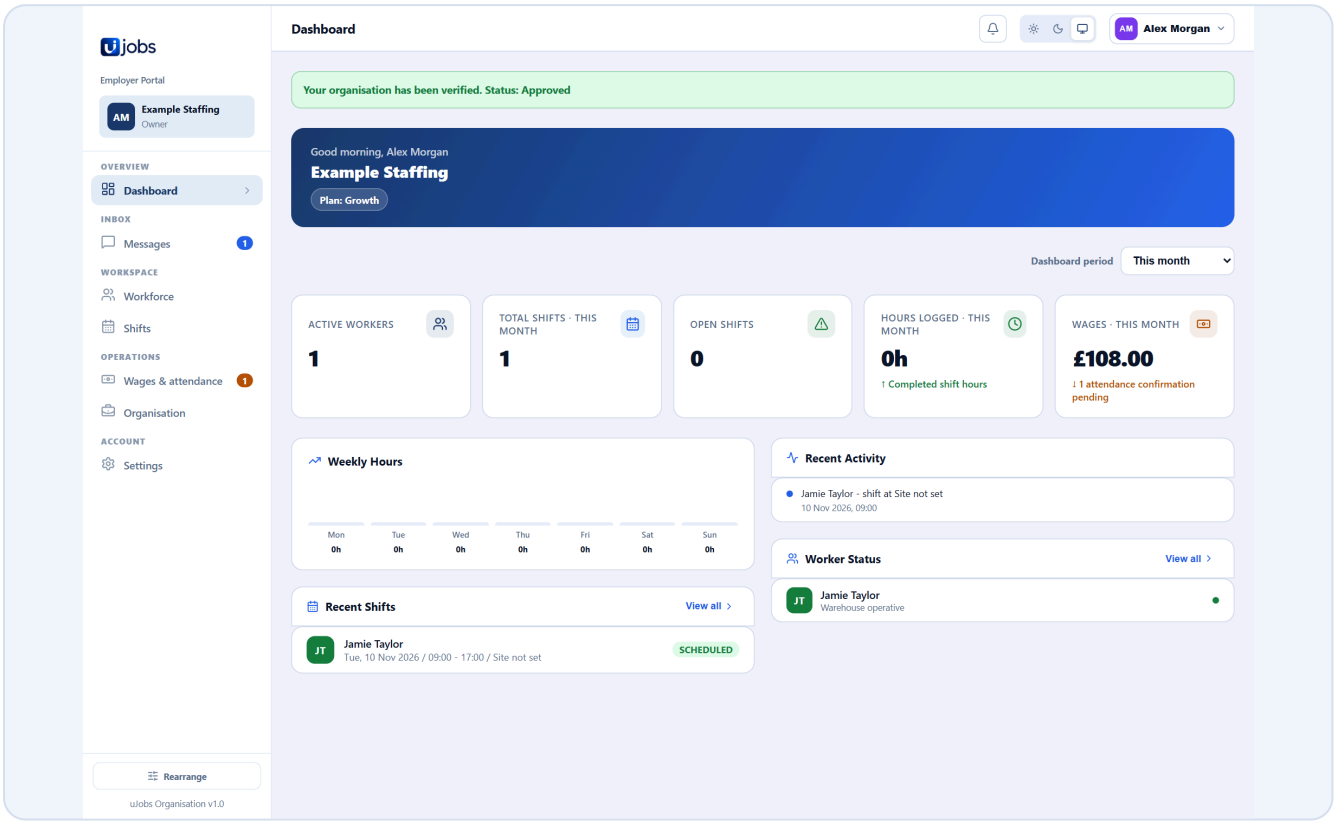
05 On a shared device, enable the shared-computer option and use the app’s account-locking controls when leaving your desk.

> An email-code request does not create an organisation account. Desktop sign-in is separate from mobile passkeys.

ACCESS & NAVIGATION

Find your way around

The sidebar holds the main areas. Related pages sit in tabs across the top.



Desktop app browser capture · demonstration workspace

01 Use Dashboard for the overview and Messages for conversations.

02 Open Workforce for Team, Join requests, Onboarding, Compliance and Holiday hours.

03 Open Shifts for the shift list and Rota.

04 Open Wages & attendance for wages, attendance review, timesheets, devices, onsite checks and attendance settings.

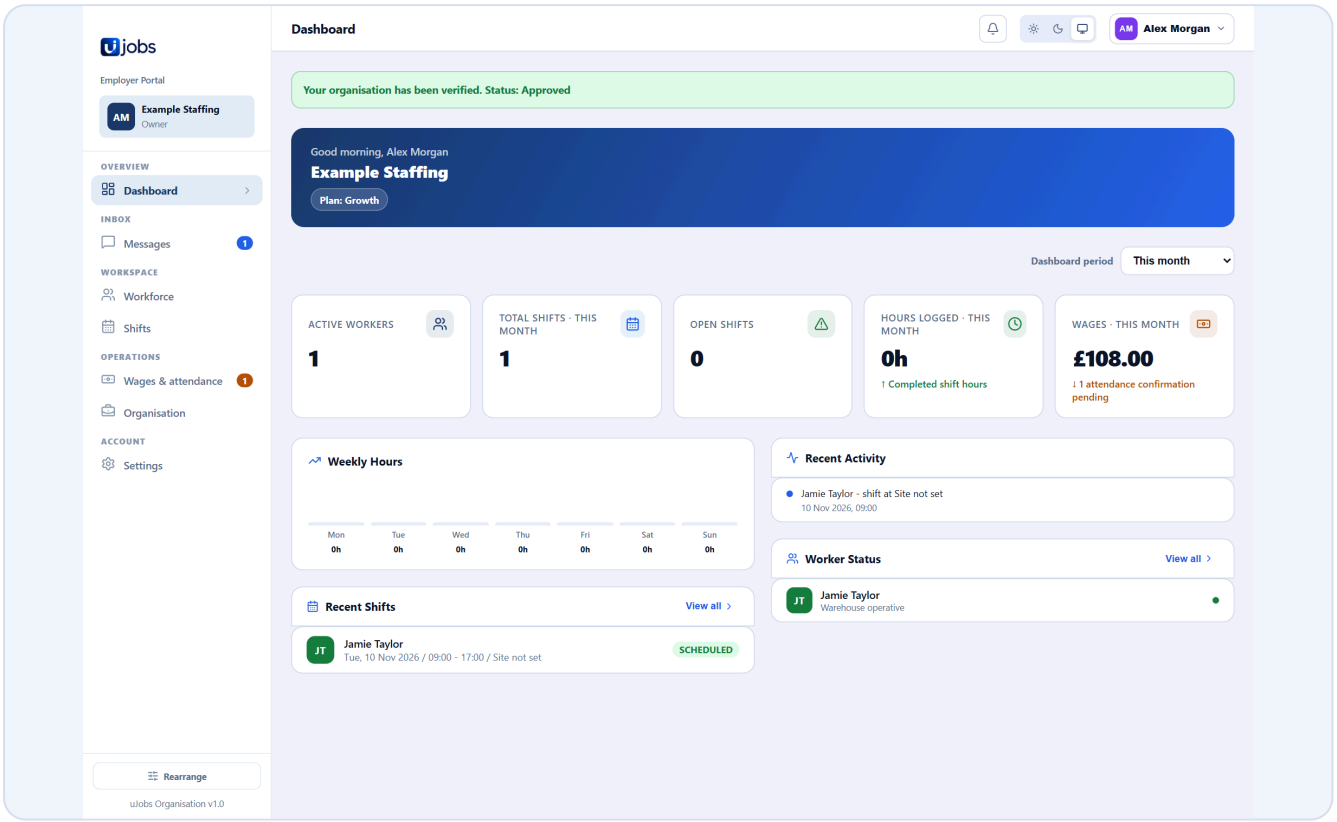
05 Open Organisation for sites, client companies where applicable, and job openings. Use Settings for general settings, verification and plan information.

> Available tabs and actions depend on your role, organisation type and access. A missing management action may be a permission restriction.

ACCESS & NAVIGATION

Read the dashboard

Use the dashboard to decide what needs attention before making changes.



Desktop app browser capture · demonstration workspace

01 Confirm the active organisation and your role in the sidebar. Switch workspace using the available organisation controls when you belong to more than one.

02 Choose the dashboard period. Compare worker, shift, hours and wage cards over the same period.

03 Review recent shifts and worker status. Open the relevant section to investigate a record rather than relying on a headline total.

04 Check unread-message and attendance badges. Pending attendance can affect the wage figures.

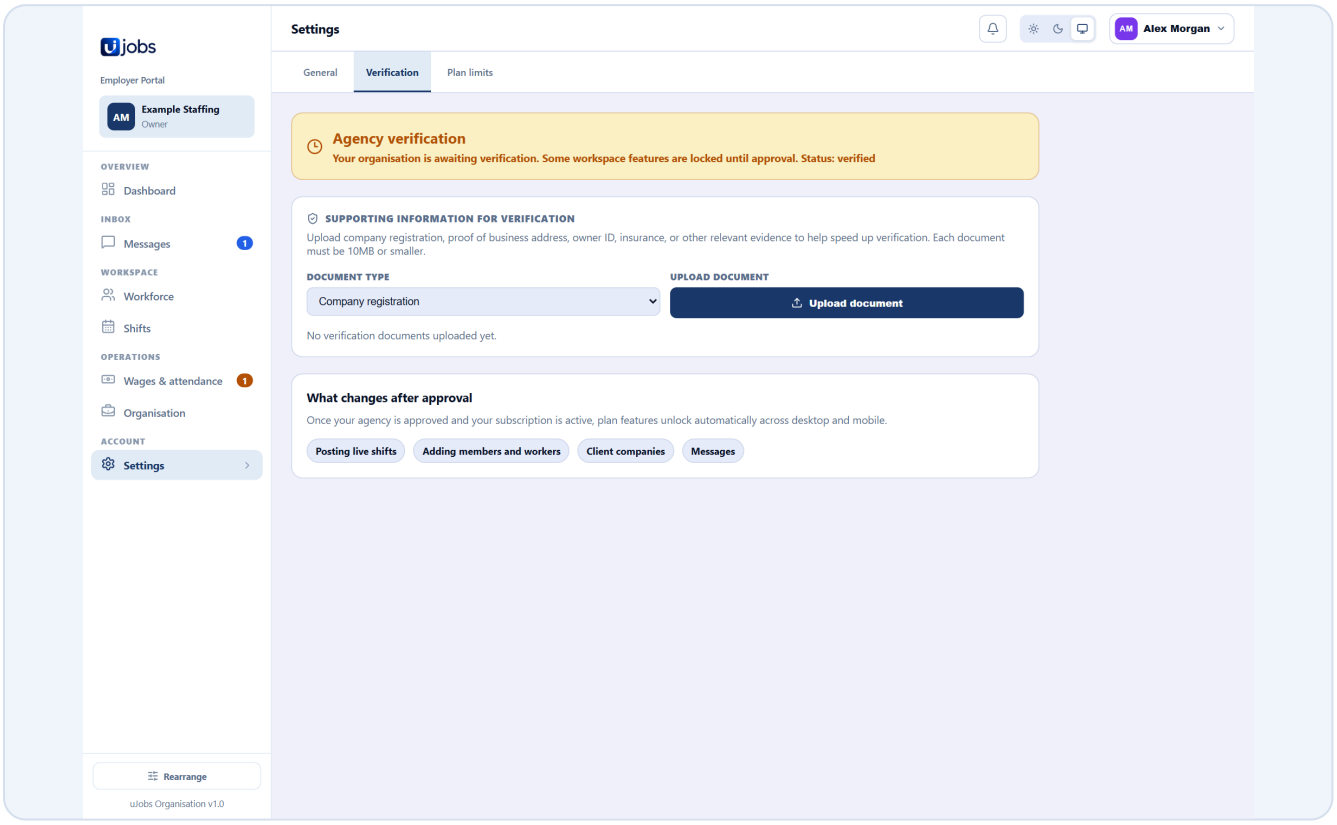
05 If a verification or billing warning appears, open the linked settings page and resolve it before retrying the restricted action.

> Dashboard totals are an operational overview. Review the underlying attendance and wage records before using them for payroll.

ORGANISATION SETUP

Complete organisation verification

Verification is separate from verifying an individual email address.



Desktop app browser capture · demonstration workspace

01 Open Settings → Verification. Read the current status and any request for more information.

02 Check that the organisation details match the business you are registering. Prepare the evidence requested on the page.

03 Submit the required information using the available controls. Check the confirmation and current status before leaving.

04 If more information is requested, address the specific points and resubmit. Do not repeatedly submit unchanged information.

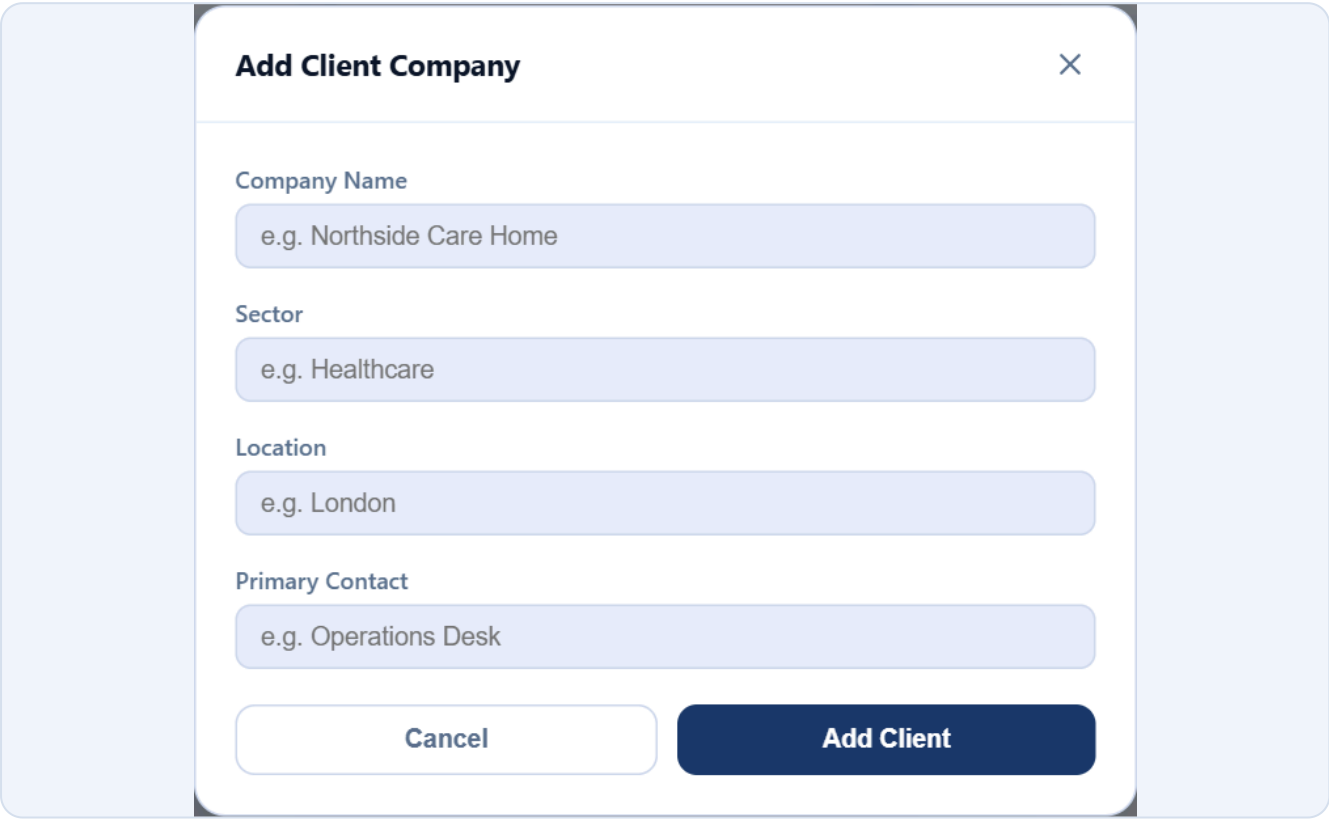
05 If rejected or suspended, review the reason and use the available support or appeal route.

> Pending review means a decision is outstanding. Organisation features may remain restricted until approval.

ORGANISATION SETUP

Create client companies

Agency workspaces use client companies to keep sites, assignments and shifts organised.



Desktop app browser capture · demonstration workspace

01 Open Organisation → Client companies and choose Add client.

02 Enter the company name and the contact details requested in the form. Use a business contact who should receive the relevant communication.

03 Save the record, then open it to confirm the details. Avoid duplicate company records with slightly different names.

04 Create the client's sites before scheduling site-based work. Assign workers and managers only where they need access.

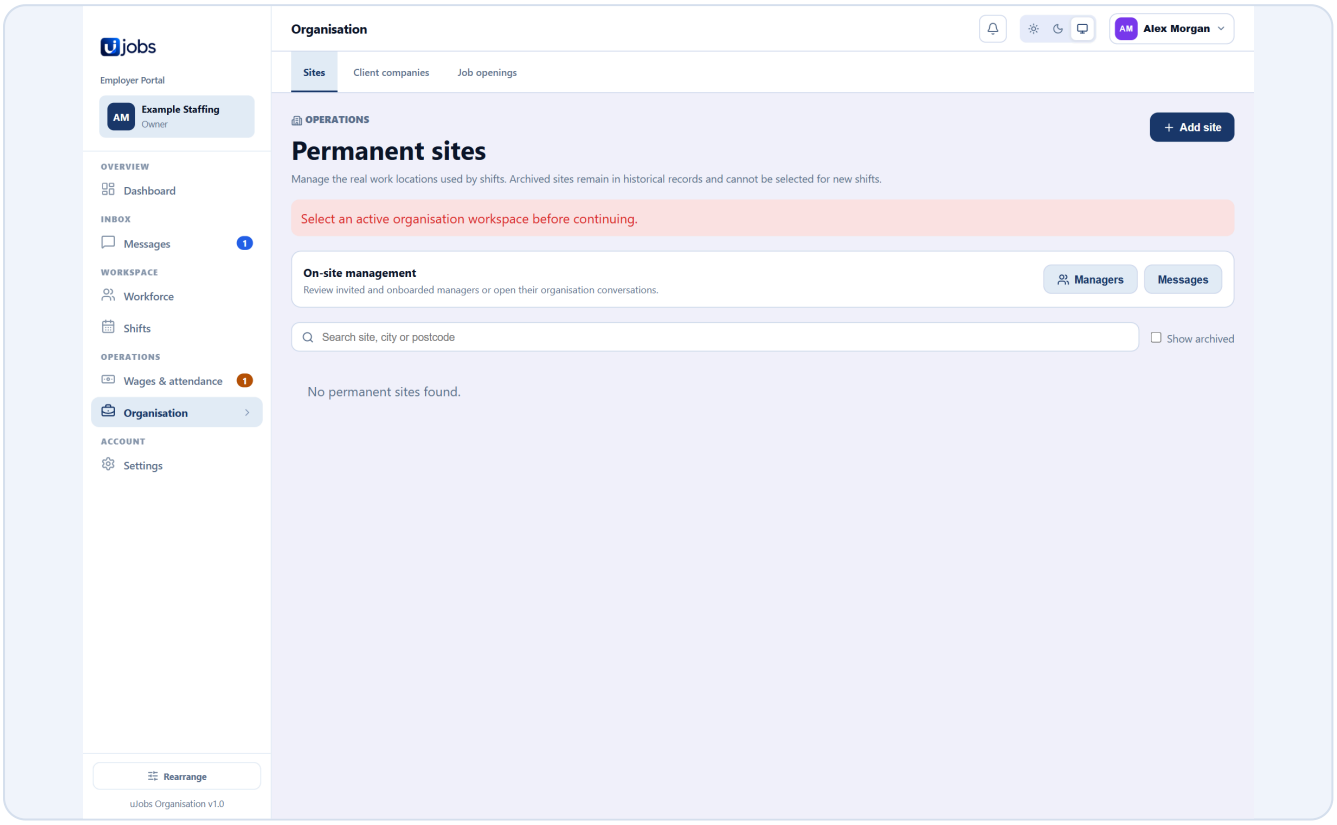
05 When details change, update the existing client record so future work uses the current information.

> Client companies are an agency feature. Direct employer workspaces use their own organisation and sites.

ORGANISATION SETUP

Set up a working site

A site gives workers a consistent location and gives attendance checks the correct place to use.



Desktop app browser capture · demonstration workspace

01 Open Organisation → Sites and add a site. In an agency workspace, select the relevant client company.

02 Enter a recognisable site name, address, town or city and postcode. Include useful access instructions where available.

03 Check the location and attendance configuration before using the site for mobile check-in. A postcode alone may not identify the correct entrance.

04 Save and reopen the site to review the details. Use the site when creating permanent-location shifts.

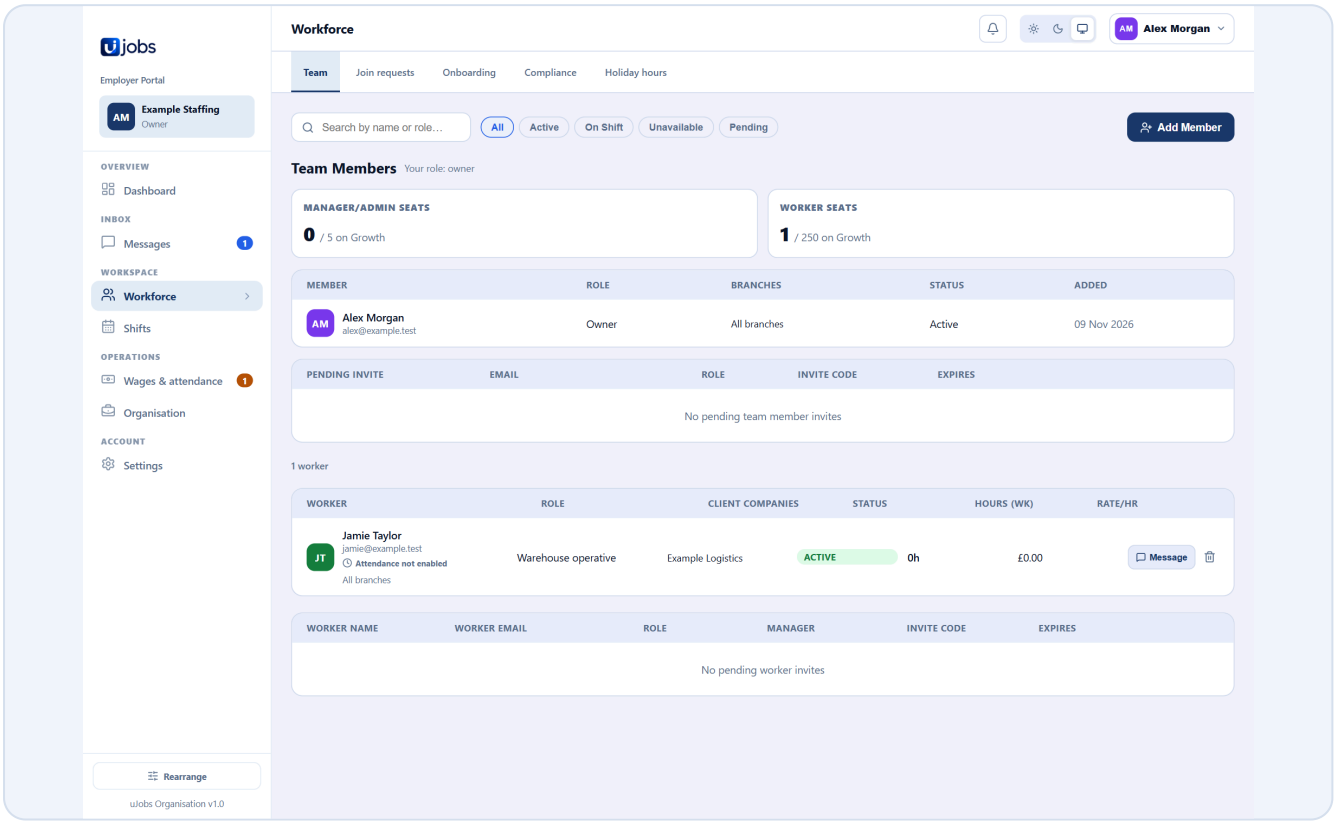
05 Keep existing site records accurate. Use a temporary location on the shift when the work is genuinely at a different venue.

> Do not substitute a client's head-office address for the actual place a worker must attend.

PEOPLE & ACCESS

Understand staff permissions

Give each person the access needed for their own work.



Desktop app browser capture · demonstration workspace

01 Owners and administrators handle organisation-wide management within the controls available to their role.

02 Managers may be limited to assigned workers, clients or branches. Confirm both the role and assignment scope when adding someone.

03 Workers use their own worker account. An accepted worker link does not grant organisation management access.

04 Review access when responsibilities change. Remove or archive access using the relevant controls when a person leaves.

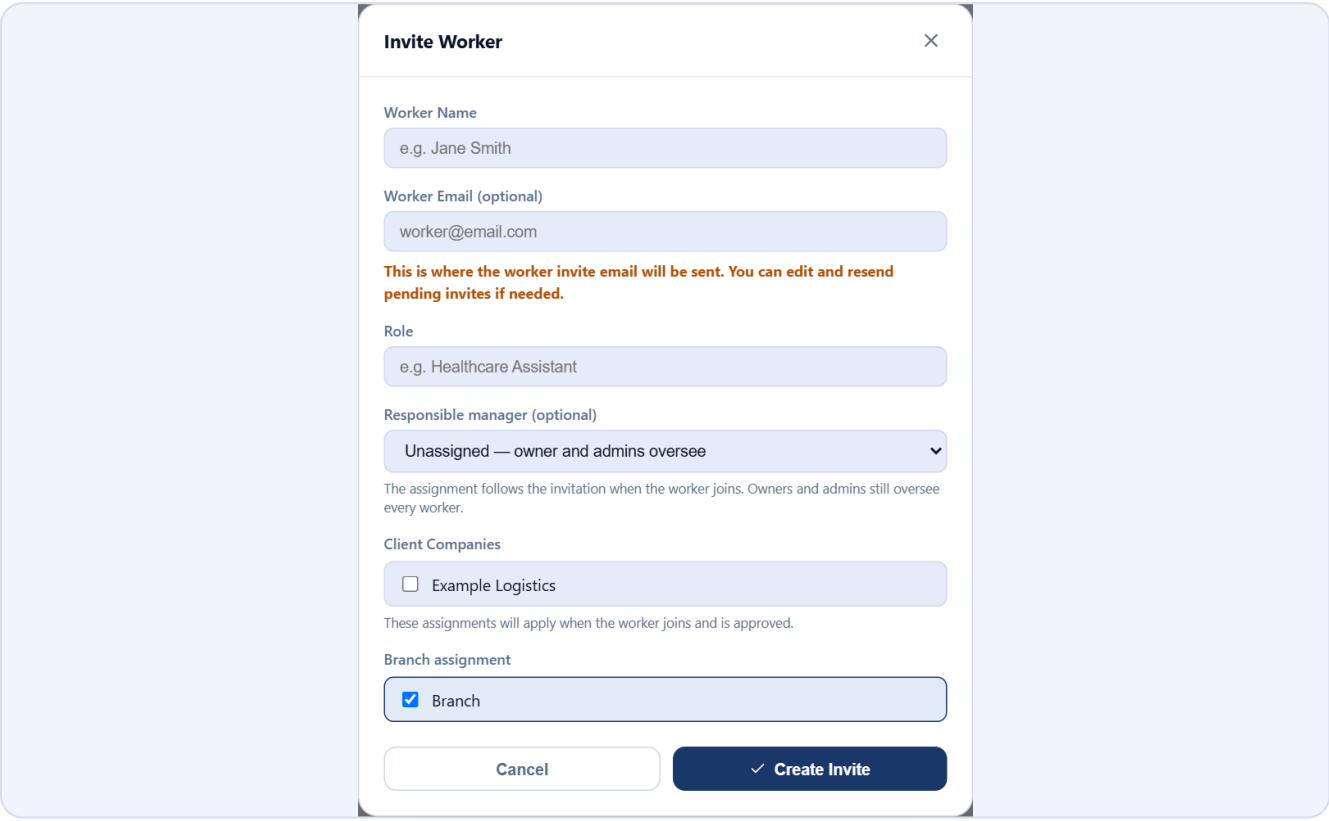
05 Use separate accounts for colleagues. Never share an owner’s password, email code, device PIN or passkey.

> An organisation role and an onsite attendance-verification responsibility are different. Assign each deliberately.

PEOPLE & ACCESS

Invite a worker

An invitation links the right worker account to your organisation.



Desktop app browser capture · demonstration workspace

01 Open Workforce → Team and choose Add Member, then the worker invitation option.

02 Enter the worker's details and check the email character by character. Explain which organisation the invitation comes from.

03 Send the invitation and check the resulting status. The worker should use the invitation instructions in their own account.

04 If the worker cannot find the email, ask them to check spam and confirm the destination address. Use the available resend or email-correction control.

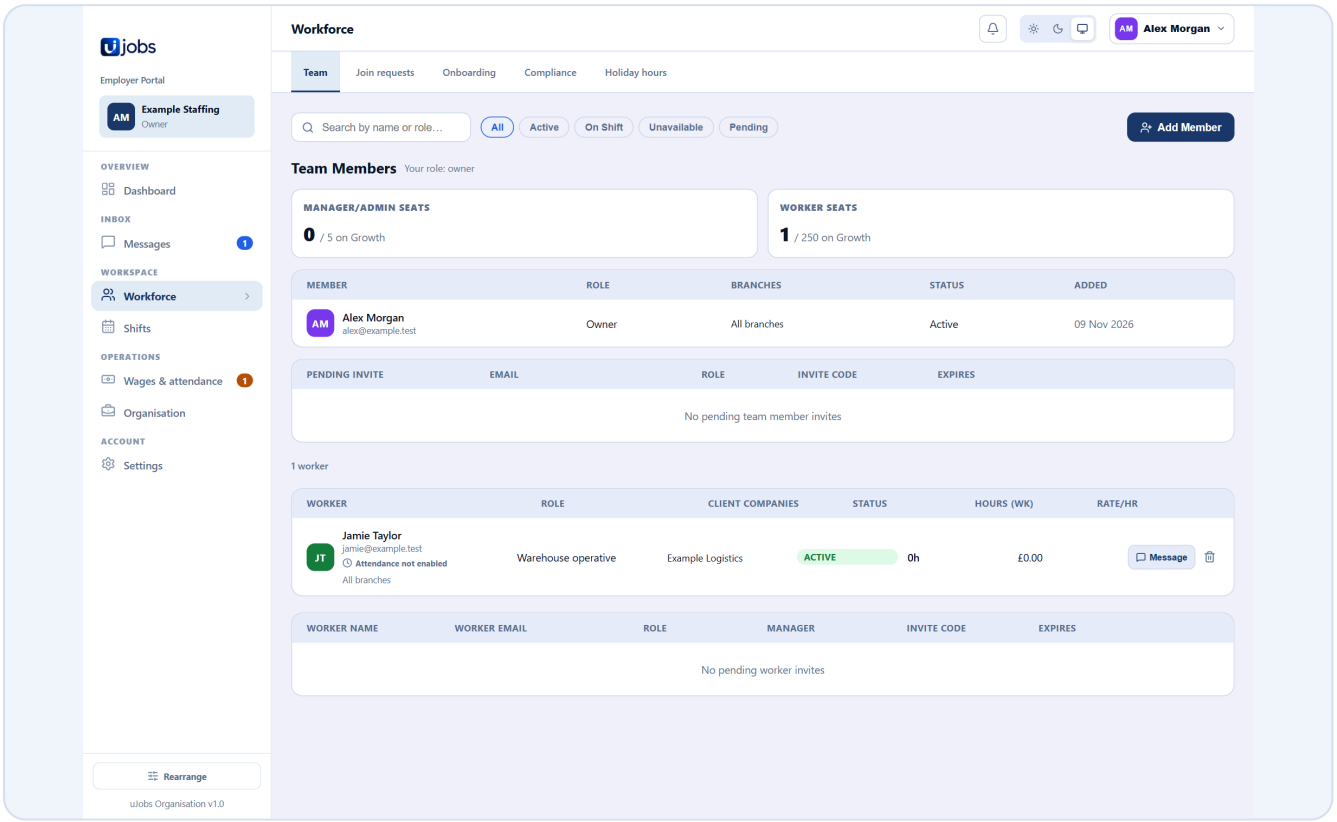
05 After acceptance, review the worker's link and any pending onboarding or approval steps. An invitation email alone is not completed onboarding.

> Use the current invitation instructions. Do not assume an older code is valid after replacing an invitation.

PEOPLE & ACCESS

Invite organisation colleagues

Colleagues join as organisation users rather than as workers.



Desktop app browser capture · demonstration workspace

01 In Team, choose Add Member and the organisation-member invitation option.

02 Enter the colleague's business email and choose the appropriate available role.

03 Set branch, client or worker assignments where the invitation flow offers them. Limit access to the responsibilities the person actually has.

04 Send the invitation. Ask the colleague to finish their account setup with the same address.

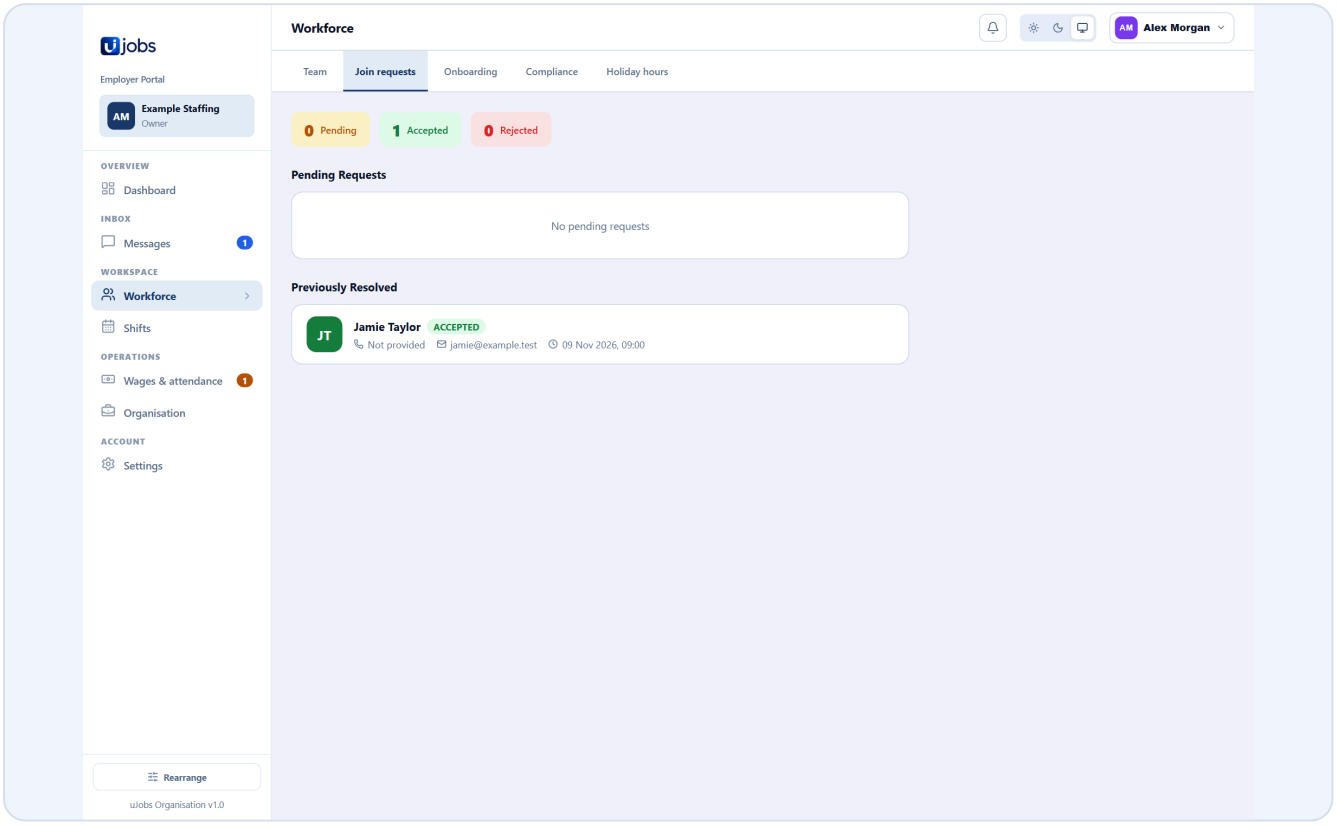
05 Check their active membership and role afterwards. Review the workspace together if they cannot see an expected page.

> A worker invitation is not a substitute for an organisation-member invitation.

PEOPLE & ACCESS

Review join requests

A join request needs an organisation decision before normal worker messaging and access are available.



Desktop app browser capture · demonstration workspace

01 Open Workforce → Join requests and locate the correct person. Match the name, email and request details.

02 Use Open onboarding when you need answers or documents before deciding. This conversation works before ordinary messaging is enabled.

03 Review the required information and complete your organisation’s checks. Ask follow-up questions where the answers are incomplete.

04 Accept only when the person should join. Use the available decline action when appropriate and check the resulting request status.

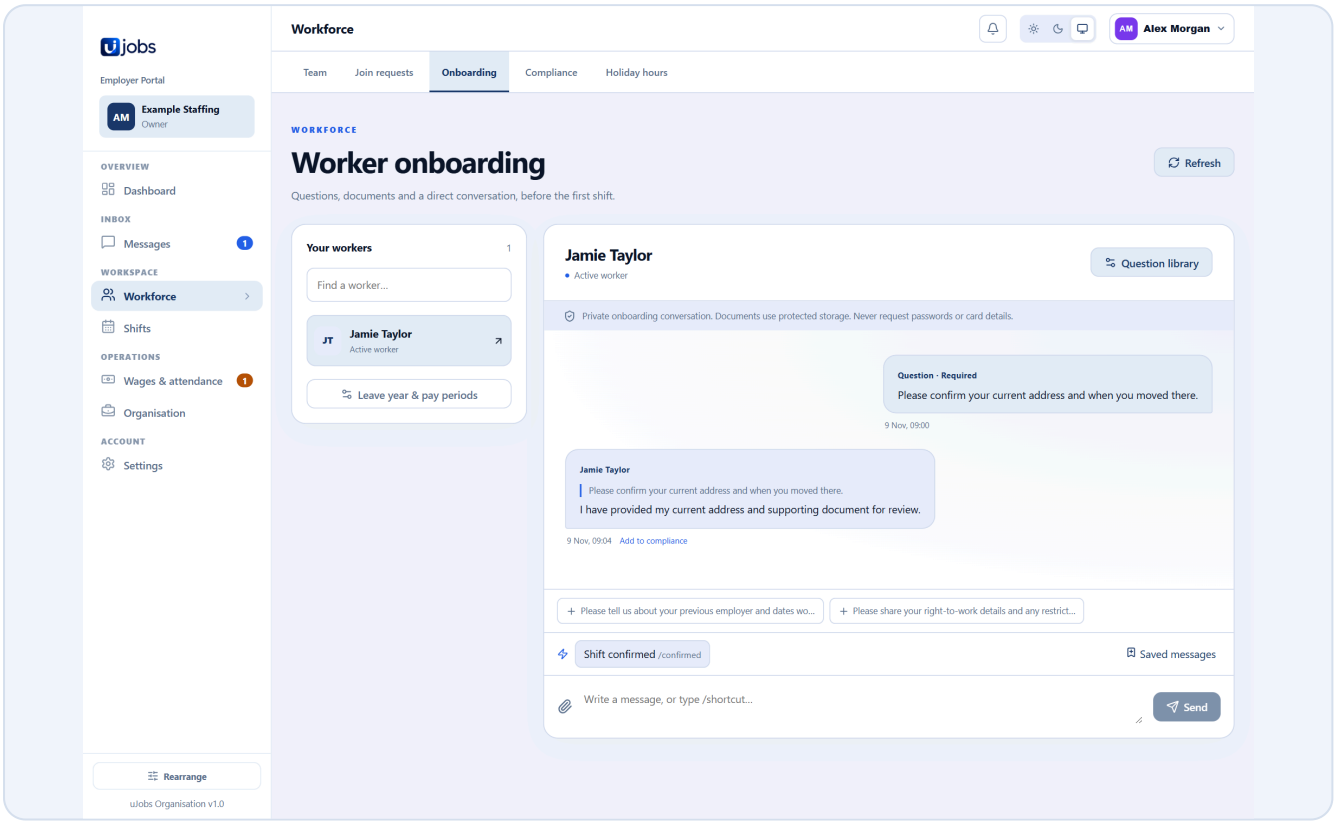
05 After acceptance, confirm the worker appears in Team and can open the organisation workspace. Investigate an error rather than repeatedly accepting.

> Request acceptance and a legal right-to-work check are separate decisions.

ONBOARDING

Use the onboarding conversation

Collect information in a dedicated live conversation before approving a worker.



Desktop app browser capture · demonstration workspace

01 Open Workforce → Onboarding and select the worker. Check the worker name before sending personal questions.

02 Type a message or send a question from the library. Mark questions required only when the information is needed.

03 Read incoming replies in the same conversation. Keep follow-up questions specific so the worker knows what to answer.

04 Open documents from the conversation when needed. Ask for a clearer copy if the uploaded document is unreadable.

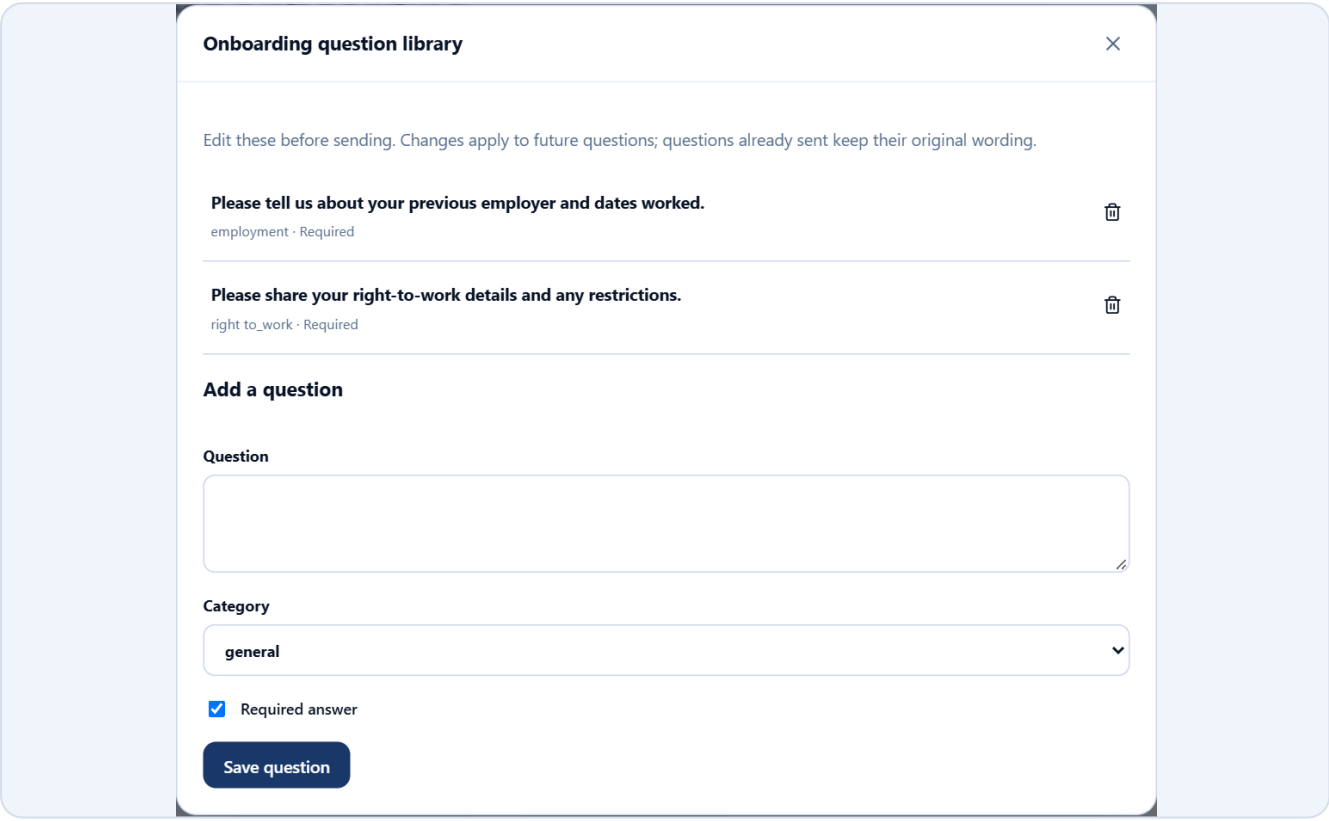
05 Return to Join requests to make the approval decision. Chat messages do not automatically approve the worker.

> Onboarding is separate from normal Messages, which remains subject to the worker's approval state.

ONBOARDING

Build your question library

Prepare reusable prompts and change them to match your organisation’s process.



Desktop app browser capture · demonstration workspace

01 An owner or administrator opens Question library from the onboarding page.

02 Load the starter questions if useful, then edit the wording before using them. Add your own questions and remove prompts you do not need.

03 Cover relevant contact details, current and previous addresses, employment history, references and right-to-work information.

04 Request bank details or supporting documents only when your organisation needs them. Explain what should be included and what can be omitted.

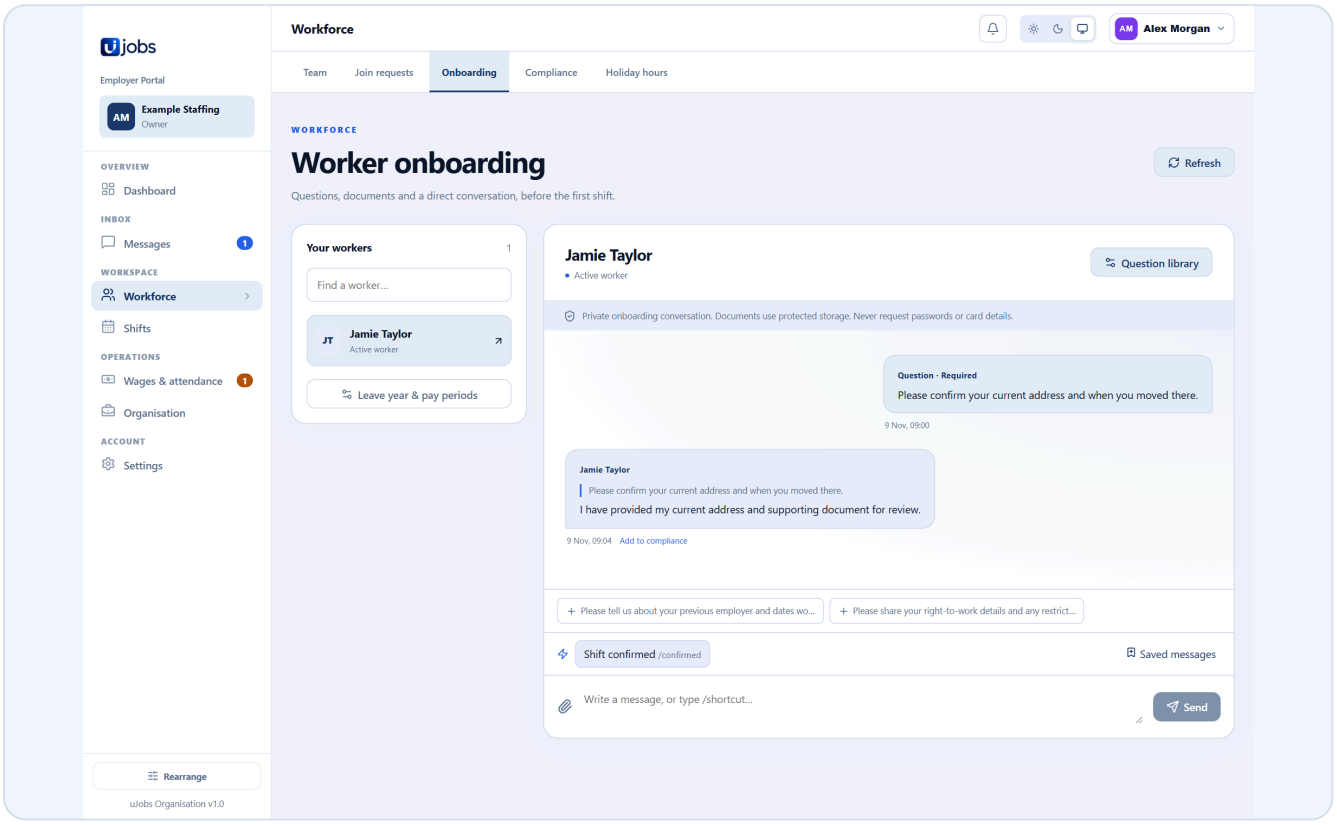
05 Send the selected question to the correct worker. Its wording is saved in that conversation; later library edits do not rewrite earlier questions.

> Starter questions are drafts. Loading a library does not automatically send every question to workers.

ONBOARDING

Handle answers and documents

Keep sensitive onboarding information in the appropriate worker conversation.



Desktop app browser capture · demonstration workspace

01 Check the question a reply answers and read the full response. Request clarification when dates, names or evidence are incomplete.

02 Use the attachment control for a PDF, JPG or PNG up to 10 MB. Confirm the selected document before sending.

03 Open documents from the conversation while reviewing them. If access expires, reopen from the app to request fresh access.

04 Avoid copying sensitive answers into general team messages or notification text. Share access only with colleagues responsible for the worker.

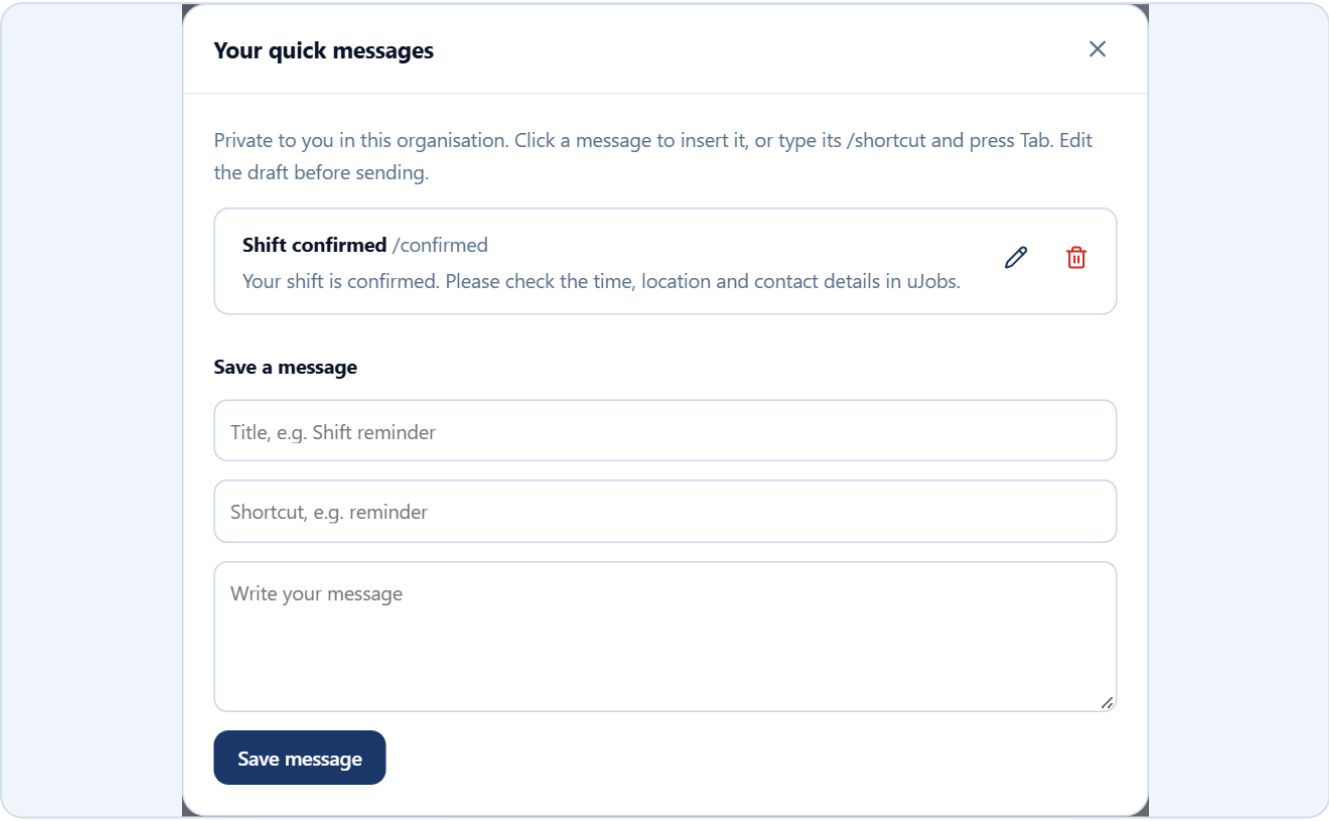
05 When information belongs in compliance, use Add to compliance and review the draft before explicitly saving it.

> A chat answer does not automatically become a verified compliance record.

MESSAGING

Save your own quick messages

Saved messages reduce repetitive typing while keeping you in control of what is sent.



Desktop app browser capture · demonstration workspace

01 Open Saved messages in a supported message composer or onboarding conversation.

02 Create a message with a short, memorable shortcut and the text you want to reuse. Save it.

03 Click a saved message, or type /shortcut in the composer and press Tab to insert the text.

04 Edit names, dates and instructions in the draft. Check the recipient and press Send yourself.

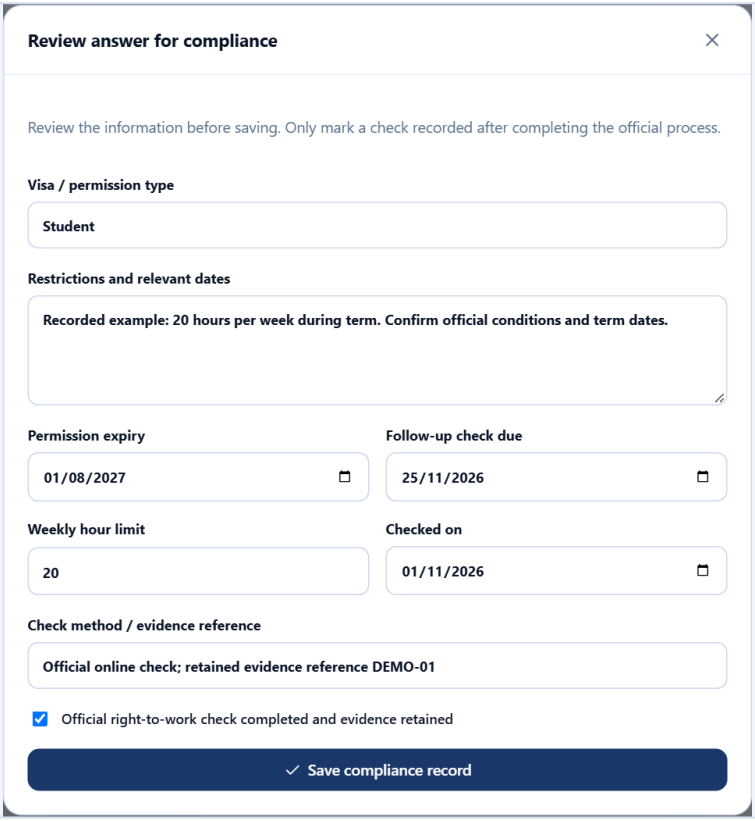
05 Return to Saved messages to edit or delete old templates. Keep sensitive worker-specific details out of reusable text.

> Saved messages are private to your user within the organisation. Inserting one does not send it automatically.

COMPLIANCE

Create a compliance record

Record the outcome of your checks and the dates that need follow-up.



Desktop app browser capture · demonstration workspace

01 Open Workforce → Compliance, select the worker and choose Update record.

02 Record the relevant status or visa category, work restrictions and any applicable weekly-hour limit from the evidence you checked.

03 Carry out the correct official check outside uJobs. Record the check date, method and retained-evidence reference in the form.

04 Set expiry and follow-up dates that reflect the evidence and your review process.

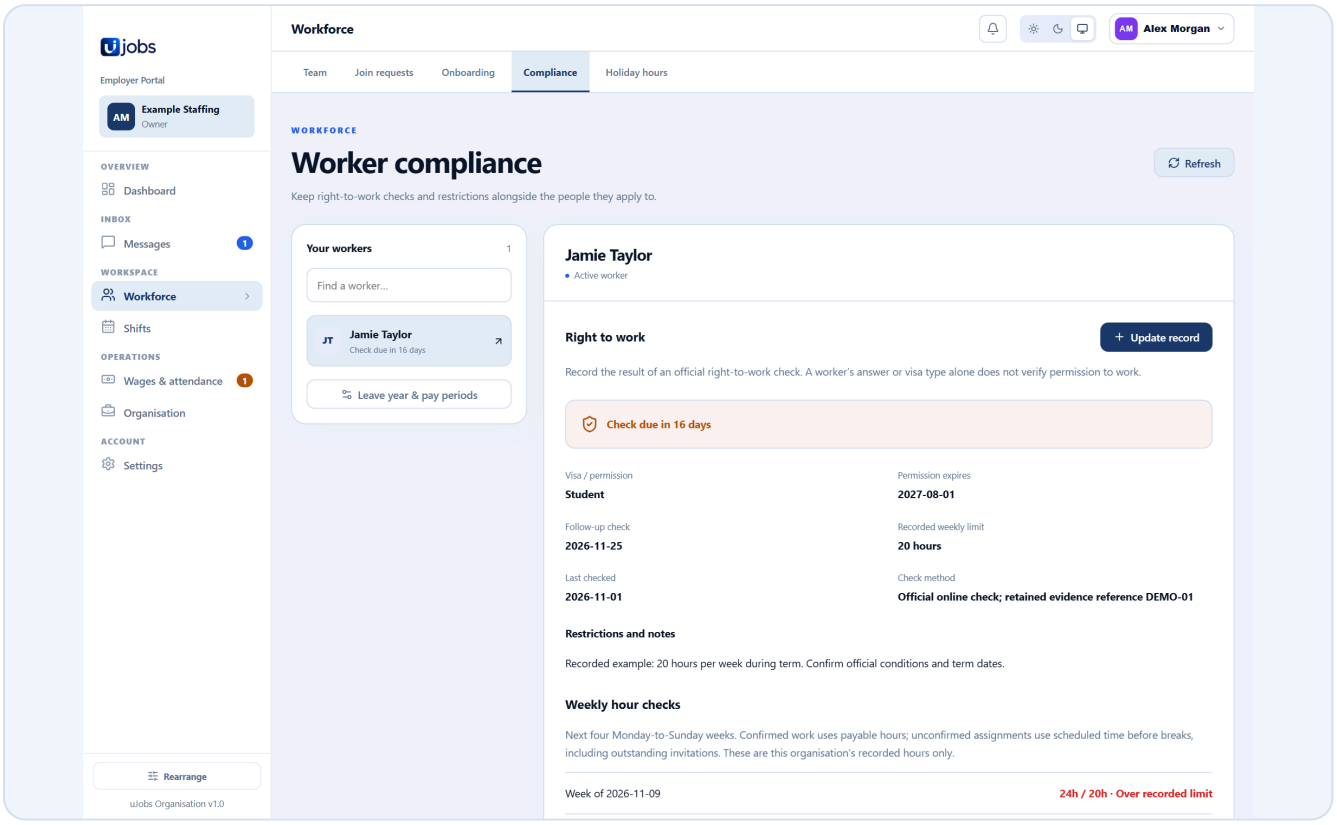
05 Review the record and save it. Reopen it to confirm the dates and restrictions are correct.

> uJobs records your checks. It does not validate a Home Office share code or determine permission to work from a visa label.

COMPLIANCE

Review reminders and hour limits

Use reminders to organise reviews and investigate potential scheduling conflicts.



Desktop app browser capture · demonstration workspace

01 Open Compliance and review overdue checks and those due soon. Select each affected worker.

02 Check the evidence and perform the required follow-up. Update the record with the new check date and outcome.

03 Review the next four Monday-to-Sunday weeks against a recorded weekly-hour limit.

04 Investigate flagged assignments, including outstanding invitations. Change the schedule if necessary after reviewing the worker's actual restrictions.

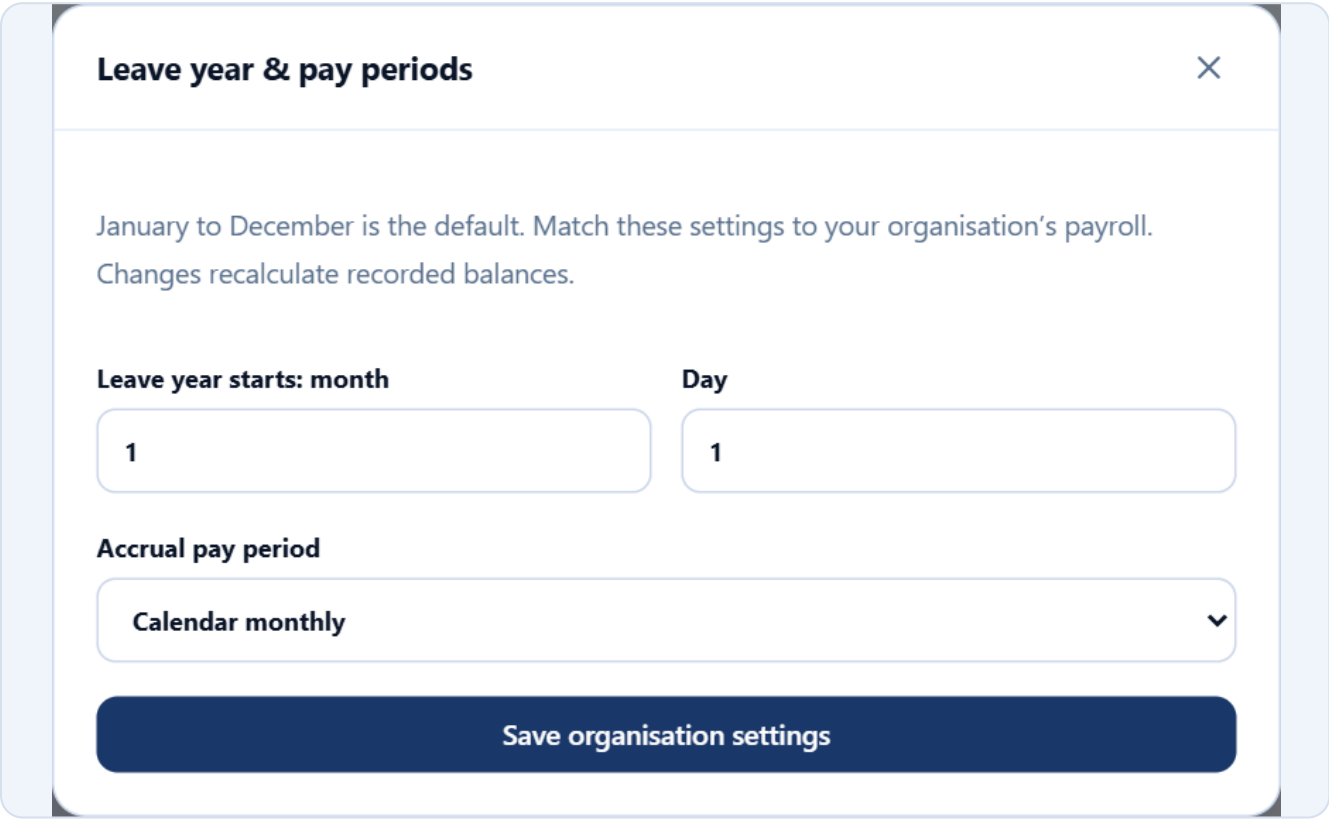
05 Ask about other employment and relevant term dates where required. uJobs only sees this organisation's assignments.

> Notifications prompt a review; they are not a legal clearance. GOV.UK right-to-work guidance is linked in the reference pages.

HOLIDAY HOURS

Configure the leave year

Set the organisation’s leave year and pay periods before relying on balances.



Desktop app browser capture · demonstration workspace

01 Open Workforce → Holiday hours and choose Leave year & pay periods.

02 Set the leave-year start that your organisation uses. If unchanged, the default is January to December.

03 Choose calendar-monthly, weekly or fortnightly pay periods. For weekly or fortnightly periods, set the correct anchor date.

04 Save the settings and check the displayed leave-year range and period information.

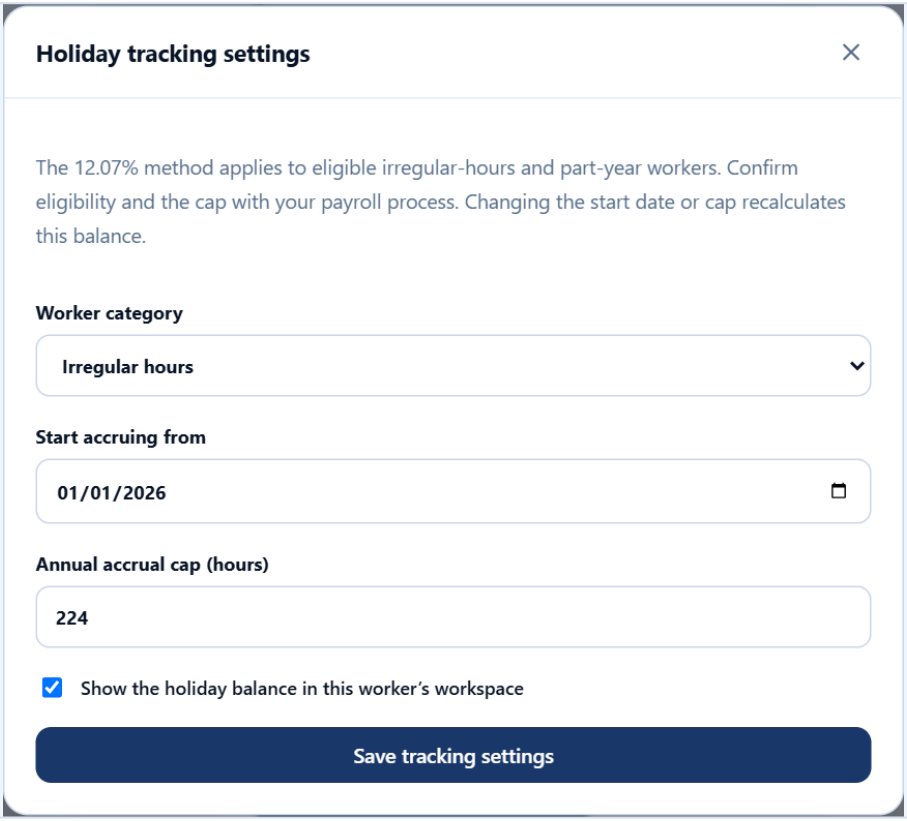
05 Review existing workers after changing the settings. The period boundaries affect which work is closed and which accrual is still pending.

> Choose settings from your actual employment and payroll arrangements. Do not change the leave year simply to remove a balance discrepancy.

HOLIDAY HOURS

Enable a worker’s holiday tracking

Holiday tracking is opt-in for eligible irregular-hours or part-year workers.



Desktop app browser capture · demonstration workspace

01 Select the worker in Holiday hours and open Tracking settings.

02 Confirm the worker is eligible for this accrual method. Set the accrual start date.

03 Enter the correct annual accrual cap in hours using the worker’s entitlement. There is no assumed eight-hour day.

04 Choose whether the worker should see the balance in their mobile workspace. Leave visibility off until you are ready.

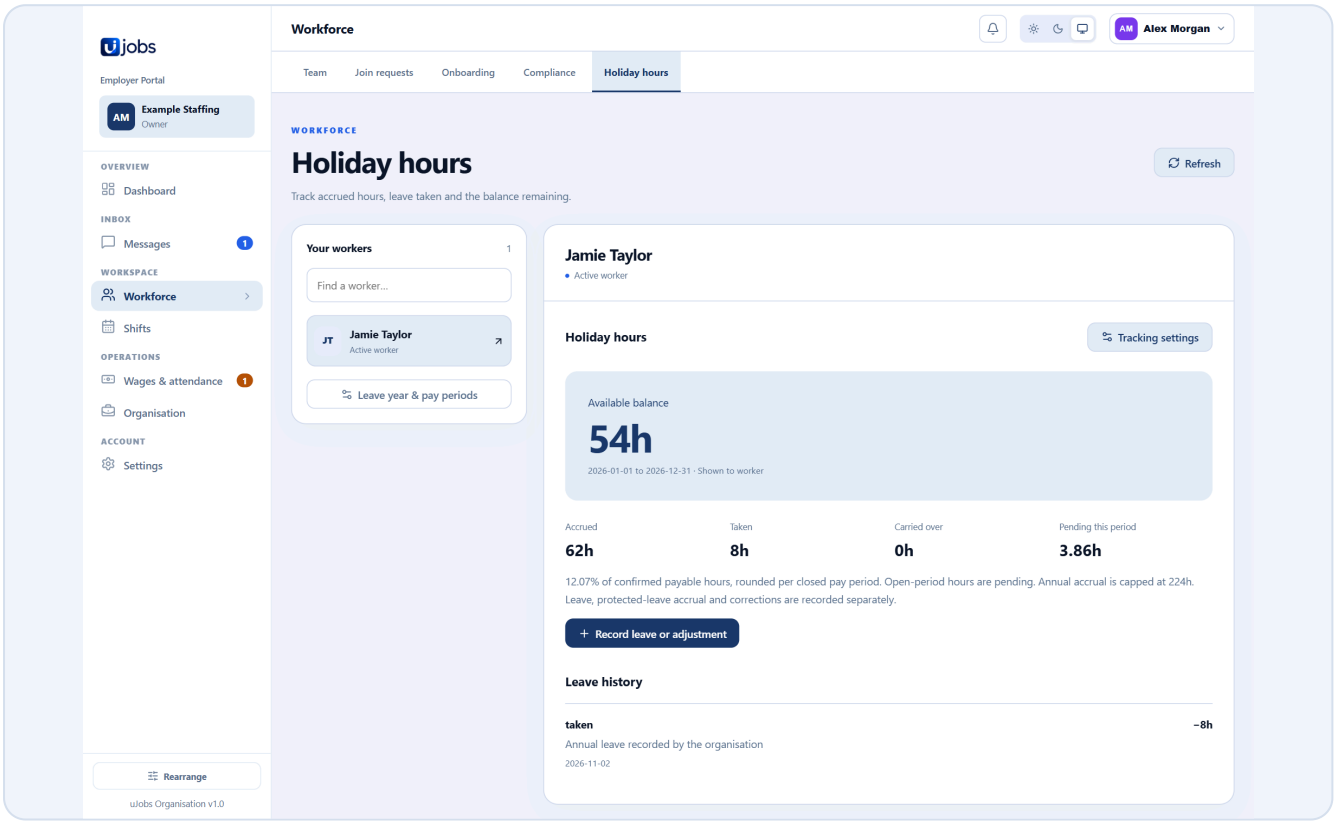
05 Save, then check the balance, pending accrual and ledger against confirmed attendance.

> The 12.07% method is not a blanket rule for every worker. This feature tracks hours, not holiday pay.

HOLIDAY HOURS

Understand a holiday balance

A balance combines closed-period accrual, recorded adjustments and leave already taken.



Desktop app browser capture · demonstration workspace

01 Check the selected worker and leave year first.

02 Accrued hours use approved payable work in closed pay periods. The current open period appears separately as pending.

03 The app applies 12.07% for this eligible-worker tracker and rounds each closed period to a whole hour using the half-hour rule.

04 Review recorded carry-over, protected-leave accrual and corrections, then subtract leave taken. The annual accrual cap still matters.

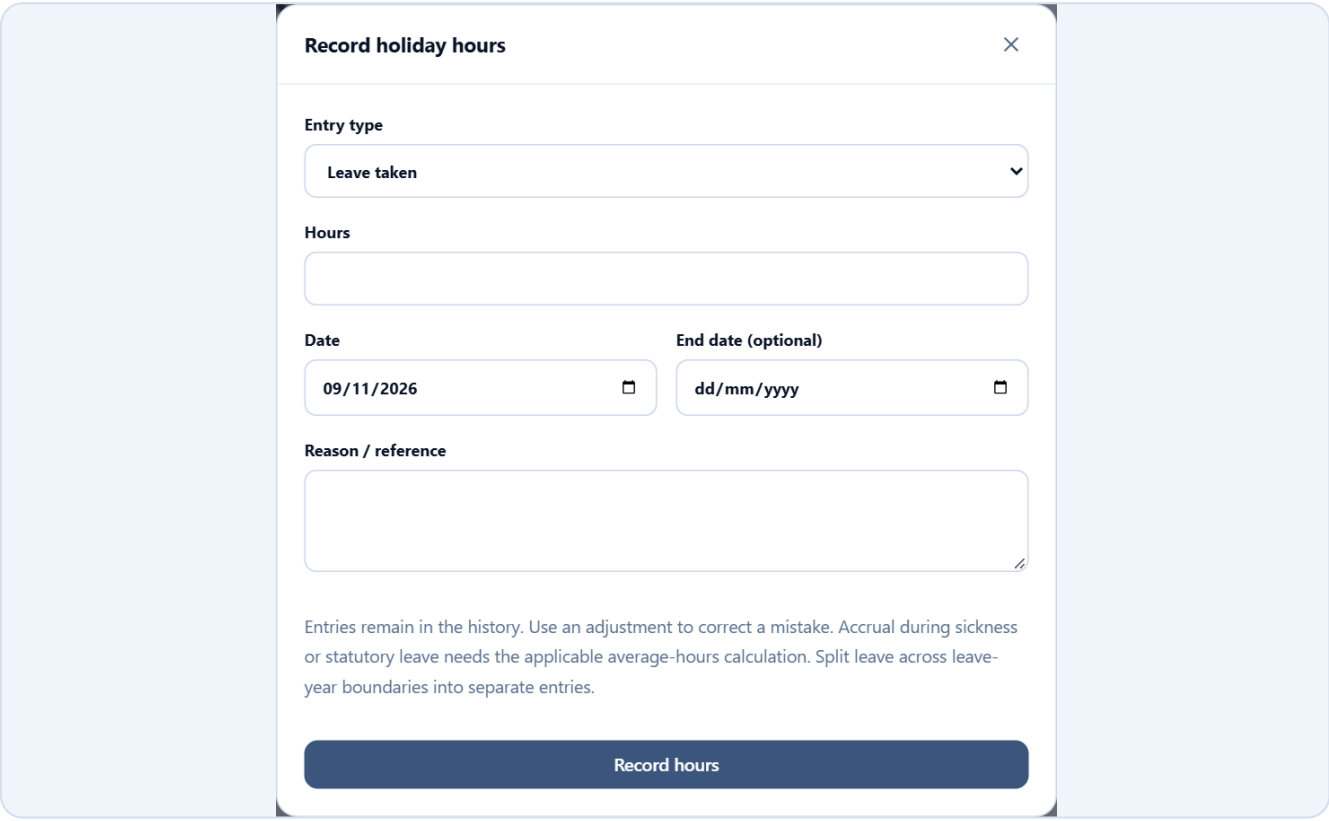
05 If the balance looks wrong, check attendance approval, the start date, pay-period boundaries, annual cap and ledger entries before adding a correction.

> Example: 100 approved worked hours in a closed period gives 12.07 hours before period rounding, resulting in 12 hours. A negative balance remains visible.

HOLIDAY HOURS

Record leave and corrections

Record leave that has actually been taken and keep a reason for adjustments.



Desktop app browser capture · demonstration workspace

01 Choose Record leave or adjustment for the selected worker and year.

02 Select the appropriate entry type: leave taken, carry-over, protected-leave accrual or correction.

03 Enter the date, hours and a clear reason. Check the sign of a correction before saving.

04 Save once and review the ledger and resulting balance. Entries form an audit trail; use a reasoned correction rather than attempting to hide history.

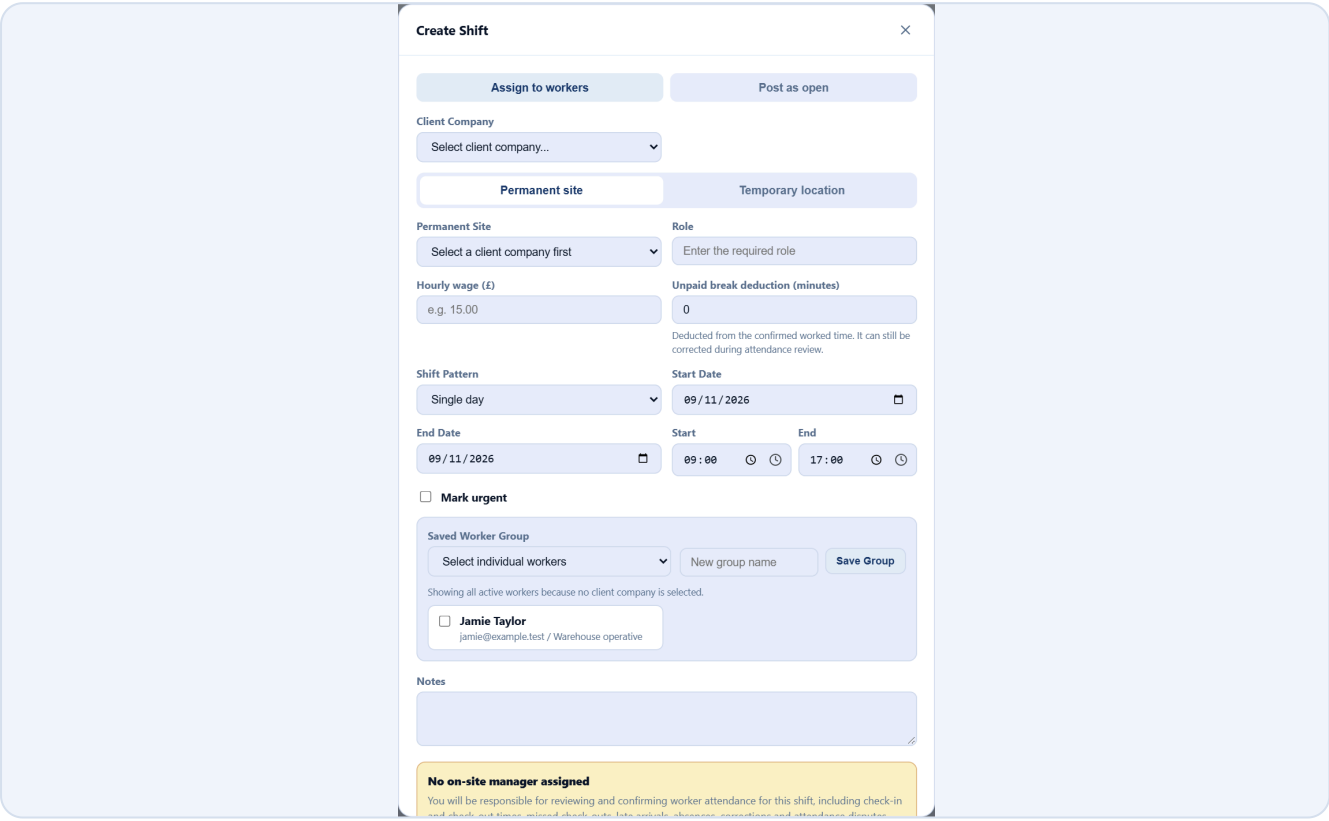
05 Split leave across separate entries if it crosses a leave-year boundary. Do not enter a future booking as leave already taken.

> Your organisation must assess protected-leave accrual and carry-over eligibility and expiry. Those legal decisions are not automatic.

SCHEDULING

Create a shift

Start with the place, role, times and wage before selecting who should work.



Desktop app browser capture · demonstration workspace

01 Open Shifts and choose the new-shift action. Select Assign to workers or Post as open.

02 For an agency, select the client company. Choose a permanent site or enter the full temporary location details.

03 Enter the role, hourly wage and unpaid-break deduction. Confirm the currency and the worker-facing notes.

04 Choose the shift pattern and dates. Check start and end times carefully, especially when a shift ends the following day.

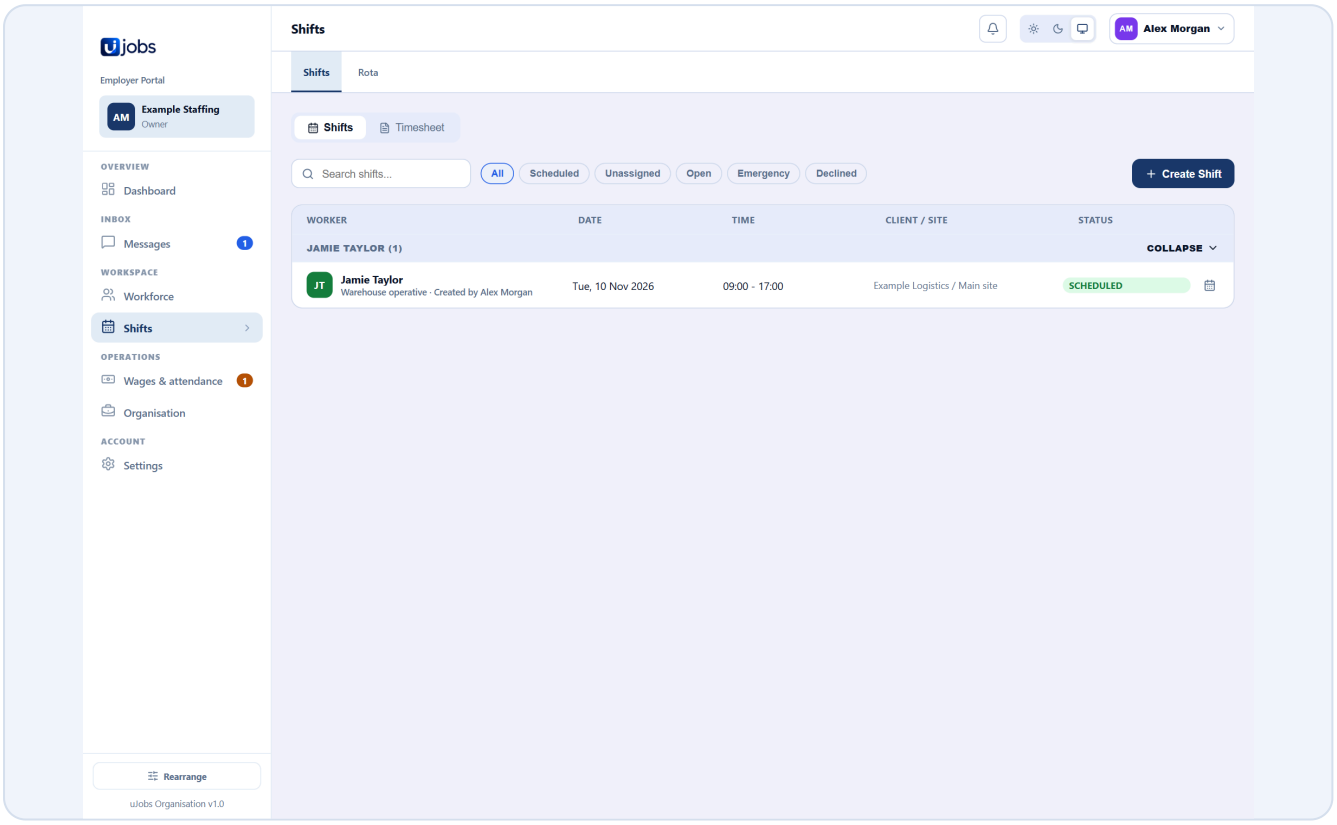
05 Select workers or the open-shift audience and slots. Review the complete shift before saving.

> A job opening advertises a role; a shift schedules a specific piece of work. They are different records.

SCHEDULING

Assign workers and use open shifts

Make the intended audience and number of places explicit.



Desktop app browser capture · demonstration workspace

01 For direct assignment, choose the worker or saved worker group in the shift form.

02 Check suitability, availability and any recorded work restrictions before sending an assignment.

03 For an open shift, select the visibility option and number of available slots.

04 After saving, open the shift and review assignment responses. An invitation is not the same as an acceptance.

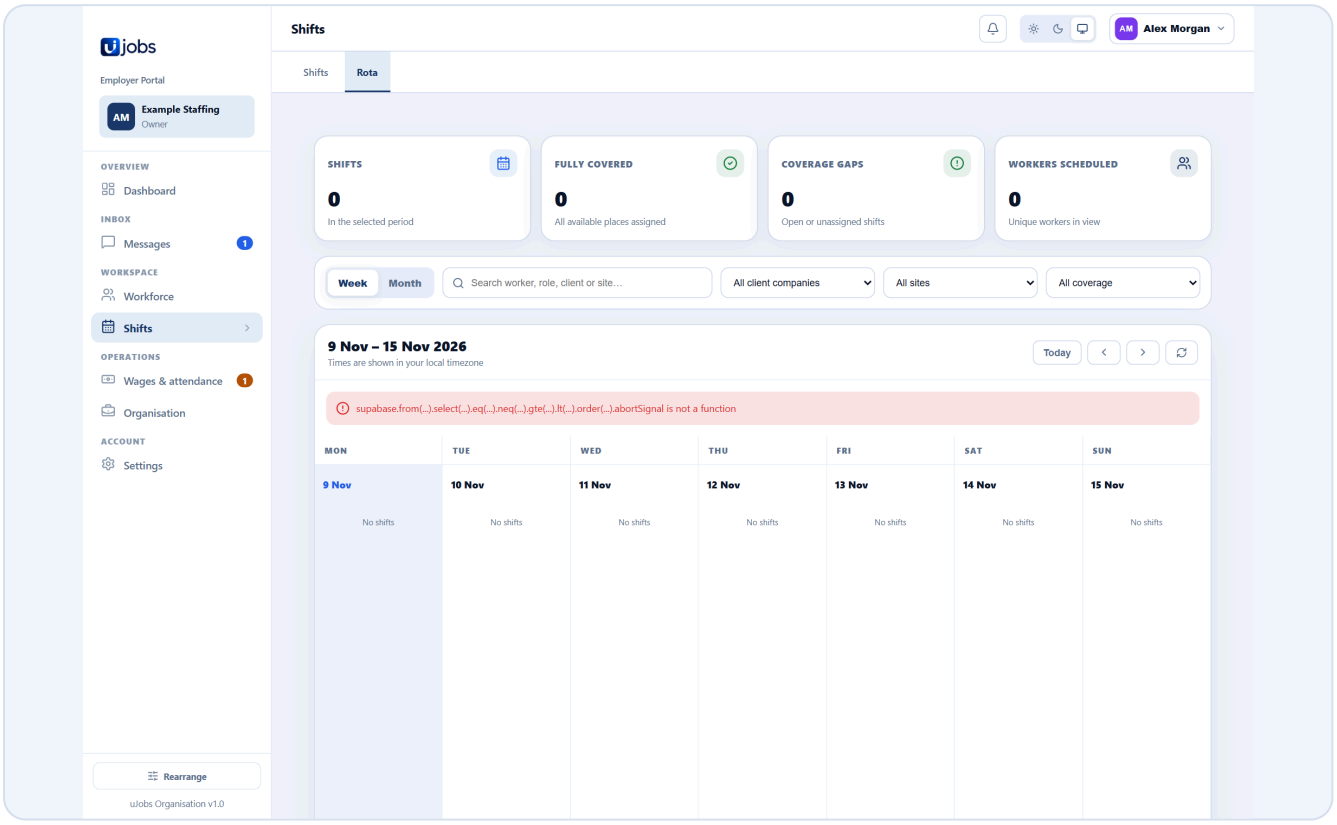
05 When plans change, update the shift using the available actions and confirm the final details with the affected people.

> Review compliance hour warnings alongside the schedule. An absence of a warning does not prove that work is permitted.

SCHEDULING

Plan the week in Rota

Use the rota to review coverage across a period rather than one shift at a time.



Desktop app browser capture · demonstration workspace

01 Open Shifts → Rota and choose the period you want to review.

02 Apply the available worker, site, client or other filters to focus the view.

03 Open a shift or assignment from the rota to inspect its details and response state.

04 Check overnight work, overlapping commitments, unfilled slots and workers approaching a recorded limit.

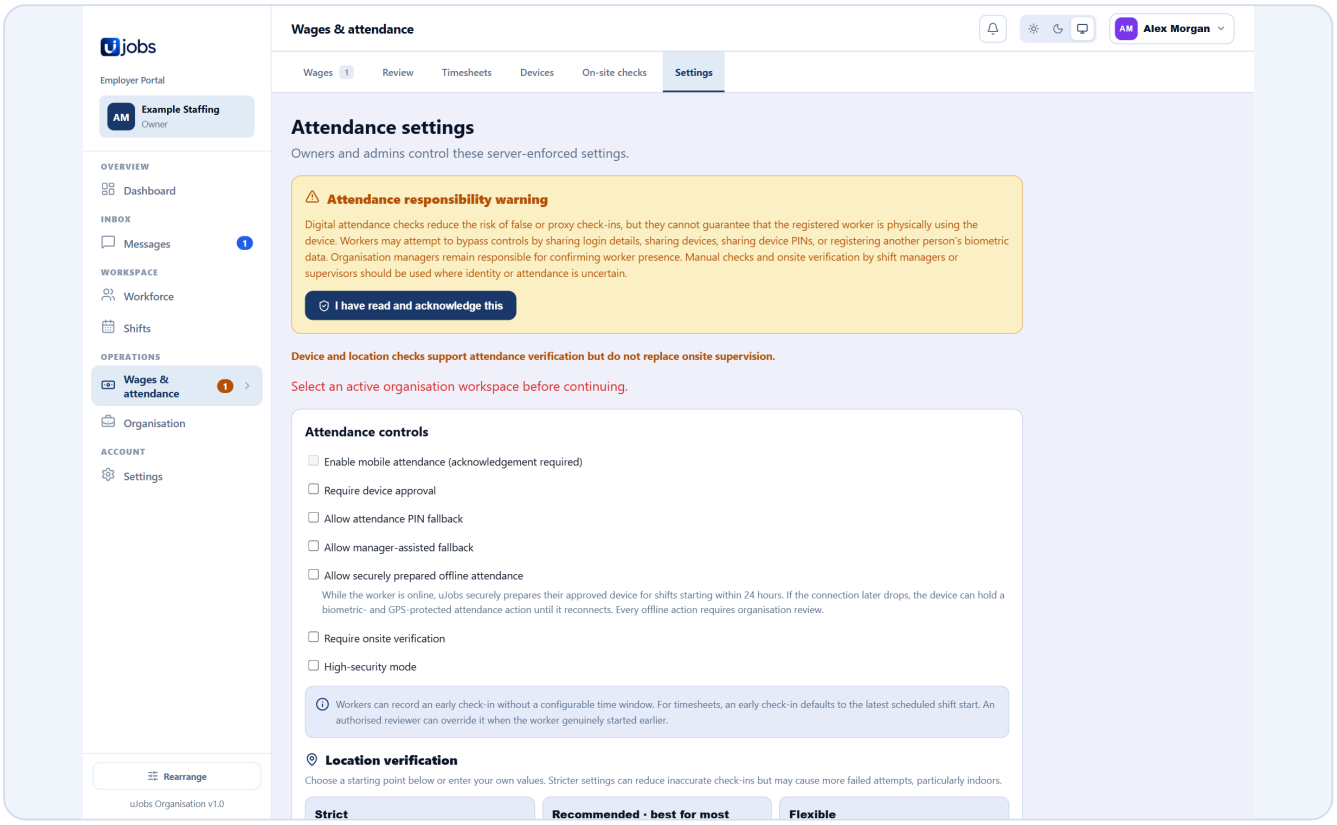
05 Make changes through the available shift controls, then return to the rota to confirm the resulting coverage.

> The rota reflects recorded assignments. Confirm changes have saved before treating the view as the final plan.

ATTENDANCE

Choose an attendance process

Configure how your organisation collects evidence and who reviews it.



Desktop app browser capture · demonstration workspace

01 Open Wages & attendance → Settings and read the available mobile-attendance controls.

02 Decide whether mobile attendance is enabled and how worker devices will be approved.

03 Review the location, geofence and evidence settings for the actual working environment.

04 Set up sites and permitted verification devices before asking workers to check in.

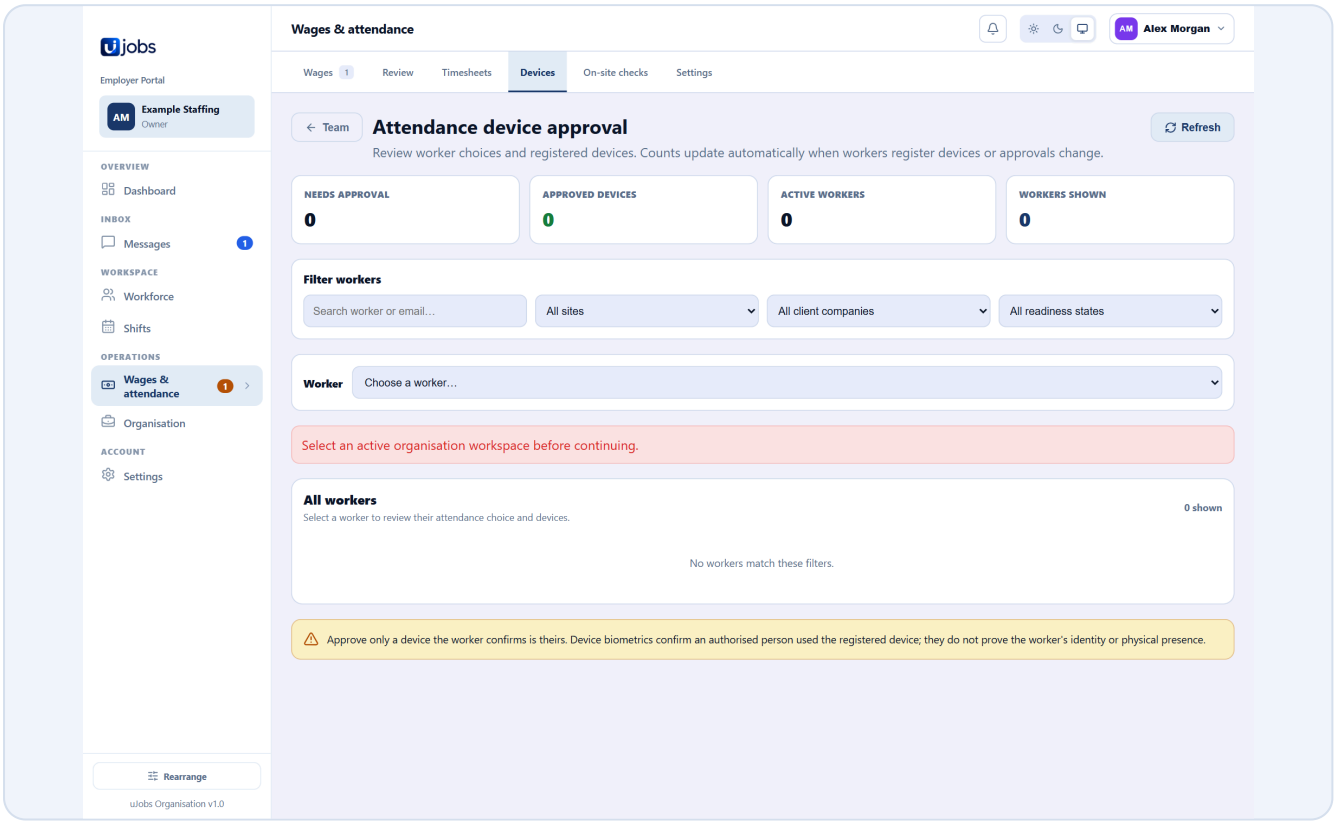
05 Explain the process to workers: where to check in, which device to use and whom to contact when a check fails.

> Device and location checks support review. They cannot guarantee physical presence or replace an attendance policy.

ATTENDANCE

Manage attendance devices

A device registration and an approved device are not the same state.



Desktop app browser capture · demonstration workspace

01 Open Wages & attendance → Devices and review pending and existing registrations.

02 Match a request to the correct worker and device. Ask the worker to confirm the request when necessary.

03 Approve or reject using the available controls. Do not approve an unfamiliar device solely because a familiar name appears.

04 Review devices when a worker replaces a phone or reports a loss. Revoke access using the available device action.

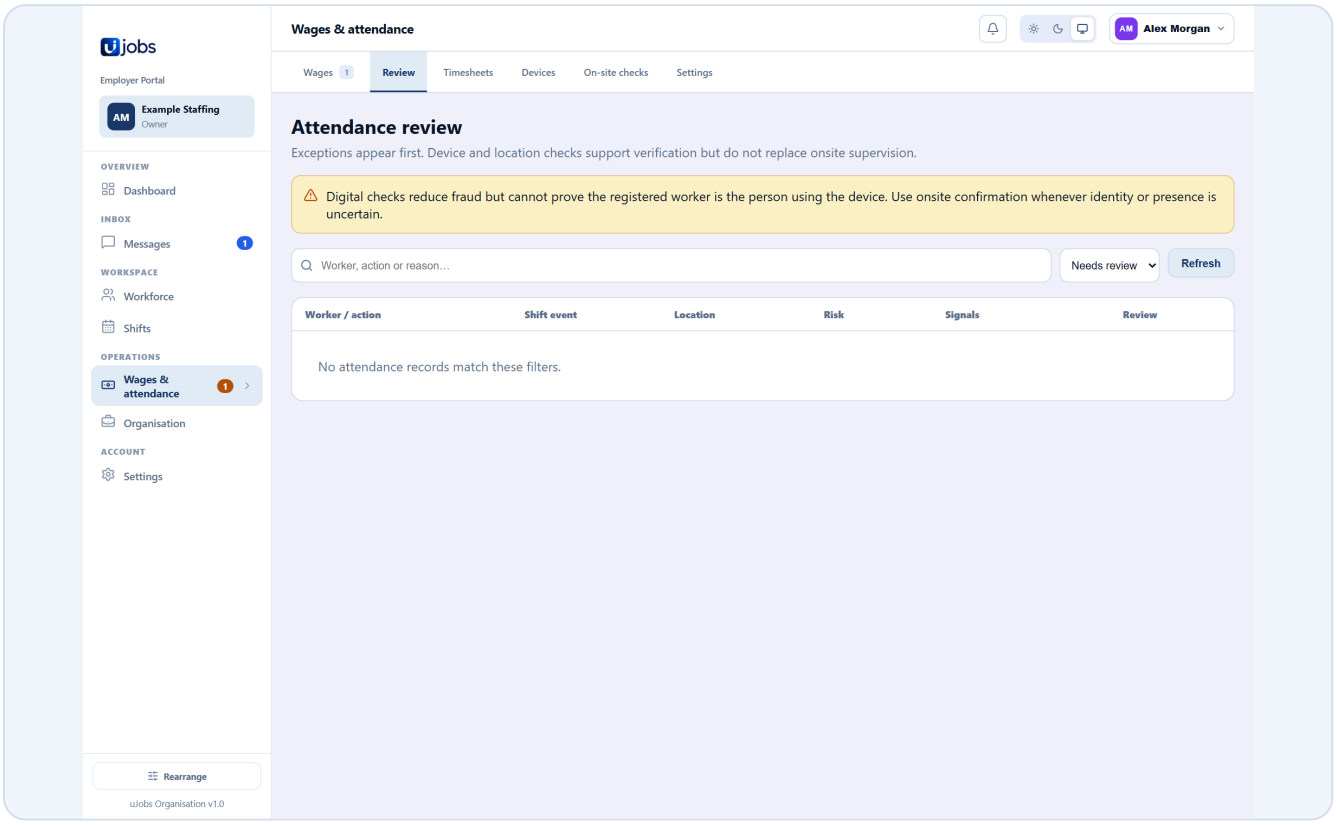
05 Ask the worker to retry attendance only after the registration and site setup are correct.

> Do not share worker-device credentials or device PINs to get around approval checks.

ATTENDANCE

Review attendance evidence

Confirm work from the available evidence before it becomes a trusted wage input.



Desktop app browser capture · demonstration workspace

01 Open Wages & attendance → Review and filter to the records that need attention.

02 Open the record and compare the worker, shift, expected location and submitted check-in or check-out evidence.

03 Review the recorded times and any warning or exception. Ask for clarification where evidence is missing or inconsistent.

04 Approve or reject through the review control and record a meaningful reason where requested.

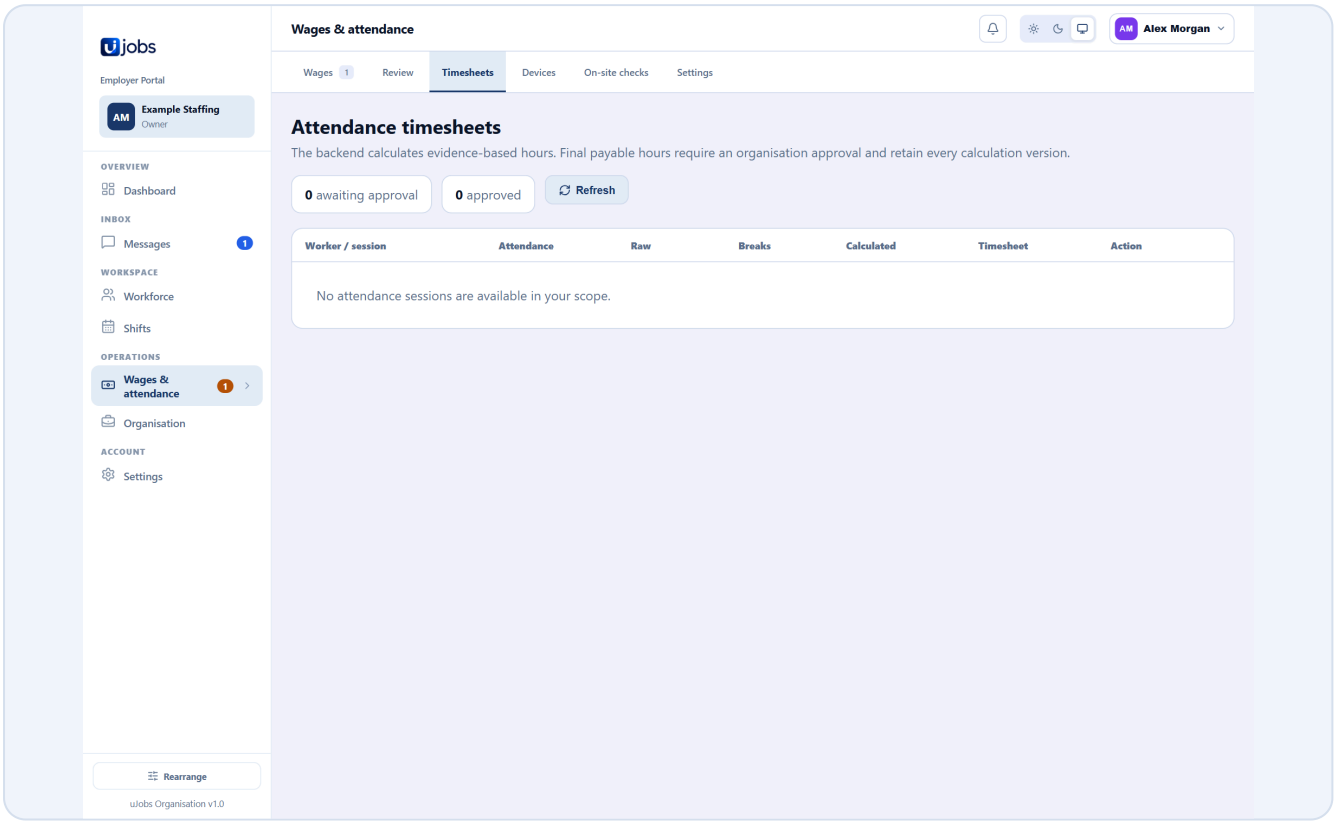
05 Check the resulting status and the corresponding timesheet or wage row. A rejected or incomplete record may need further action.

> Do not approve evidence purely to clear a badge. Check the work and the organisation’s policy first.

ATTENDANCE

Check timesheets and payable time

Timesheets connect approved attendance with the hours used for wages.



Desktop app browser capture · demonstration workspace

01 Open Wages & attendance → Timesheets and choose the relevant worker and period.

02 Compare scheduled time, recorded attendance, unpaid breaks and payable time.

03 Where the approval form requires check-out confirmation, verify that evidence before confirming it.

04 If a correction is needed, enter a reason and use only supported time. Approved minutes cannot exceed the evidenced time allowed by the workflow.

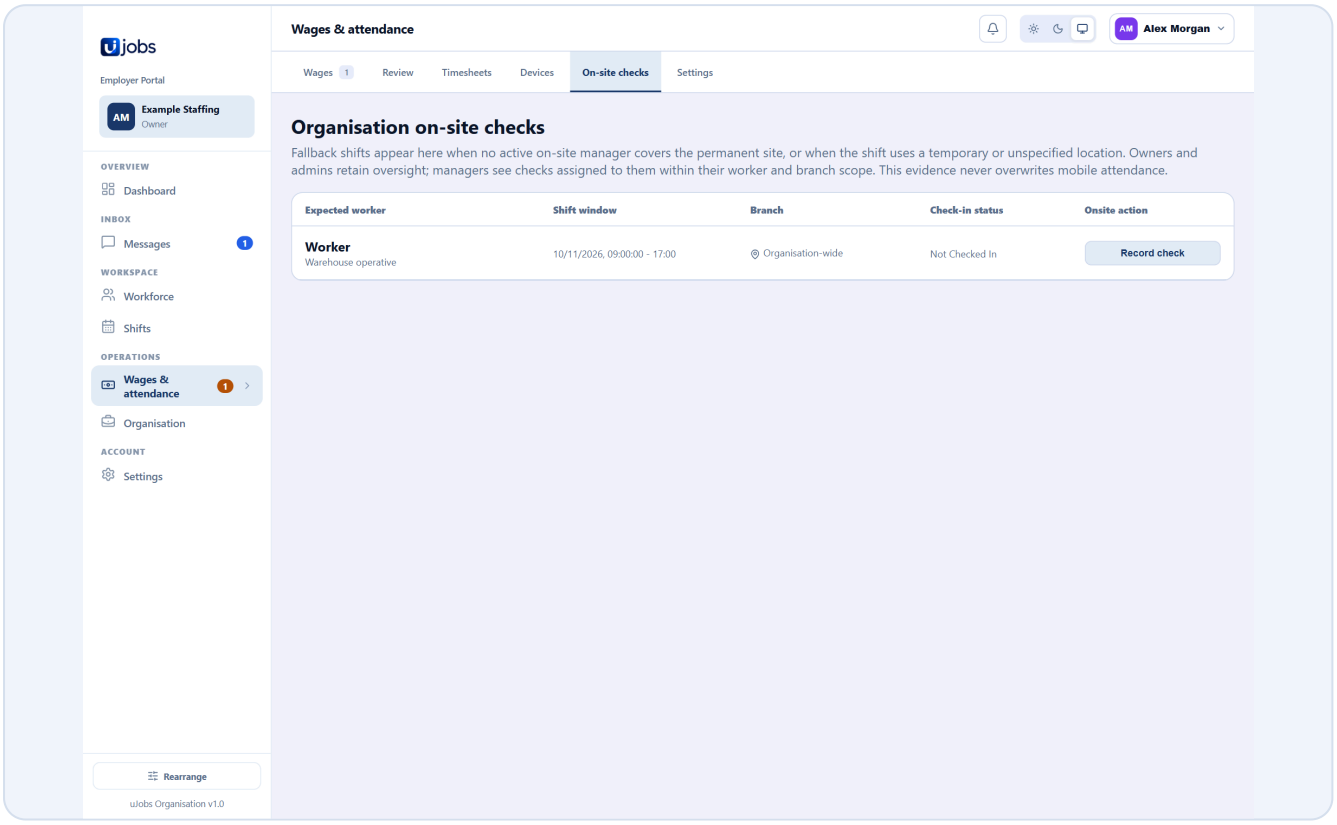
05 After saving, review the timesheet status and the wage calculation for the same assignment.

> Correct attendance at its source. Avoid adding a holiday adjustment to compensate for a timesheet error.

ATTENDANCE

Run onsite checks

Onsite verification provides a separate operational route for checking attendance.



Desktop app browser capture · demonstration workspace

01 Open Wages & attendance → Onsite checks using an account permitted to perform the task.

02 Confirm the site, worker and shift you are verifying before starting.

03 Follow the check shown in the app and review the resulting attendance information.

04 Record or investigate exceptions through the appropriate review process.

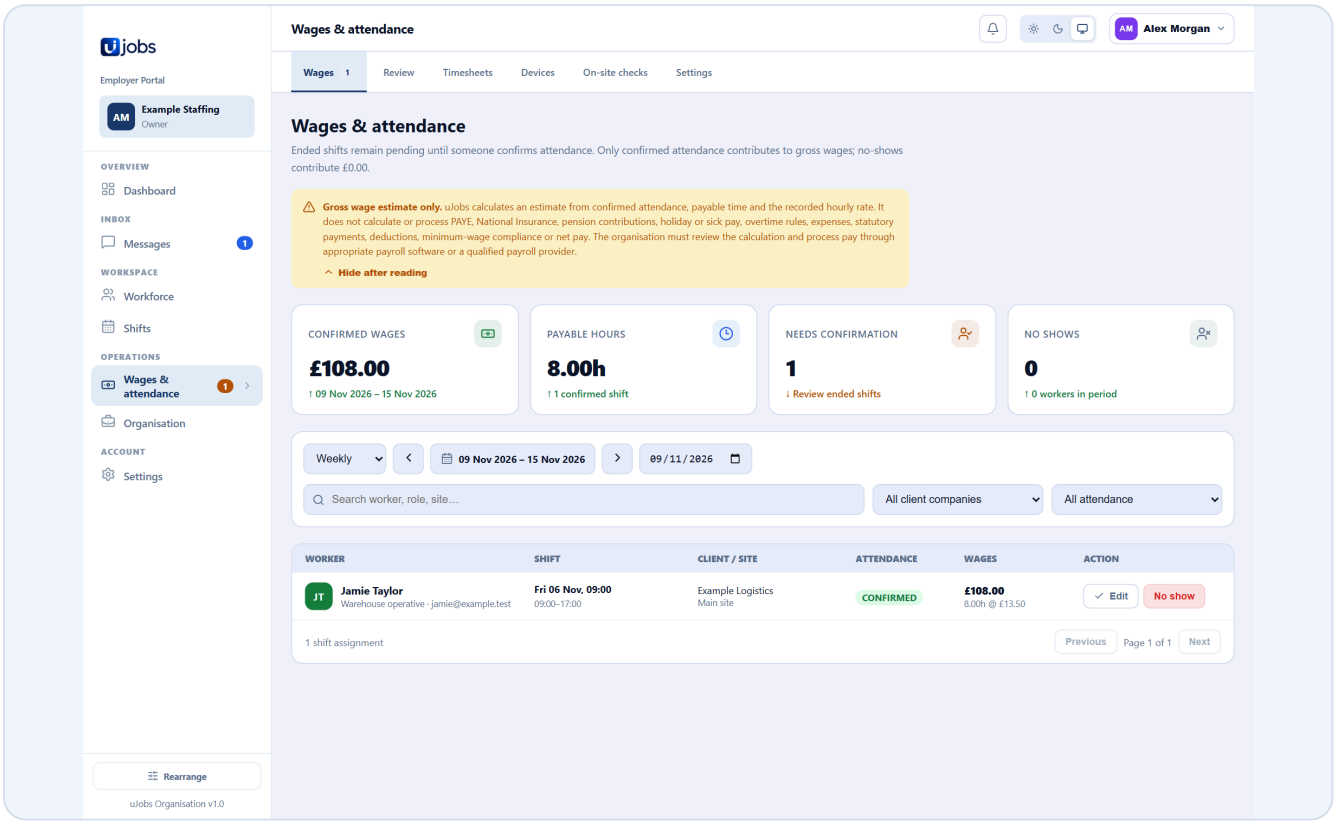
05 Keep verification access restricted to responsible staff and secure any shared verification device when unattended.

> An organisation login, a worker device and an onsite verification device have different responsibilities.

WAGES

Review wages for a period

Use confirmed work and rates to understand gross wage totals.



Desktop app browser capture · demonstration workspace

01 Open Wages & attendance → Wages and select the period and filters you need.

02 Review pending attendance before treating the total as complete.

03 Open the relevant worker or shift rows. Check payable hours, hourly rate, unpaid breaks, currency and the attendance status.

04 Investigate no-shows and cancelled work rather than assuming scheduled hours are payable.

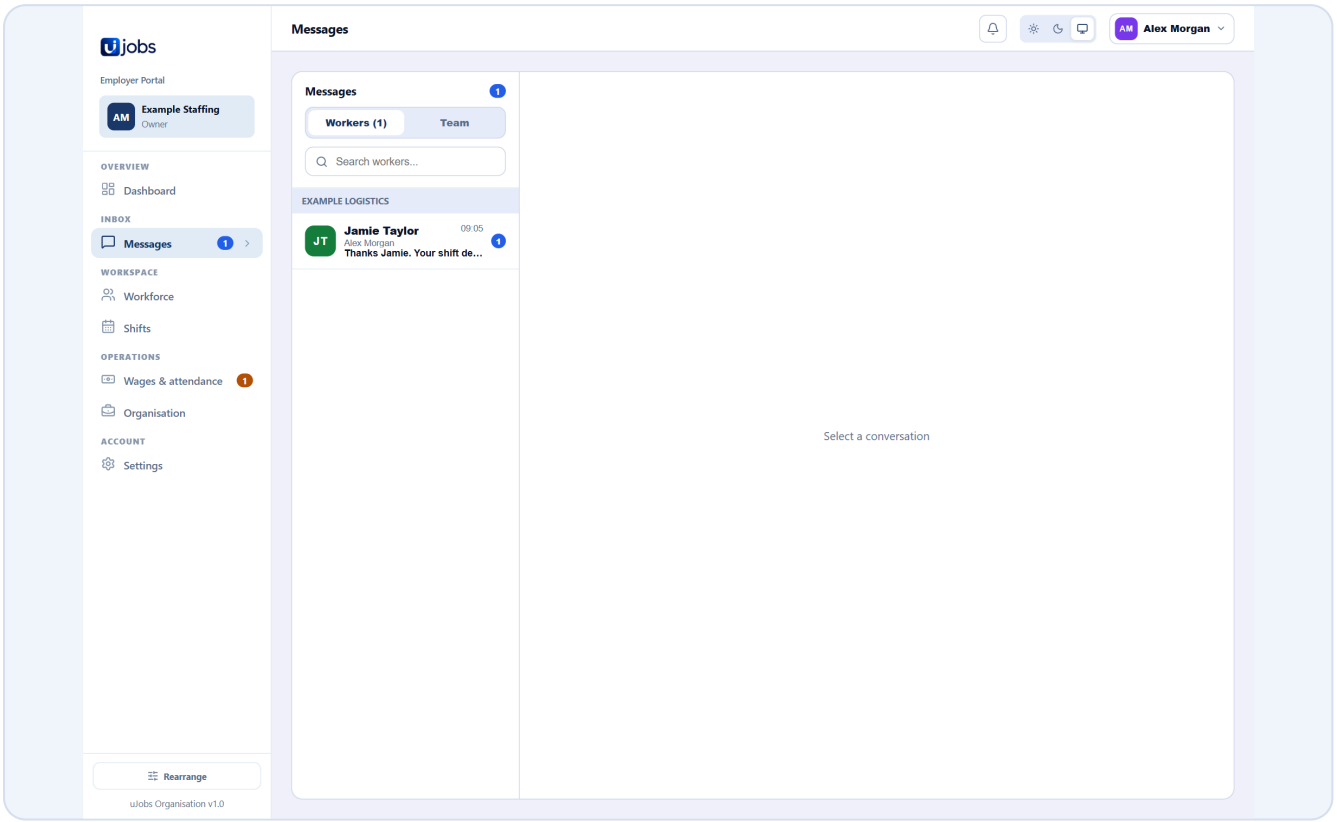
05 Use the available export or reporting controls if shown, then reconcile the result with your payroll process.

> uJobs wage figures are operational gross calculations. They do not calculate tax, National Insurance, pensions or the full statutory payroll outcome.

MESSAGING

Message workers and colleagues

Keep everyday coordination in the correct conversation.



Desktop app browser capture · demonstration workspace

01 Open Messages and select the worker or team conversation you intend to use.

02 Check the recipient and organisation before composing, especially when you work in multiple workspaces.

03 Type your message or insert a personal saved message. Edit it for this recipient.

04 Attach a supported file if the conversation allows it, then review and explicitly send.

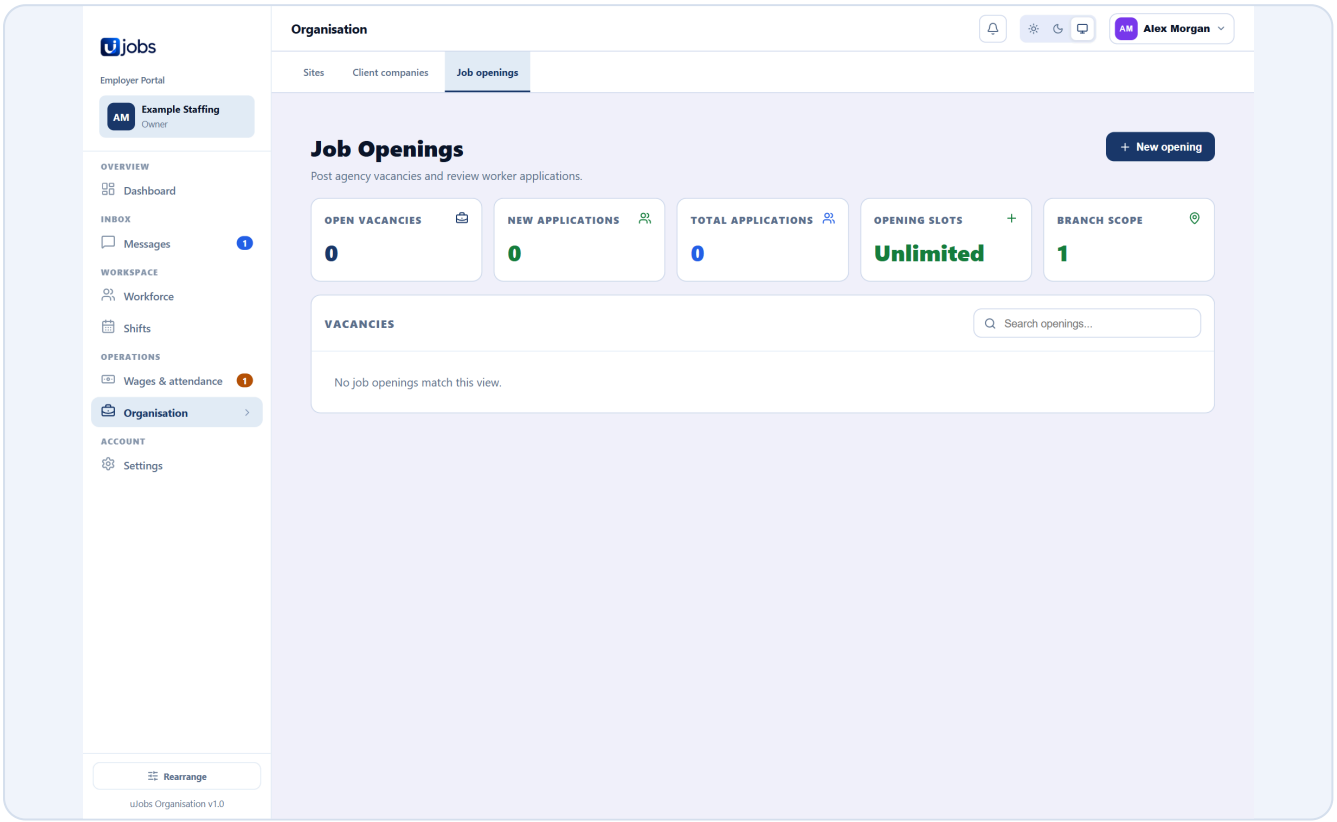
05 Check unread indicators and open the conversation to read replies. Use onboarding for pre-approval questions.

> Normal worker messaging becomes available after the required onboarding approval. A pending worker may need the separate onboarding conversation.

RECRUITMENT

Publish a job opening

Advertise an opportunity separately from creating individual shifts.



Desktop app browser capture · demonstration workspace

01 Open Organisation → Job openings and choose New opening.

02 Enter a clear title, location and postcode, pay information and the job description requested in the form.

03 Choose whether applications are handled in uJobs or sent to an external application URL.

04 Add relevant screening questions and other requested details. Test an external URL before publishing it.

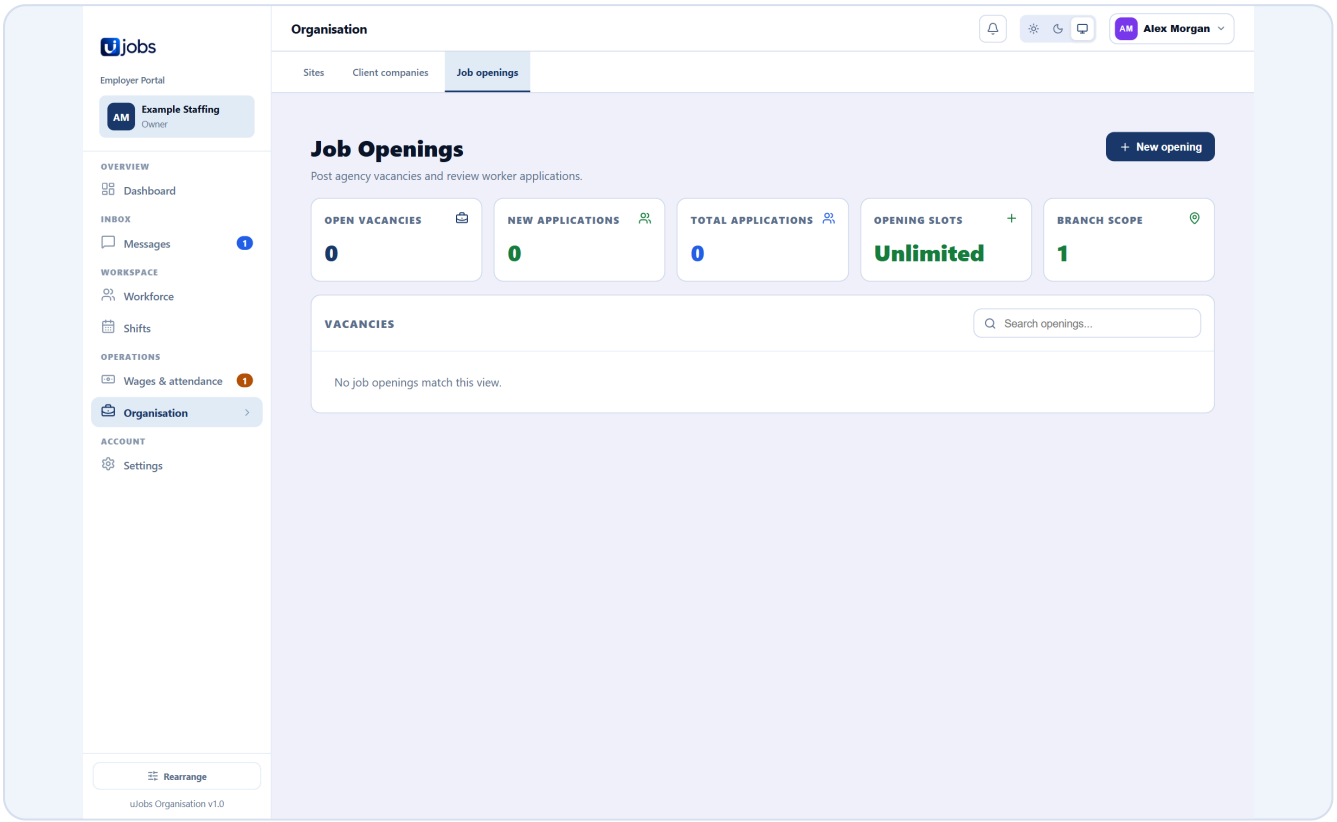
05 Review the worker-facing information and publish or save using the available action. Reopen the listing to check its status.

> Use accurate role and pay information. Avoid collecting information unrelated to the application.

RECRUITMENT

Review applications and interviews

Keep recruitment decisions connected to the correct opening and applicant.



Desktop app browser capture · demonstration workspace

01 Open the job opening and its application view when applications are handled in uJobs.

02 Read the application and screening answers. Use the available status controls to keep progress current.

03 Request supporting documents or arrange an interview through the available application workflow.

04 Check dates, times and instructions before sending an interview invitation. Review the applicant's response afterwards.

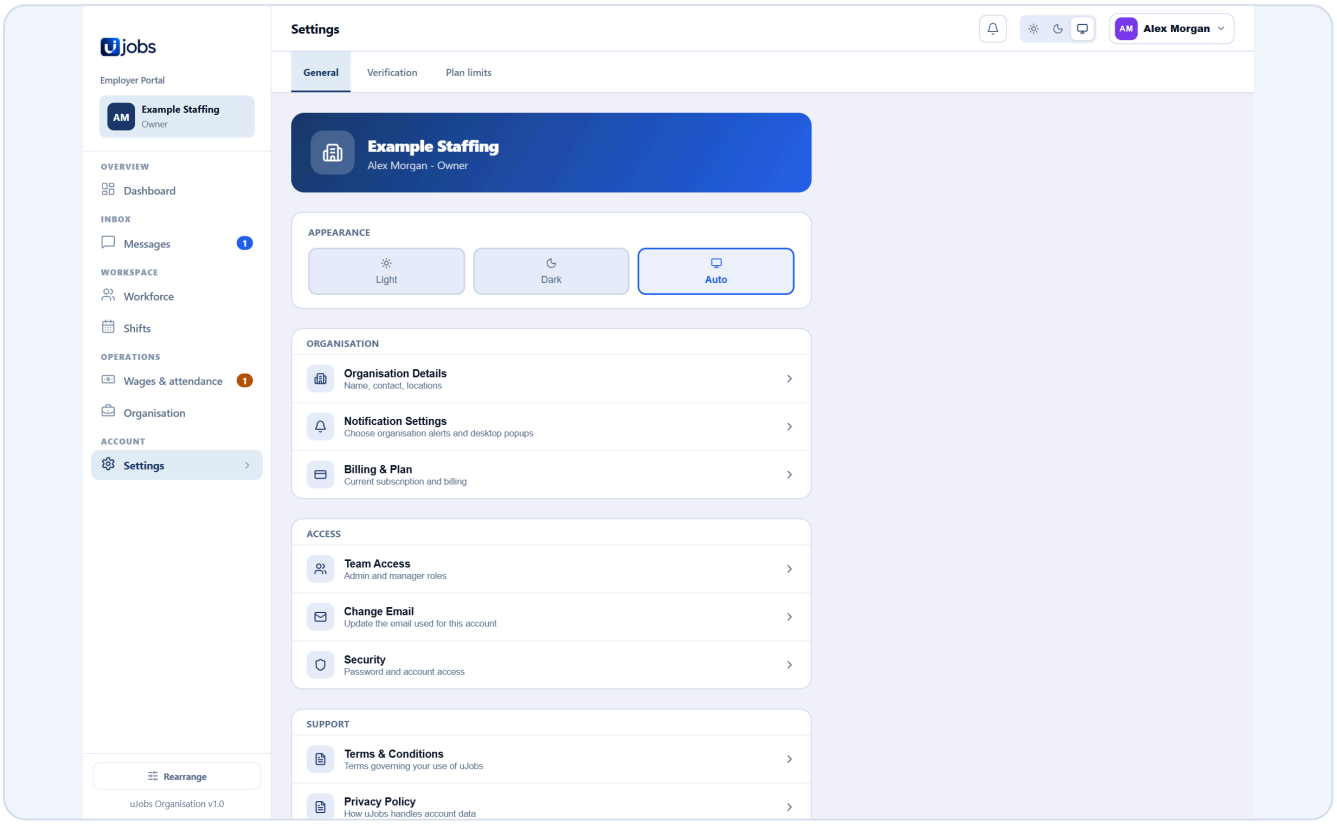
05 Complete the recruitment decision, then follow your worker invitation and onboarding process where applicable.

> Applications made through an external URL are handled in that external service. The uJobs listing does not import every external application.

SETTINGS & SECURITY

Manage profile and preferences

Keep personal account settings separate from organisation-wide decisions.



Desktop app browser capture · demonstration workspace

01 Open Settings → General and review the sections available to your role.

02 Update your own profile details and preferences using the controls shown.

03 Check organisation details, access and billing settings in their relevant sections rather than changing unrelated personal fields.

04 Use the appearance control in the top bar to choose light, dark or system appearance.

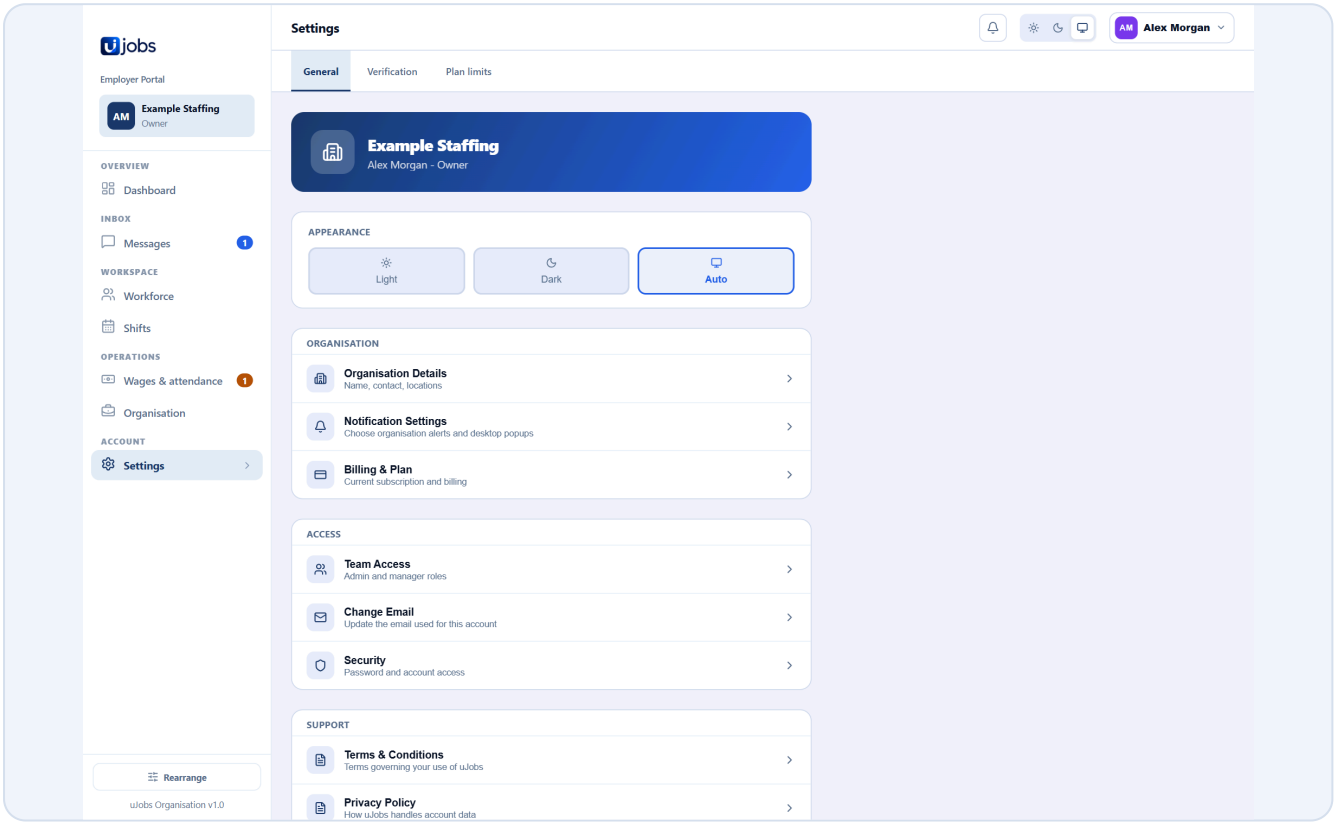
05 When switching organisations, confirm the new workspace name before editing records or sending messages.

> A change to your personal profile does not necessarily change a worker record or the organisation's registered details.

SETTINGS & SECURITY

Review billing and plan limits

Owners and authorised administrators should check the organisation’s plan separately from worker access.



Desktop app browser capture · demonstration workspace

01 Open the plan or billing controls available from Settings. Check that you are managing the intended organisation.

02 Review the current plan, interval, subscription status and usage limits.

03 Read the details before confirming any plan or payment change in the account portal.

04 Return to the app and confirm the resulting status. Allow the app to refresh after a successful portal change.

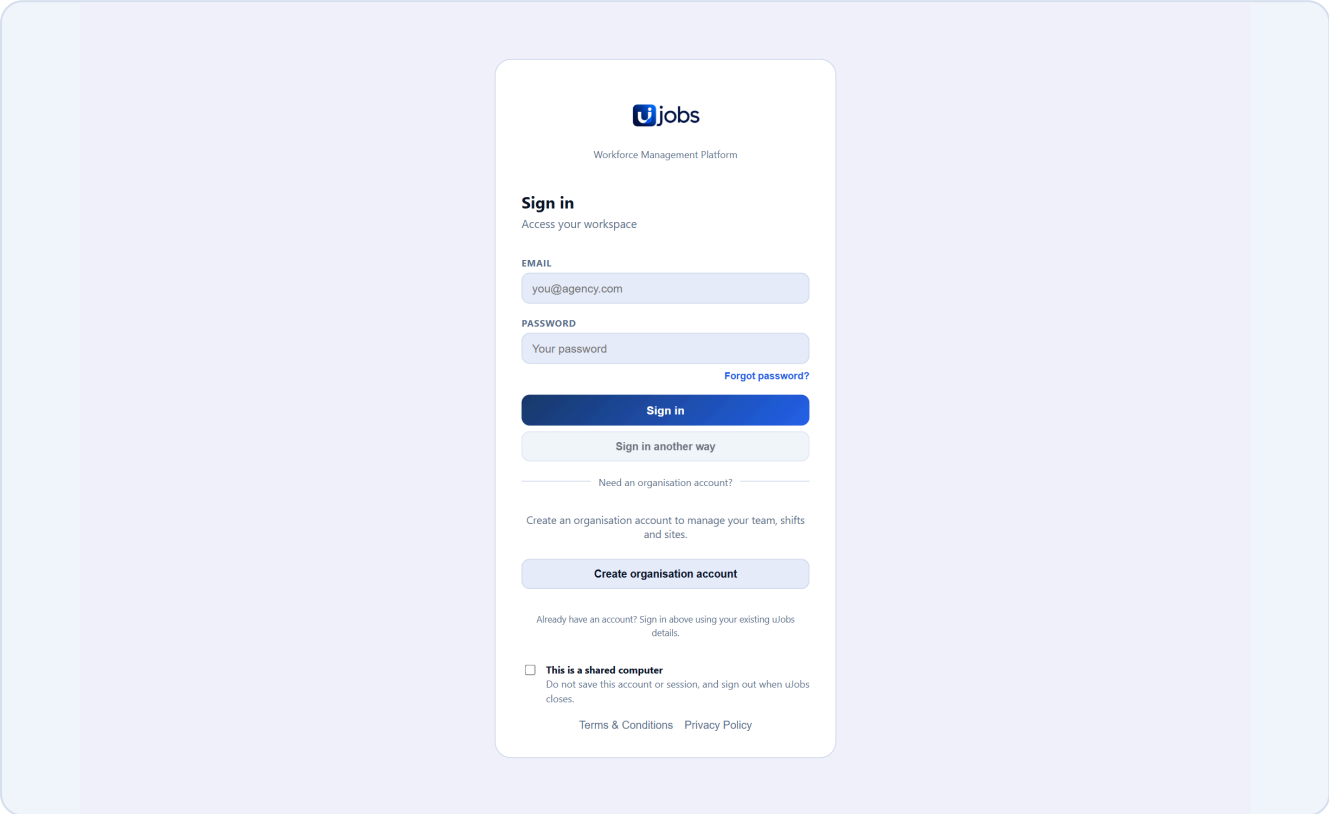
05 If limits or payment warnings remain, contact support with the organisation name and the action attempted, without sending payment-card details.

> Prices and plan availability can change. Use the current account portal for the offer and confirmation shown to your organisation.

SETTINGS & SECURITY

Use a shared computer safely

Protect organisation information when more than one person uses the same device.



Desktop app browser capture · demonstration workspace

01 Choose the appropriate shared-computer option when signing in.

02 Use the app’s lock or account-switching controls before another person uses the computer.

03 Set up any offered local account protection carefully. Keep your operating-system account and device lock secure too.

04 Sign out when the device should no longer retain your access. Do not leave an unlocked workspace on a reception or shared office computer.

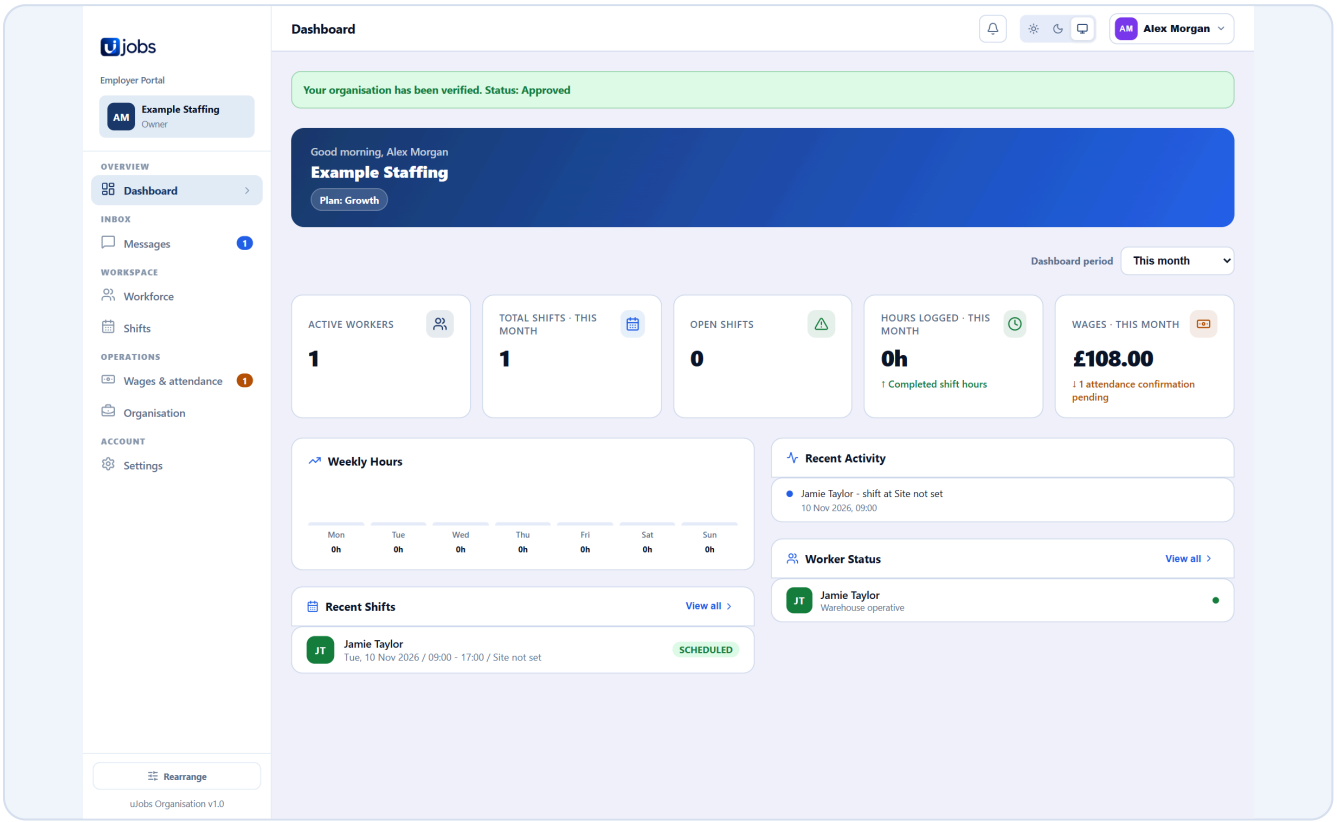
05 If a device is lost or an account is compromised, secure the account and contact support promptly.

> Local app locking is an additional control. It does not replace securing the Windows or macOS user account.

WORKING ROUTINES

Daily and weekly checklists

A consistent review routine catches small issues before they affect workers or payroll.



Desktop app browser capture · demonstration workspace

01 Start of day: check the workspace, messages, join requests, unfilled shifts and attendance exceptions.

02 Before assigning work: check location, role, availability, acceptance and recorded restrictions.

03 After a shift: review attendance and check-out evidence, confirm payable time and investigate exceptions.

04 Weekly: review forthcoming coverage, due compliance checks and the next four weeks' hour-limit warnings.

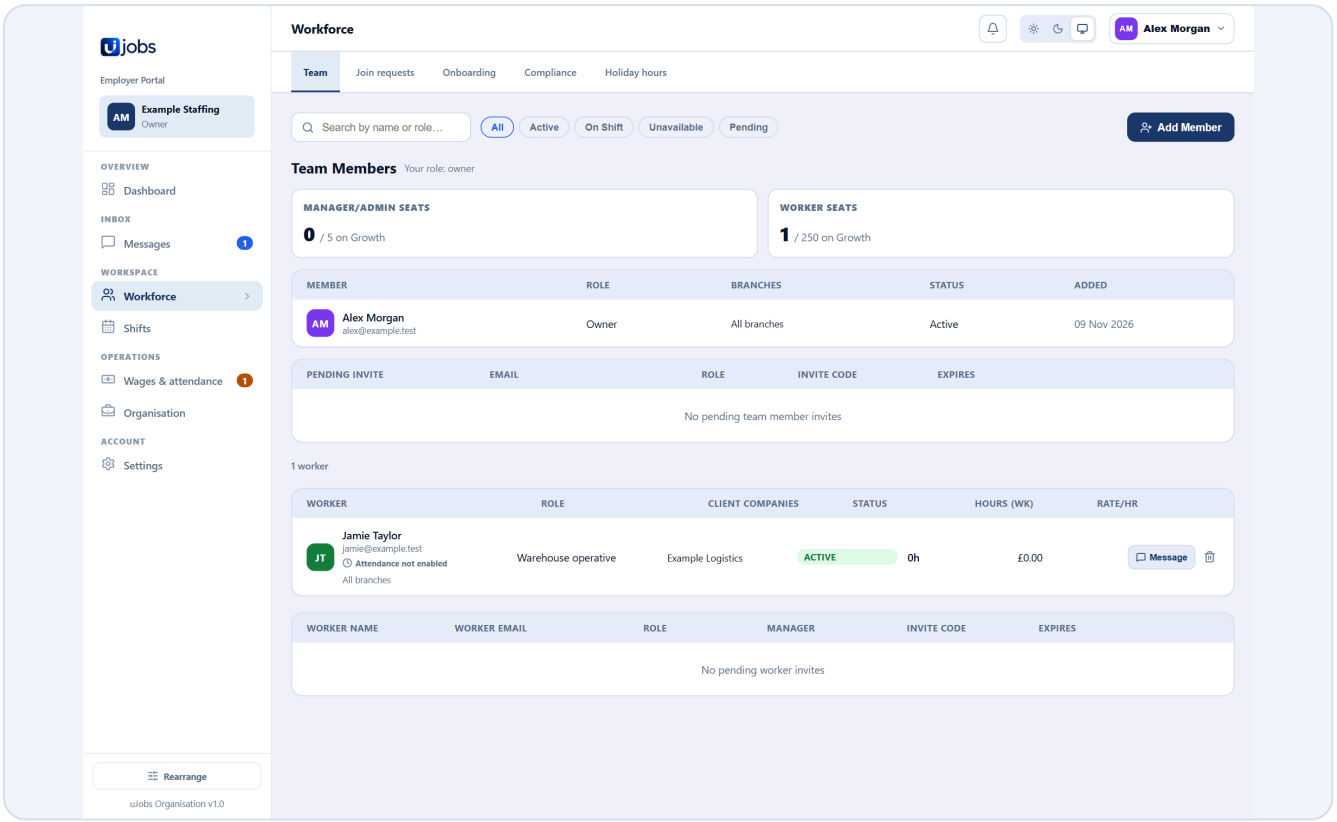
05 At the end of a pay period: reconcile approved hours, gross wages and holiday accrual; review adjustments and worker-visible balances.

> Delegate each review to a named colleague. A notification badge is useful only when someone is responsible for acting on it.

TROUBLESHOOTING

Resolve common desktop issues

Work from the specific record and status rather than repeatedly retrying the same action.



Desktop app browser capture · demonstration workspace

01 Cannot sign in: check the exact email, verification state and organisation account type. Try the supported recovery route.

02 Cannot see a worker or page: confirm the active organisation, role and branch or assignment scope.

03 Invitation missing: confirm the recipient, spam folder and current invitation state before resending.

04 Wages or holidays look low: check attendance approval, unpaid breaks, selected dates, closed pay periods and the worker's accrual settings.

05 A page keeps loading: retry once after checking connectivity, reopen the app and record the screen, time and action for support. Never send a password, code or private document in a general support screenshot.

> Support: support@ujobs.app. Include the app version, Windows or macOS version, affected organisation and the exact error.

REFERENCE

Help, privacy and useful links

Keep this guide with your team’s own operating procedures. App labels and available actions vary with role, organisation type, plan and app version.

Contact uJobs

support@ujobs.app
ujobs.app

When reporting an app issue

Include the app version, device or operating system, time of the problem, page and exact action. Remove personal information from screenshots. Never send passwords, one-time codes, private keys or full identity and bank documents to general support.

Account and legal information

Privacy policy · Terms and conditions
uJobs on the App Store

Official UK guidance

For right-to-work decisions, follow the current GOV.UK right-to-work checking guidance. For eligibility and statutory holiday rules, use the GOV.UK holiday entitlement reforms guidance. Checked 9 November 2026.

The app records compliance information and holiday hours. Your organisation remains responsible for its employment decisions and payroll arrangements.

About the screenshots

New captures use the actual app components in a local browser preview with fictional demonstration data. They are not recordings of live customer accounts. Native operating-system dialogs differ. This source-edition guide includes new client features which require the corresponding app update.