Candidate Portal User Guide

This User Guide is for Drake Medox candidates. The Drake Portal is where Drake Medox candidates can access their payslips, upload their resume, and update any skills or certificates.

There is a timesheet submittal feature on the Drake Portal that is not applicable for Drake Medox candidates. Drake Medox candidates will only use Deputy to submit their timesheets. Information on submitting timesheets via Deputy can be found **here**.

Drake - Online Portal

Quick Links

Please use the quick links below to access more information on how to complete your timesheets.

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Accessing the Candidate Portal

Username and Password:

You will be emailed your username and password when your Drake account is activated. This may be prior to commencing any casual work with Drake International.

- You will then be prompted to reset your password. Enter in the old password (that was originally provided) and then create a new one and enter it twice.

- You will then be prompted to login again using your new password. Please make sure you manually type in the new password at this stage. Your browser may have populated values into the password field already, and you will need to overwrite this with your new password.

Click this button to reveal your password

- You will also be requested to select a security question and answer, as well as setting up Multi-Factor Authentication (MFA).

🛡️ Multi-Factor Authentication (MFA)

What is Multi-factor Authentication?

Multi-factor authentication (MFA) is a process that requires users to submit at least two pieces of identification to the system to gain access.

MFA will be imposed on users on login to Drake's Online Portal, based on the following:

- MFA Mandatory items – imposed by the Australian Tax Office (or other Countries that require mandatory MFA for sensitive information). This is configured and managed in the background, to ensure regulatory compliance. Mandatory MFA items will impact users who have access to the Security Items that hold sensitive information, for example Candidate Payroll information.

You will be required to enter in your Username and Password as normal, this is the first step or 'factor'. Once these details have been validated, you will be asked to enter a code.

MFA TOTP (Time-based One Time Password) - The code is generated by a TOTP app, which you will need to download to the device you commonly have with you when you are accessing your online portal, for example your mobile phone, or within a PC Browser.

How do I setup and maintain MFA?

TOTP MFA Authenticator Setup

When you first login, the system will guide you through the setup process.

You will need to download a TOTP app to your device (mobile, tablet, PC Browser). **You can setup on both PC and mobile device** - this is a good strategy in case you forget your mobile phone or are working from a different PC, you will have a second TOTP Authenticator option available.

To setup a PC Browser plug-in (instructions are for the Chrome TOTP Authenticator - Internet Explorer and Firefox will accept codes generated from this plug-in):

- Right mouse click on this link to open link in a new browser tab: *Open Authenticator plug-in from the Chrome Web Store.*
- Click the blue "Add to Chrome" in the top-right corner of the page, and follow the prompts to install Authenticator.
- Once Authenticator for Chrome is installed and opened, you'll be able to scan QR codes by clicking the 'Scan QR Code' button in the top right of the plug-in.

- When you first are trying to log in, Multi-Factor Authentication (MFA) will present you with a QR code to scan with this plug-in.
- Once set-up, use this plug-in to see your unique 6-digit code. Then simply enter the code (or copy and paste) to log into you online portal when requested for a MFA.

To setup **mobile phone / tablet**, on your phone or tablet access your App Store and search on 'TOTP authenticator', select an app from the options provided.

Microsoft Authenticator
Microsoft Corporation

Google Authenticator
Google LLC
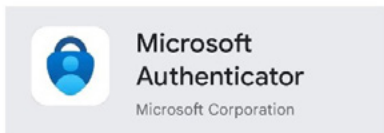
- Open the official application store on your smartphone (e.g. Google Play or Apple App Store).
- Search for "TOTP Authenticator" and install the app.
- Once the TOTP Authenticator is installed and opened you're able to scan QR codes by clicking the '+' button in the app.
- Once set-up, this plug-in will display the 6 digit code unique to your user account.
- Each time you log in, please open the authenticator app and enter the code showing in relation to Drake's Online Portal.

The Verification Code screen (shown below) is where you will enter the Code displayed in your TOTP Authenticator app. Enter the code and click Submit to gain access to your online portal. Click Back if your Authenticator is not producing codes, and re-attempt to scan the QR Code to your Authenticator.

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Multi-Factor Authentication

Please enter your TOTP code in the field below and click Submit.

Verification Code:

Help

Back   Submit

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🧭 Navigation

- Once logged in you will be able to navigate to the various sections available on your Portal via the Quick Access menu. The Quick Access menu is located at the top right-hand corner. To navigate to an available selection, click the link within the quick access menu.

- Personal Details - Review and edit personal information such as email, mobile, and emergency contact details.
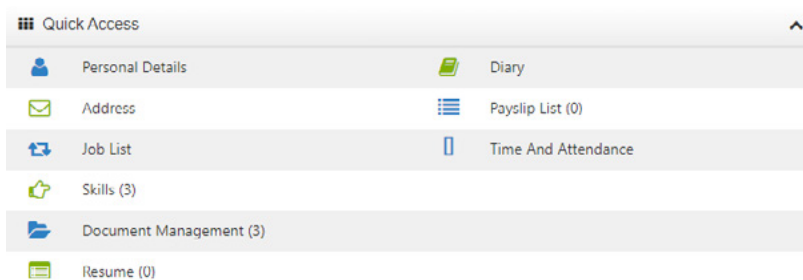
- Address – review and edit your address details.

- Job List – lists all the job orders you have been referred to.

- Skills – enables you to maintain and update your list of skills and attributes.

⚏ Quick Access		⌃
👤 Personal Details	📗 Diary	
✉ Address	☰ Payslip List (0)	
🔁 Job List	▯ Time And Attendance	
👍 Skills (3)		
📂 Document Management (3)		
🗒 Resume (0)		

- Document Management - provides you with the ability to view, upload and manage documents.

- Resume – enables you to maintain and update your resume that Drake has access to.

- Diary – enables you to enter requested unavailability.

- Payslip List - ability to view and print payslips.

- Time & Attendance – access to timesheets if you are eligible for online timesheets.

- ❓ Alternatively, you can take a quick tour by selecting the help button in the top right corner.

- 🔼 To return to the top of your portal, you can click on the black icon with a white up arrow. This is located in the bottom right-hand corner of the screen.

Submitting Timesheets via Deputy

View your shifts and timesheets via your Smart Phone!

Activate your account

Follow link in your email invitation, to log in, accept your invitation and create a password.

Download the Deputy App

To get access your all your rosters and timesheets, download the mobile app on your iPhone or Android device:

Download on the App Store   ANDROID APP ON Google Play
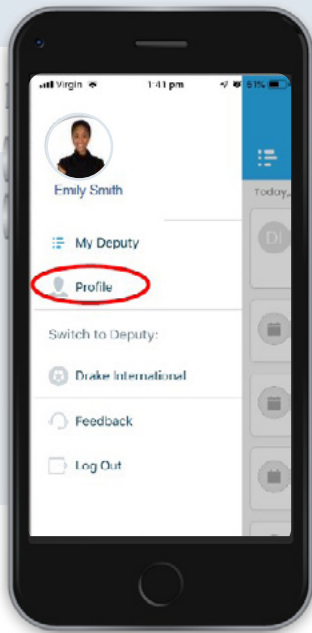
Create your profile

Help us get to know you better!
Update and manage your own personal details through the Global Profile.

Phone View
To edit your profile, click 'My Deputy' at the top-left, then profile. Your profile will open up. Select done, when complete.

From here, you can edit your profile details, including contact information, profile photo, skills and positions.

Web View
To edit your profile, click 'Hello, [your name]' in the top-right. In the dropdown box, click 'My Profile'. Your profile will open up. Hit 'Edit My Global Profile'

From here, you can edit email notifications and connect with socials.
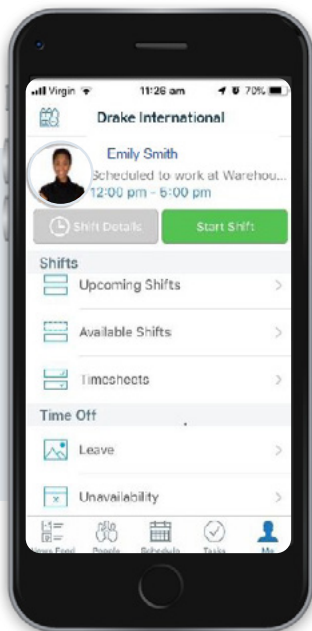
Navigating MyDeputy, Choose your business

Select "Drake International' to view and have access to all your rostering information.

Today's Shift
Start your shift by selecting Start Shift or learn more about the shift by selecting Shift Details to end shift select End Shift
Log out or back in from breaks Start Break or End Break

View Upcoming Shifts

Select to all upcoming rostered shifts. Week beginning Mondays.

Available Shifts

Select to view and claim any unfilled available shifts.

Timesheets

View all completed and approved shifts.

Time Off

View and Log requests for Annual Leave and indicate unavailability.

Please note request for leave and unavailability can only be logged for uncompleted roster weeks.

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