

A top-down view of a light blue desk. On the desk is a silver laptop with a person's hands typing on the keyboard, a white smartphone with a black screen, a white notebook, a black pen, and a small potted plant with green leaves.

# Candidate Portal User Guide

This User Guide is for Drake International and Drake Medox candidates. It explains the features of Drake's Candidate Portal, as well as some general instructions on accessing and creating timesheets for casuals who require online timesheets.

[Drake - Online Portal](#)

[Drake - Mobile Timesheets](#)

## Quick Links

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





## 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.

Old Password: Drak3Passw0rd

New Password:

Re Enter Password:

Your password must be at least 12 characters long and contain at least one number and uppercase character.

Reset Password

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

**DRAKE**  
INTERNATIONAL

Username

Password

☐ Remember Me [Forgot Password?](#)

Login

Drake International Candidate Portal



# 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.

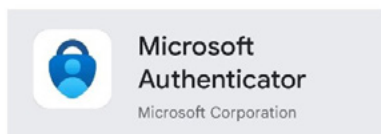
**MFA TOTP** (Time-based One Time Password) - The code is generated by a TOTP app, which you will need to download to the device you commonly have with you when you are accessing your online portal, for example your mobile phone, or within a PC Browser.

## How do I setup and maintain MFA?

### TOTP MFA Authenticator Setup

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

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.



- 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.

**Multi-Factor Authentication** ⓘ

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

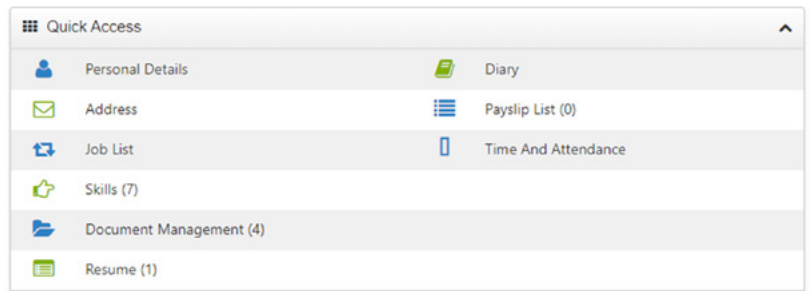
Verification Code:

ⓘ Help Submit



## 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.
  - 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.





## Time and Attendance

Clicking the Time and Attendance section in the Quick Access Menu will open another tab.

Timesheet Home		
Available Timesheets	2	→
Incomplete Timesheets	0	→
Rejected Timesheets	0	→
Submitted Timesheets	0	→
Notifications	0	→

Timesheets are displayed in categories based on their status;

- Available Timesheets – timesheets that haven't yet been entered and submitted for approval.
- Incomplete Timesheets – timesheets that have been edited and saved but not yet submitted for approval.
- Rejected Timesheets – timesheets that were submitted but have been rejected. These timesheets need to be updated and re-submitted.
- Submitted Timesheets – timesheets that have been submitted and are yet to be approved.
- Notifications – messages you have been sent within the system.



## Completing Your Timesheet

To complete your timesheet, click on Available Timesheets.

- You will see a list of timesheets with the Client Name, Position title, and Start and End Date displayed.
  - The Start and End Date relate to the timesheet period, not necessarily the entirety of your casual assignment.
- Click on the relevant list item and the timesheet will open.

Job Order Code	Payee No.	Week Ending Date				
Job Order Code	Payee No.	From Date	To Date	Search	Reset	
1/5 Type I	Client	Payee No.	Job Order Code	Job Position	Start Date	End Date
AR	Alcock Testing Pty Ltd	500004449	200121066	Administration Assistant	31/07/2023	06/08/2023
AR	Alcock Testing Pty Ltd	500004440	200121066	Administration Assistant	07/08/2023	13/08/2023

Showing 1-2 of 2 entries < First < Previous | Next > Last >

- Attendance** – this will open by default and is where you will key in your Start and End time for each day of the timesheet period you worked.
  - The Start and End Time may be pre-populated, and you will need to update it to ensure it reflects your actual hours worked.
  - If the Start and End Time is blank, you need to enter this information in using the 24-hour clock.
- Enter Attendance type Normal

Work Date	Attendance Type	Start Time	End Time	Break Items : Start	End	Project Items : Start	End	Project Code	Day Total
24/07/2023 - Mon	Normal	hh:mm	hh:mm	hh:mm	hh:mm	+	+		
25/07/2023 - Tue		hh:mm	hh:mm	hh:mm	hh:mm	+	+		

- Enter hours worked & your unpaid break like below example;

Start Time	End Time	Break Items : Start	End	Project Items : Start	End	Project Code	Day Total
09:00	17:00	12:00	12:30	+	+		7.5000hrs
09:00	17:00	12:00	12:30	+	+		7.5000hrs

- If you have worked a short shift and did not have an unpaid break, hit X next to the break end to remove the empty boxes;

Work Date	Attendance Type	Start Time	End Time	Break Items : Start	End	Project Items : Start	End	Project Code	Day Total
24/07/2023 - Mon	Normal	09:00	13:00	hh:mm	hh:mm	X	+		4.0000hrs
25/07/2023 - Tue		hh:mm	hh:mm	hh:mm	hh:mm	+	+		

- Then it will look like this;

Work Date	Attendance Type	Start Time	End Time	Break Items : Start	End	Project Items : Start	End	Project Code	Day Total
31/07/2023 - Mon	Normal	09:00	13:00	+	+	+	+		4.0000hrs
01/08/2023 - Tue	Normal	09:00	13:00	+	+	+	+		4.0000hrs

- **Project Codes**

If you have been advised you need to allocate a specific work area or project code, please do so by selecting the + under heading Project Items.

Work Date	Attendance Type	Start Time	End Time	Break Items : Start	End	Project Items : Start	End	Project Code	Day Total
24/07/2023 - Mon	Normal	09:00	13:00						4.0000hrs
25/07/2023 - Tue		hh:mm	hh:mm	hh:mm	hh:mm				

You then need to enter the hours spent at that work area / site and select the appropriate site or code from the drop-down options. (If in your drop-down list a work area/code is missing, please contact your local consultant for assistance.)

Work Date	Attendance Type	Start Time	End Time	Break Items : Start	End	Project Items : Start	End	Project Code	Day Total
31/07/2023 - Mon	Normal	09:00	13:00			09:00	13:00		4.0000hrs
01/08/2023 - Tue	Normal	13:30	17:00						3.5000hrs

If you have worked across two work areas or sites on the same day, please hit the + to create another project item line and enter like the below example;

Work Date	Attendance Type	Start Time	End Time	Break Items : Start	End	Project Items : Start	End	Project Code	Day Total
31/07/2023 - Mon	Normal	09:00	13:00			09:00	13:00	CBD Mill	4.0000hrs
01/08/2023 - Tue	Normal	13:30	17:00			13:30	17:00	Ballarat	3.5000hrs

**\*\*Please note that some clients will have this project code name section set as a free text field for you to type the work area/code in manually and it will not be a drop down list. Your consultant will advise you of this in your onboarding if required.\*\***

Work Date	Attendance Type	Start Time	End Time	Break Items : Start	End	Project Items : Start	End	Project Code	Day Total
24/07/2023 - Mon	Normal	09:00	13:00						4.0000hrs
25/07/2023 - Tue		hh:mm	hh:mm	hh:mm	hh:mm				

The lower section of the timesheet has expandable sections for additional timesheet information that you can drop down to by clicking the arrow on the right-hand side of the subheadings;

Work Date	Attendance Type	Start Time	End Time	Break Items : Start	End	Project Items : Start	End	Project Code	Day Total
31/07/2023 - Mon	Normal	09:00	13:00			09:00	13:00	CBD Mill	4.0000hrs
01/08/2023 - Tue	Normal	13:30	17:00			13:30	17:00	Ballarat	3.5000hrs
Additional Items (5)									Total Quantity : 0
Additional Items (5)									Total Amount : 0.00
Additional Items (5)									
Additional Items (5)									

- **Entering Allowances**

If you know you are eligible to be paid an allowance, you would select this by clicking the + on the right hand side of Additional items;

Enter the correct Day/Date, Item and Quantity, if you are using project codes like the above example you would also need to select the applicable project code

- **Reimbursements** – allows you to add any out-of-pocket expenses that you wish to claim.
- **Attachments** – enables you to attach photos of reimbursement receipts or documents to your timesheet. Please ensure ALL expense reimbursement requests are submitted with relevant supporting receipts and documentation.
- **Comments** – allows you to add a comment to the timesheet.

- **Other Timesheet Navigation**

The header of the timesheet shows all the details of the opened timesheet, including the Client name, the Start and End date, and client approver/contact name.

You should only be populating a Timesheet Code if you have been advised to do so. The Timesheet also has the below different sections and buttons;

- **Left pointing arrow** – takes you back to the previous screen.
- **Save button** – will save your changes and move your timesheet from Available int Incomplete.
- **Submit button** – submits the timesheet through ready for approval.
- **Additional Items** – this will only be available if required. If eligible this will be where certain manual allowances can be selected for example.





## Saving Your Timesheet

If you wish to complete your timesheet each day, make your updates and click Save.

This moves the timesheet from Available to Incomplete. You can then continue to update the timesheet until you are ready to submit for approval.

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## Submitting Your Timesheet

Once the timesheet is complete, click Submit. If there is information missing or incorrect, you will be presented with an error message - fix the issue and then click Submit again.

If, after submitting your timesheet, you realise there is more to add, you can navigate to the Submitted status to access the timesheet and Recall it.

- Doing this moves the timesheet from Submitted to Incomplete.
  - From within Incomplete, you can update the timesheet and Submit again.
- 



## Top Tips for Drake Portal Timesheets

- Drake's standard pay period is Monday to Sunday. Your pay will be in your account by the Friday following the week you worked.
- You can also save your hours for later submission and submit when your working week is complete.
- We must receive your timesheet by 10:00am Monday for payment that week. Any later may delay payment.
- You are not paid for your meal/lunch break.
- The system doesn't accept 0's, so if you don't have a unpaid break please just leave it blank, or click the X to remove the break box's, please do not enter 00:00.
- Unpaid break times must be entered. (Please don't enter paid breaks)
- Hours must be entered in 24hr format - 09:00 - 17:00 Break 12:00 - 12:30.
- Please do not enter anything into the Timesheet Code box unless advised, otherwise you will not be able to submit your timesheet.

Timesheet Code :

- You cannot enter 00.00 into timesheets. If you don't work a day, please click the X to remove that day.
- If you do not work for the week, you will need to contact your consultant and ask that they expire the timesheet so that it stops sending you reminders to complete.
- If you are required to allocate Project Codes you must hit the + under the heading Project Code - Enter hours worked on that day in that particular in that area - Then click the drop down and select the work area project code or if it is a free text field, type in the work area as reference.

## Next Steps

After submitting your timesheet, the approver will receive a notification requesting review and approval of your timesheet.

If the approver finds an issue with your timesheet they may reject it, and you will receive a message stating that the timesheet has been rejected and why.

- You will find the timesheet in the Rejected status.
  - Go to the Rejected status and open timesheet.
  - The Rejected Reason is displayed as a section.
  - Expand the section to see the reason why it was rejected if necessary.
  - Make relevant changes to the timesheet and click Submit.

Timesheet Home		
Available Timesheets	2	→
Incomplete Timesheets	0	→
Rejected Timesheets	0	→
Submitted Timesheets	0	→
Notifications	0	→

### Agreement Rates

Timesheet Id : 5240    Start Date : 24/07/2023    End Date : 30/07/2023    Job Order Code : 200121866    Cost Centre :    Order By Contact :

Timesheet Code :

#### Rejected Reason

Tuesday finish time should be 5pm, no OT worked

If the approver finds no issues with the timesheet, they will approve it, and it will no longer be displayed in the Submitted status. You will receive an email notification advising that your timesheet has been approved.



## Accessing Timesheets on a Mobile Device

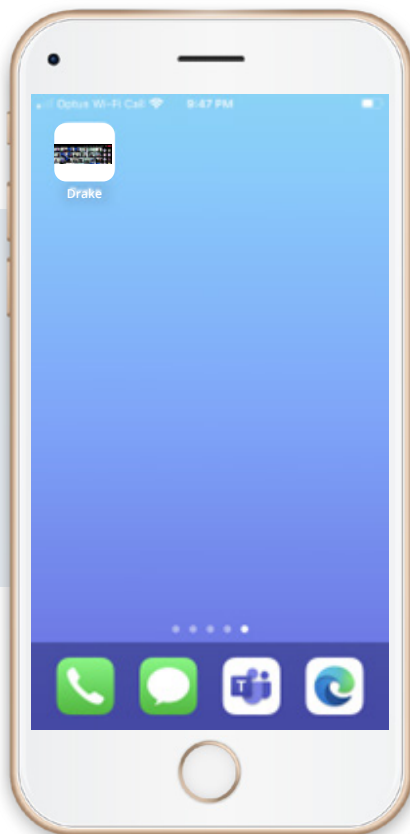
### Drake – Mobile Portal

Using your device functionality, you can create a shortcut to the link (URL).

- The default name will be “FastTrack”, but we suggest you rename this to Drake.
- You can then access the Online Mobile Timesheet functionality directly from your device’s Home screen.

**Note:** You will not see future dated timesheets, only the current week, and any that have yet to be completed for prior weeks.

iPhone



Android

