

Hudson Contractor Portal

(Powered by Astute)



Your guide to using the Hudson Contractor Zone for Contractors and Temporary Staff within Australia and New Zealand

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Overview

The Hudson Contractor Zone is a cloud based solution that represents a significant and exciting technology update from Hudson and will ensure that your Timesheet and Expense entry, the Approvals and Payment functions are simple and efficient.

The Portal enables you to update your details on an ongoing basis, to review information about your job(s) and to access documents and news or updates from Hudson in a central location.

The Dashboard is your Home Page and provides a summary of your Timesheets, Expenses and Profile details.

The following User Guide provides instructions and FAQs on how to navigate through the new system transforming the ease and efficiency with which you engage with Hudson.

As a Hudson contractor, you can login to the Contractor Zone by visiting the following webpage: <https://hudsoncontractorzone.com>

Note: For an optimal user experience, it is recommended that **Google Chrome** is utilised as the web browser.

System Overview

Employee Self-Service

Enables you to update your details as and when required, to review information about your job(s) as well as access documents and news from Hudson.

Timesheets

Enables you to submit timesheets for approval and payment.

Please note: Your timesheet submission process remains unchanged. Continue to submit your time worked via your current Vendor Management System (VMS) - Fieldglass, Comensura, Skillstream, 3SS, Beeline or TimeLive.

Expenses

Enables you to submit Expense claims and attach receipts.

Please note: Your expense submission process remains unchanged. Continue to submit your time worked via your current Vendor Management System (VMS) - Fieldglass, Comensura, Skillstream, 3SS, Beeline or TimeLive.

NOTE: this function will only be available if the job you are allocated to permits business related expense reimbursement.

Getting Started

Hudson will set up your access on the system. You will automatically receive an email with your login details.

If you have not received a system login email, please contact the Hudson's Customer Experience Team via:

Phone

Australia: 1300 137 346

New Zealand: 0800 724 376

OR

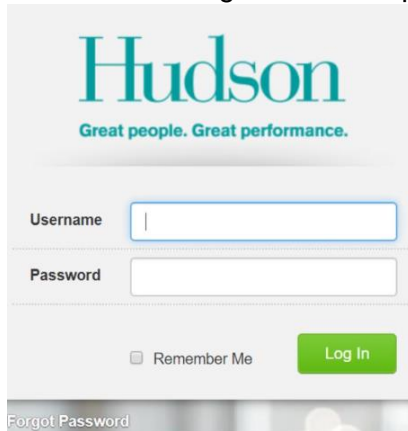
Email: payroll@hudson.com

Alternatively, you can reach out directly to your Hudson Consultant.

The new user email will provide you with your username and password. It will also direct you to the relevant link (URL).

Logging In

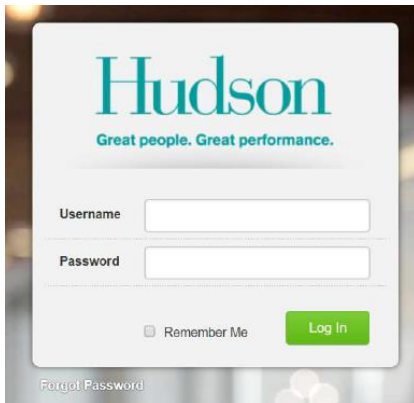
1. You will see a login screen as per the screenshot below.



- If you forget your Username or Password, select '**Forgot Password**'.
 - You can then enter your username or email address and your details will be sent to your registered email address.
2. When logging in you may be presented with Terms & Conditions or communication updates that Hudson require you to review and accept.
 3. Once logged in, you can change your password in the '**Profile Section**'. You are not able to change your username.
 4. You will also be required to utilise 2FA (two-factor authentication) security. 2FA ensures that your personal details are protected from unauthorised access. 2FA will only be prompted when accessing your profile.

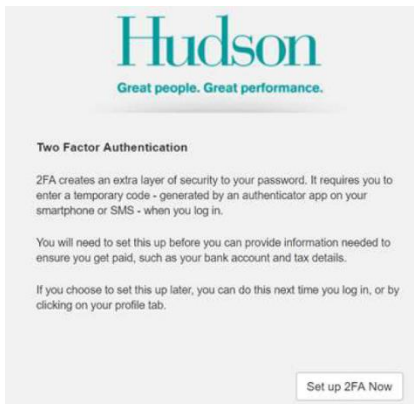
Two Factor Authentication Instructions

1. Log in to the Contractor Zone.



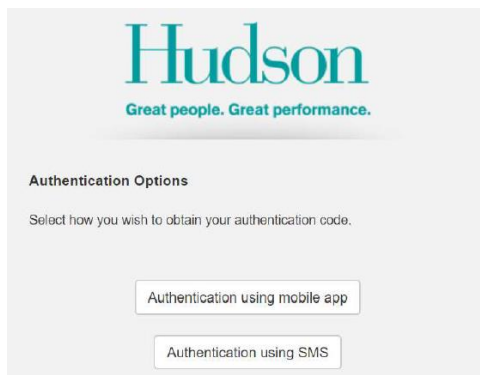
A screenshot of the Hudson login page. At the top, the Hudson logo and tagline "Great people. Great performance." are displayed. Below this, there are two input fields: "Username" and "Password". A "Remember Me" checkbox is located below the password field, and a green "Log In" button is to its right. A "Forgot Password" link is visible at the bottom left of the login form area.

2. The portal will launch the set-up wizard to guide you through the process.



A screenshot of the Hudson Two Factor Authentication setup page. The Hudson logo and tagline are at the top. The section is titled "Two Factor Authentication". The text explains that 2FA creates an extra layer of security and requires a temporary code from an authenticator app or SMS. It notes that setup is required before providing sensitive information like bank details. A "Set up 2FA Now" button is located at the bottom right.

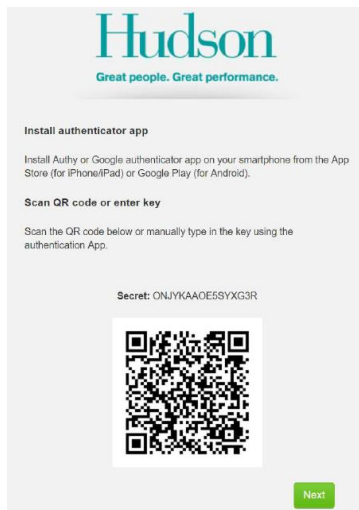
3. Select which option you would like to use to generate your 2FA code.



A screenshot of the Hudson Authentication Options page. The Hudson logo and tagline are at the top. The section is titled "Authentication Options". The text asks the user to select how they wish to obtain their authentication code. Two buttons are provided: "Authentication using mobile app" and "Authentication using SMS".

Mobile Application Authentication Steps

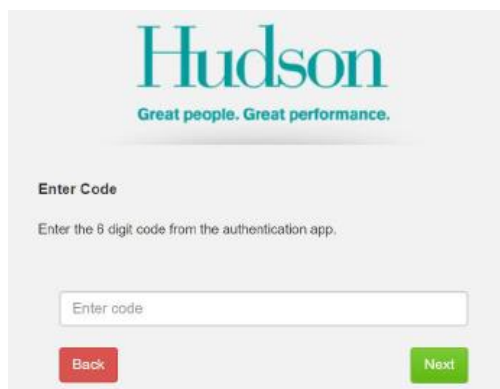
1. When **'using mobile app'** is selected, you will be directed to the below screen that shows a QR code and Secret key.



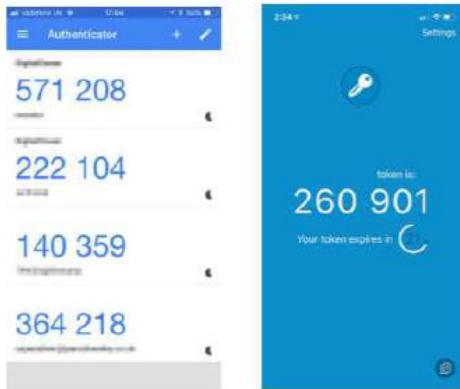
2. The authentication process currently supports the Google Authenticator and Authy apps. To proceed with the setup, you will need to download one of these apps onto your smart phone or device from the App Store (Apple/iOS devices) or Google Play (for Android devices).

Once an authenticator app is installed, the QR code displayed on the setup screen can be scanned directly to link the device. Alternatively, the Secret key can be manually typed in. Click **'Next'** once the device has been linked to continue with 2FA setup.

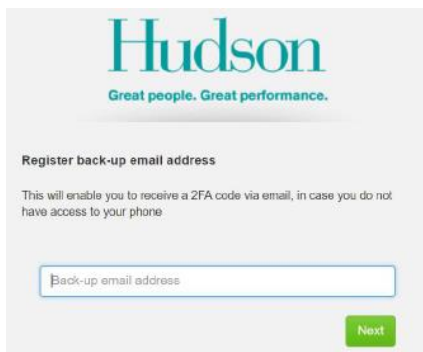
You will be prompted to enter the six-digit code from the authenticator app to verify the link.



- The code in an authenticator app will regularly expire and change after a certain time. It's important to ensure that the **blue** code displayed in the app is the code that is entered. An invalid code will be flagged on screen and will need to be reentered correctly to continue.



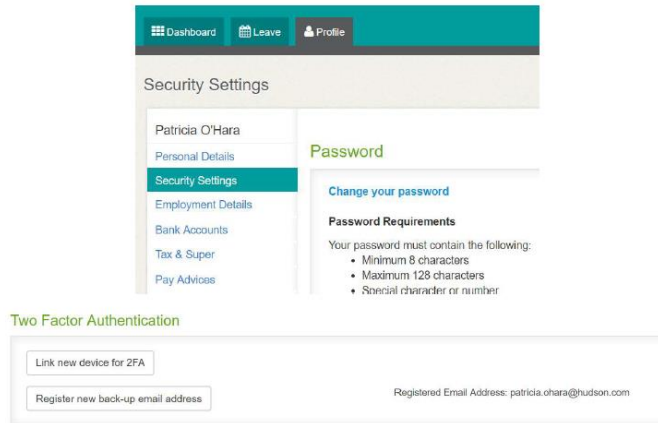
- Once the authentication code is entered, click **'Next'** to move onto setting up a backup email address.



- Once you have entered the code to verify your back up email address, click **'Next'** and you will be taken to your Dashboard.

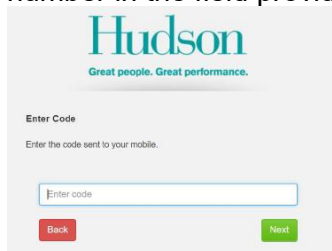


6. You can manage the details of your 2FA configuration under **Profile>Security Settings**.



Using SMS Authentication Steps

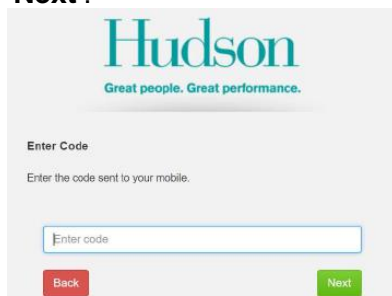
1. If the option to set up 2FA using SMS is selected, you will need to register your mobile number in the field provided then click '**Next**' to continue.



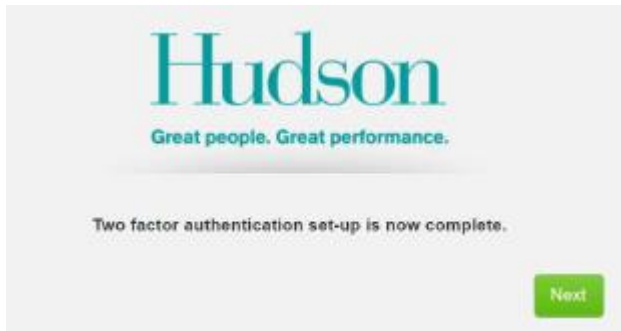
Please note that the system will only accept Australian or New Zealand mobile numbers. International mobile numbers are not supported. If you do not have an Australian or New Zealand mobile number, you will need to restart the 2FA setup process and select the authenticator app method instead.

Once the mobile number is entered and validated, an SMS containing a 4-digit verification code will be sent to the registered mobile phone number.

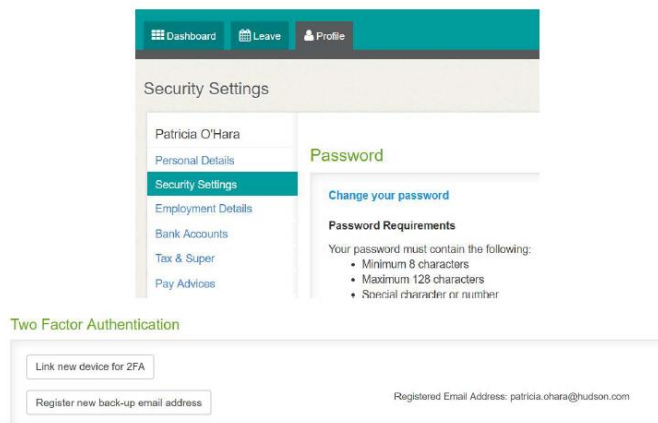
2. Enter the 4-digit code you receive via SMS to verify your mobile number then click '**Next**'.



Once you have entered the code to verify your back up email address, click **'Next'** and you will be taken to your Dashboard.



7. You can manage the details of your 2FA configuration under **Profile>Security Settings**.



Using the Backup Email Address to Authenticate

If you are temporarily unable to access the device that you have linked to 2FA, you can use your backup email address to receive a verification code.

From the 2FA verification screen:

1. Click **Recovery Options > No access to 2FA device temporarily**. This will prompt an email notification to be sent which contains a one-time authentication code.
2. Type the code into the 'Enter code' field and click **'Next'**.

Enter the one time two-factor authentication code you have received at your registered back-up email address

Remember this device for 30 days.

Next

Cannot Access Backup Email Address

If you are unable to access your back up email address or are unsure of the back up email you have set up, please contact the Customer Experience Team to request a reset of your details.

Change 2FA Option

If you wish to change the method you have selected for 2FA (SMS to mobile app or vice versa), please contact the Customer Experience Team to request a reset of your details.

Dashboard

The Dashboard is the home page of the system and provides a snapshot of available functions. It is a quick way to access commonly used tasks.

Here you'll find up-to-date information about the employees assigned to you, their respective job(s), and all related timesheet(s).

Timesheet Summary

Recent Timesheet Activity

[View Timesheet Summary Report >](#)

News

For any queries or support in using the portal you can refer to the User Guide / FAQ Document saved in the 'Downloads' Tab

[More News >](#)

Downloads

Date	File
19.8.2019	Annual Leave Forecast Calculator.xlsx
19.8.2019	2FA Set Up Guide.pdf
19.8.2019	Hudson Employee Portal - Astute user guide with FAQ.pdf

Employees Reporting to You with Active Jobs

Employee	Workplace	Recruiter	Job Duration
Displaying 0 of 0 total employees			

[View Allocated Employee Report >](#)

Below are descriptions of the functions on the Dashboard.

Timesheet Summary

Provides a summary of recent Timesheet activity.

Expenses Summary

Provides a summary of recent Expense activity.

Your Profile

Displays the more commonly used functions in your profile – click on a function to view or edit these details.

News

Displays notices and news items. Hudson will post relevant information regarding National and State based holidays and system and payroll related information here.

Viewing and Updating Your Profile

The **Profile** tab is the section where your personal and employment details are maintained. When you first log in, you will be taken to your Profile page.

If there are any outstanding documents to be completed, flags will highlight the missing details. Please complete all fields that are flagged to ensure that your profile is fully completed and accurate. For ease of reference, your profile is separated into the following Tabs:

Personal details

Name, date of birth, residential and postal address, contact details and Emergency Contact information.

Password

Update your password.

Employment details

Details of your employment type with Hudson. That is PAYG or Independent Contractor (Aus) | PAYE; Independent Contractor & Temps (NZ).

Bank accounts – All Contractors & Temps

Ensure that your bank account details are correct to prevent delay in payment.

Tax and super – Australian PAYG Contractors

Enter your Tax & Superannuation details. If your preferred super fund details are not provided, your superannuation contributions will be paid to Hudson's default super fund provider, Sunsuper.

Tax and super – New Zealand PAYE Contractors

You will be required to download and complete the Tax Code Declaration IR330c from the portal. These documents are available under the 'Downloads' section. Return completed forms by email to: payroll@hudson.com. Kiwisaver is not applicable for NZ Contractors.

Tax and super – New Zealand Temps

You will be required to download and complete the Tax Code Declaration IR330 & KiwiSaver forms from the portal. These documents are available under the 'Downloads' section. Return completed forms by email to: payroll@hudson.com.

Pay slips / RCTIs / BCIs

PDF versions of processed pays are available to be downloaded from the Astute Contractor Zone.

Compliance docs

Policies and procedures (for example, Drug & Alcohol, Code of Conduct, Bullying & Harassment etc.), which will need to be reviewed and accepted for the Client you are providing services to, will appear in this tab. All previously accepted documents will be migrated to the new system and will not be required to be resubmitted.

Active Jobs

Lists each of your active jobs and provides details, including:

- Start/finish dates
- Pay rates
- Designated Approvers
- Submitted Expenses

Inactive Jobs

Lists each of your inactive (previous or future) jobs and provides details, including:

- Start/finish dates
- Pay rates
- Designated Timesheet Approvers
- Submitted Timesheets and Expenses

Note: Red exclamation marks "!" indicate that details are required to be completed and saved.

Superannuation – Australian PAYG Contractors

If you have your own Superannuation fund, enter the details into the required fields as they appear on your Superannuation Fund Member Statement.

Alternatively, if your preferred Super Fund is not stated, you will be established as a member with Hudson's default super fund, Sunsuper by selecting the "Use super fund nominated by employer" as per the screen shot below.

Superannuation Fund Wizard

Find your fund

Superannuation funds are identified by the USI (Unique Superannuation Identifiers), but have previously been identified by a SPIN (Superannuation Provider Identification Number) or ABN (Australian Business Number). To select the correct fund, you need to begin with one of these numbers.

- USI / ABN / SPIN
- Use super fund nominated by employer
- Keep Existing Fund

These changes will apply to all future superannuation contributions as well as any currently outstanding payments not yet submitted to your super fund.

Cancel

Next

Timesheets

You will continue to submit Timesheets on a **WEEKLY** basis via your current Vendor Management System (VMS) – Fieldglass, Comensura, Skillstream, 3SS, Beeline or TimeLive.

Contractors and Temporary staff that previously submitted timesheets on a fortnightly frequency are now required to lodge **weekly** timesheets.

Weekly timesheets are to be submitted as a 'Monday to Sunday' cycle with a submission and approval due time of **2:30pm AEST/AEDT & 4:30pm NZST/NZDT** every Monday.

Once you have submitted your timesheet, an email notification will be delivered to your Timesheet Approver to authorise your time worked. Your Approval Manager is required to complete their review and approval by **2:30pm AEST/AEDT & 4:30pm NZST/NZDT** every Monday.

Expenses

You will continue to submit expenses via your current Vendor Management System (VMS) – Fieldglass, Comensura, Skillstream, 3SS, Beeline or TimeLive.

Please confirm with your Consultant or Manager whether you are eligible to claim expenses.

NZ Temps – applying for leave

Leave can be submitted either on your timesheet or as a separate application under the Leave section.

Submitting leave on a timesheet (recommended if you are taking leave and also need to submit hours worked during the same week):

1. Click on '**New Block**' then on the drop down, select the Leave Type that you wish to take.

Timesheet – Auckland - Test 12th Aug, 2019 - 18th Aug, 2019

Date	Start	Finish	Breaks	Notes	Copy	Total
Mon 12 Aug	New block				to all	
Tue 13 Aug	Normal Time (NZ)					
Wed 14 Aug	Annual Leave					

2. Enter a start and finish time. A standard day is 7.5 hours and a break is not required to be stated. Review the total hours displayed on the right-hand side under 'Total' to ensure the hours recorded are accurate.

Timesheet – Auckland - Test 12th Aug, 2019 - 18th Aug, 2019

Date	Start	Finish	Breaks	Notes	Copy	Total
Mon 12 Aug	New block				to all	7.50 hr
	Auckland - Test Leave: Annual Leave Time Block 1	8:30am	4:00pm	0 min	Notes	7.50 hr

3. Complete the rest of the timesheet for any other hours worked and click '**Submit**' once completed. When the timesheet is approved, all leave and hours submitted on the timesheet will be processed in the next available pay run.

Submitting leave in the leave section (recommended if leave needs to be applied after a timesheet has already been approved or only leave needs to be applied for an extended period):

1. Click on the '**Leave**' tab on the Dashboard. Your available leave balances will be displayed by default or you can click on leave requests to review your previous leave requests. Click on '**New Request**' against the leave type you wish to apply for.

Dashboard Timesheets Expenses Leave Profile News / Blog

Leave Balances Leave Requests

Leave Balances

Report Settings Export

Leave Type	Current Balance	Available Balance	
Alternative Leave	0.0000 days	0.0000 days	New Request
Annual Leave	0.0000 hours	0.0000 hours	New Request
Sick Leave	0.0000 hours	0.0000 hours	New Request

Displaying 1-3 of 3 leave balances

- Check the leave type to confirm you have selected the correct leave. Enter the first and last date of leave. Click **'Next'**.

New Leave Request

Back to Leave R

Pending Creation

Cancel Next

New Request Summary

Leave Type: ANNUAL LEAVE

Current Balance: 0h 0m

Available Balance: 0h 0m

First Date of Leave: 2.9.2019

Last Date of Leave: 6.9.2019

I am taking full days off

- Review the summary of the dates and hours for your leave request(s). Once complete, click **'Submit'**. Leave requests will be approved by the Hudson Payroll Team and will be included for payment in the next available pay run.

Leave Request Summary

Status:	Pending Submission	Leave Type:	Annual Leave
Related Jobs:	Auckland	Current Balance:	0h 0m
First Date of Leave:	2 Sep 2019	Available Balance:	-40.0000 hours
Last Date of Leave:	6 Sep 2019		
Total Days:	5		
Total Leave:	40hr 0mn		

Date	Job	Start	Finish	Standard Day	Total Leave
Mon 2 Sep 2019	Auckland	9:00am	5:00pm	9:00am 5:00pm	8hr 0mn
Tue 3 Sep 2019	Auckland	9:00am	5:00pm	9:00am 5:00pm	8hr 0mn
Wed 4 Sep 2019	Auckland	9:00am	5:00pm	9:00am 5:00pm	8hr 0mn
Thu 5 Sep 2019	Auckland	9:00am	5:00pm	9:00am 5:00pm	8hr 0mn
Fri 6 Sep 2019	Auckland	9:00am	5:00pm	9:00am 5:00pm	8hr 0mn

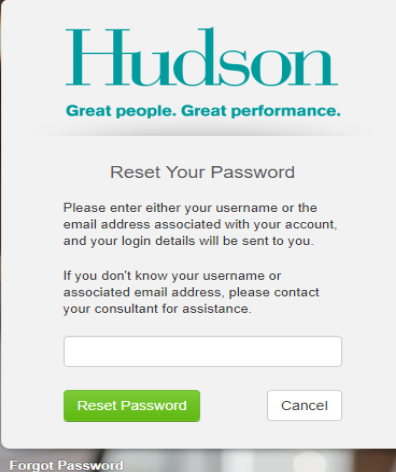
News and Documents

- When logging into the portal for the first time, you may be presented with important policies, documents or information relating to your job assignment that must be read and accepted before you enter your timesheets.
- From time to time, Hudson may add new policies or procedures that are required to be reviewed and accepted. Some company notices may need to be acknowledged and will appear in this section.
- You will be unable to navigate through the portal until the necessary action has been undertaken for documents that require review and acceptance.
- If you have any queries relating to your documents, please contact the Customer Experience Team as per the details in the '**Contact Us**' section.
- If you have trouble viewing a document or file or would like to keep a copy for your records, you can download the file by clicking on the corresponding link in the document title.
- To acknowledge that you have read and accepted the document/s, tick the checkbox underneath each of the documents. When you get to the bottom of the page, click '**Agree**'.

Resetting your Password

If you forget your Username or Password, select '**Forgot Password**' on the login screen.

You can then enter your username or email address and your new password reset link will be sent to your registered email address.



The screenshot shows a web form titled "Reset Your Password" with the Hudson logo and tagline at the top. The form contains a text input field for the user's username or email address, a green "Reset Password" button, and a white "Cancel" button. Below the form, the text "Forgot Password" is visible.

Contact Us

If you require assistance, contact the Customer Experience Team or reach out directly to your Consultant.

The **Customer Experience Team** are available between the hours of 7:30am & 5:30pm AEST / AEDT | 9:30am & 7:30pm NZST / NZDT via phone or email.

PHONE:

Australia: 1300 137 346

New Zealand: 0800 729 376

Email: payroll@hudson.com.

Frequently Asked Questions

Hudson and Talent Management Contractors & Temps

If you are a Hudson Contractor or Temp click [Here](#) to be directed to the relevant User Guide & FAQs.

If you are a Talent Management Contractor or Temp click [Here](#) to be directed to the relevant User Guide & FAQs.

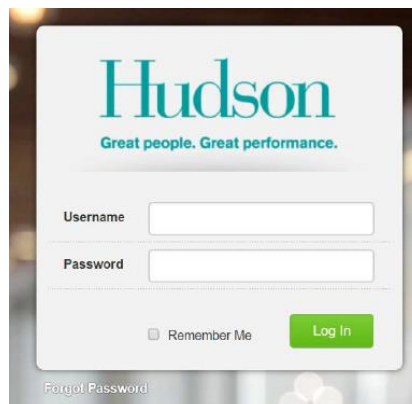
How will I receive my login details?

Hudson will set up your profile in the Contractor Zone. An email containing the URL and log in details will be delivered to your registered email address as per Hudson's current records.

If you have not received an email with your log in credentials, please contact the Customer Experience Team as per the details below in the '**Contact Us**' section.

Logging In

You will see a login screen as per the screenshot below.



- If you forget your Username or Password, select '**Forgot Password**'.
- You can then enter your username or email address and your details will be sent to your registered email address.

When logging in you may be presented with Terms & Conditions or communication updates that Hudson require you to review and accept.

Once logged in, you can change your system generated password in the 'Profile Section'. You are not able to change your username.

You will also be required to set up Two Factor Authentication (2FA). 2FA ensures that your data is secure and protected.

What is a 2FA?

2FA is a second-level of authentication. A password plus 2FA provides an extra layer of security that better protects your details from unauthorised access.

How do I set up 2FA on Astute?

There are 2 methods for generating the authentication code:
Via SMS **or** via a mobile app (Google Authenticator or Authy). You will need to download the Google Authenticator or Authy app onto your mobile device if you do not wish to use the SMS option. Step-by-step instructions are available within this document as part of the **Contractor User Guide on Page: 5**.

Will all my information migrate to the new Portal?

Yes, all key information that is currently held in the old Contractor Zone will be migrated to the new portal. It is recommended that you take time to navigate through the new system and review your details in case there are any changes required.

How do I update my bank details?

Bank details can be updated directly in the new Contractor Portal. Changes will take effect immediately but if you require a change to be captured in the Thursday pay run, please ensure that your bank details are updated no later than Tuesday 10am AEST.

How do I update my tax information?

For Australian Contractors, you can complete the Contractor Zone online Tax Declaration Form which updates your tax details directly into the payroll system.

For New Zealand Temps and Contractors, the IR330/IR330c form is available in the 'Downloads' section in the dashboard. This is an editable PDF which allows you to download, complete, and email the form back to payroll@hudson.com.

How do I update my super / Kiwisaver details?

For Australian Contractors, you can complete the Contractor Zone online Super Choice Form. Once you click save, your super details are updated directly into the payroll system.

For New Zealand Temps, the KS1 form is available in the 'Downloads' section in the dashboard. This is an editable PDF which allows you to download, complete, and email the form back to payroll@hudson.com.

How do I update a change of name?

Please contact the Customer Experience Team as per the details below in the 'Contact Us' section if you have changed your name. Evidence will need to be provided prior to the change of name being updated within Hudson's records.

How do I complete a timesheet?

Your timesheet submission process remains unchanged. Continue to submit your time worked via your current Vendor Management System (VMS) - Fieldglass, Comensura, Skillstream, 3SS, Beeline or TimeLive.

All timesheets are required to be lodged on a **WEEKLY** basis.

Is there any change to the day I will receive payment for my time worked?

Provided your timesheets are submitted **and** approved by the due date and time, payment for your time worked will be made **WEEKLY** on Thursday as is the current payment process.

If you are currently paid on a fortnightly basis, you will now be paid on a weekly frequency.

How do I complete an expense reimbursement claim?

Your Expense submission process remains unchanged. Continue to submit your expense reimbursements via your current Vendor Management System (VMS) - Fieldglass, Comensura, Skillstream, 3SS, Beeline or TimeLive.

When will I receive payment for a reimbursement claim?

Once an expense claim is approved, payment will be processed into your nominated bank account in the next available pay run within seven (7) days of the date the claim was approved.

Will I still have access to the previous Contractor Zone?

No, the new Astute platform supercedes access to the previous Contractor Zone. All your existing personal details tax, super/KiwiSaver information will be migrated to the *new* Contractor Zone.

Once the former Contractor Zone is disabled on the 23rd of September 2019, you will no longer be able to access previous pay advices, RCTIs, BCIs. If you require copies of previous pay advices, RCTIs or BCIs, contact the Customer Experience Team as per the details in the '**Contact Us**' section at the end of this document.

How do I access previous financial year Payment Summary or Income Statement documents?

For Australian Contractors, if you require copies of previous financial year Payment Summary or Income Statement documents, please contact the Customer Experience Team as per the details in the '**Contact Us**' section below.

What if my manager approving my timesheet is away?

If an alternative Manager or Supervisor is assigned to authorise timesheets, make contact directly with your Hudson Consultant.

Contact Us:

The Customer Experience Team are available to support you with any questions or concerns you may have.

The **Customer Experience Team** are available between the hours of 7:30am & 5:30pm AEST / AEDT | 9:30am & 7:30pm NZST / NZDT via phone or email.

Phone:

Australia: 1300 137 346

New Zealand: 0800 729 376

Email: payroll@hudson.com

END OF DOCUMENT