

## Frequently Asked Questions

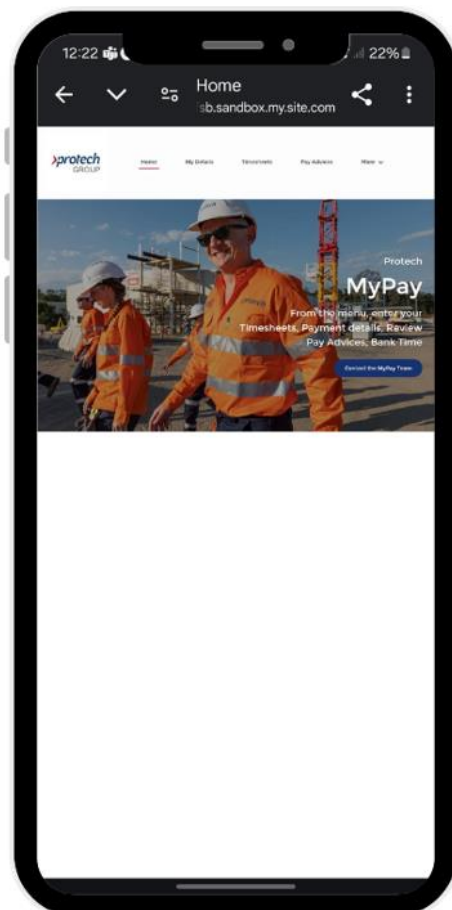
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## 1. What is the Protech Community Portal?

Protech Community Portal is the one stop shop to enter and update all your employment related information. You can update your personal information and manage your documents/details that you share with Protech on the go! It is accessible on your computer as well as your Mobile Phone.

You can complete pending actions for onboarding, upload your files and access your MyPay information and it serves as a self-service tool for your Onboarding and Pay requirements.



## 2. Who do I contact for any technical assistance?

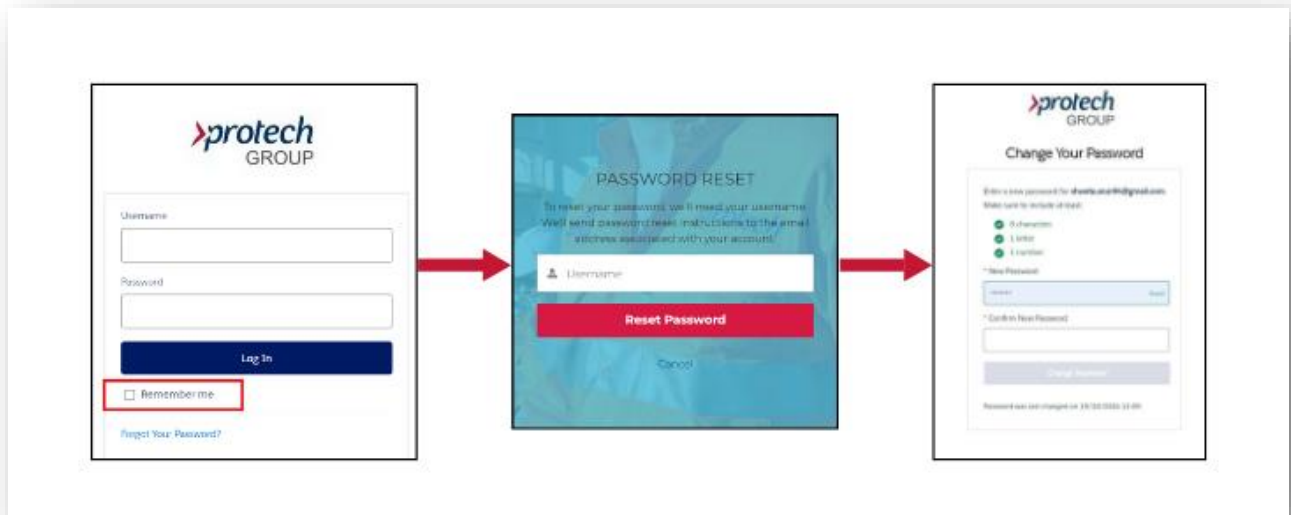
Please contact your Recruitment Consultant to get guidance on technical support. You can also send an email to: [enquiries@protech.com.au](mailto:enquiries@protech.com.au)

## 3. What is Cernova?

Cernova Resilience Indicator is a neurometric tool that measures your ability to 'bounce back' or return to a normal balanced state (called homeostasis) from the effects of pressure. As part of Protech's onboarding process, Cernova helps us hire Quality People. Every Time.

#### 4. I forgot my password, what to do?

- Please click on the forgot password icon on your login page
- You will be required to input your username as requested, then click “Reset Password”
- A link will be triggered to your email
- Click on the link on your email to change your password.



#### 5. Why am I not able to upload my documents?

Whenever you upload your documents, always ensure that you upload a clear document of the of the following formats only:

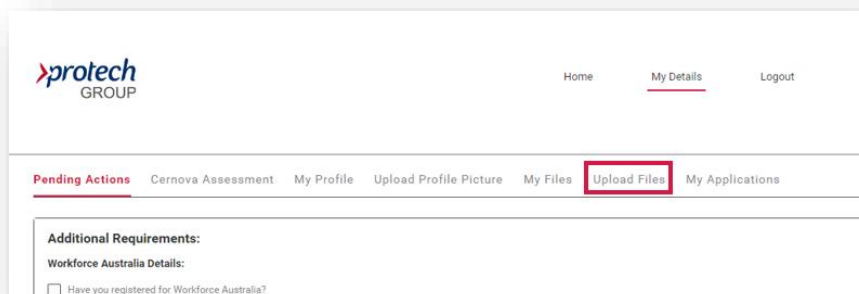
**.doc, .docx, .html, .pdf, .jpeg, .jpg, .png, .txt, .tiff, .html, .bmp, .heic**

#### 6. Why are my induction documents wrong?

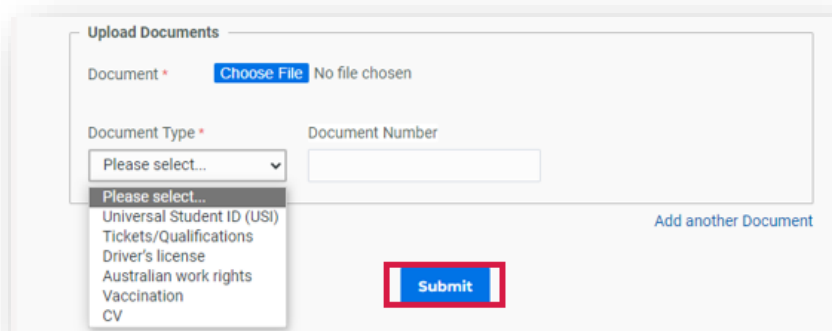
If you are being hired as an Apprentice/Trainee employee but the view induction is General or vice versa, please inform your Recruitment Consultant immediately so they can correct your settings.

## 7. How do I upload my documents in the Community Portal?

- Once you log in, click on “My Details”. The default view is Pending Actions. To upload your documents, click on “Upload Files”.



- Then, choose the document type that you would like to upload from the dropdown next to document type and choose the file from your phone/computer.



- Fill in the mandatory information such as expiry date, then click Submit.

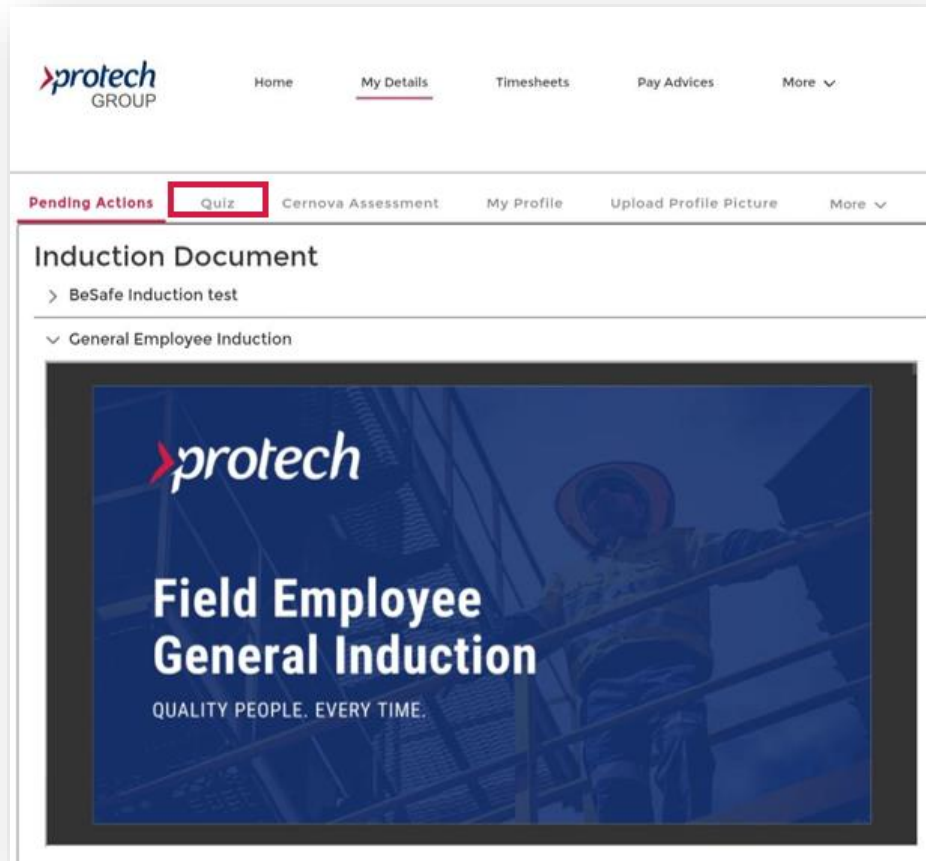
## 8. Can I upload a document that is not under missing files?

Yes, you can upload files even if they are not reflecting under missing files for you. Navigate to the upload files section and choose the document type you wish to upload.

- Always ensure to upload any document where your information is updated recently.
- Inform the Recruitment Consultant about your latest upload to help with a smooth onboarding process.

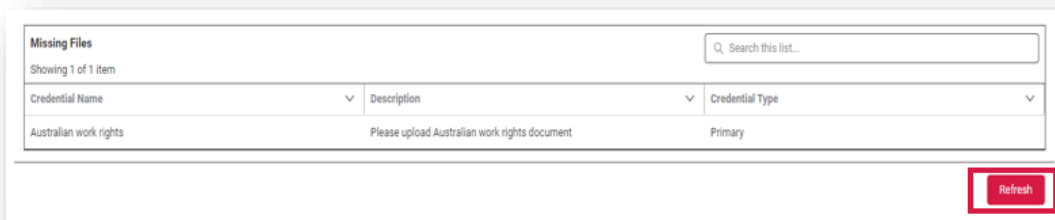
## 9. How do I complete the Induction Quiz?

Once you have reviewed your induction documents under “Pending Actions”, navigate to the “Quiz” Tab in your homepage and complete the Induction Quiz. This is a mandatory requirement for induction and must be completed before you can start work with Protech.



## 10. I have already uploaded the document reflecting under missing files, why is it still pending?

Once you have uploaded a document, click on Refresh to update the status for the missing files.

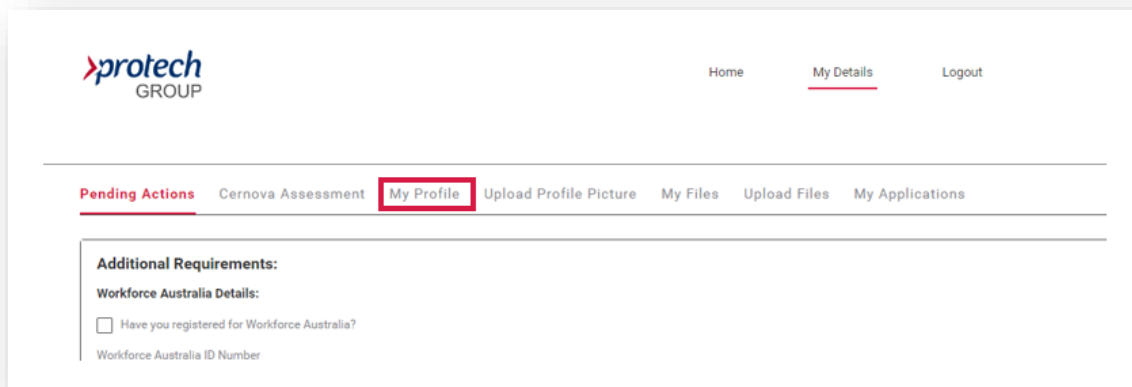


In case the document is still reflecting as missing, the document may not be clear and you may be requested by the Recruitment Consultant to re-upload. Kindly re-upload a clearer copy.

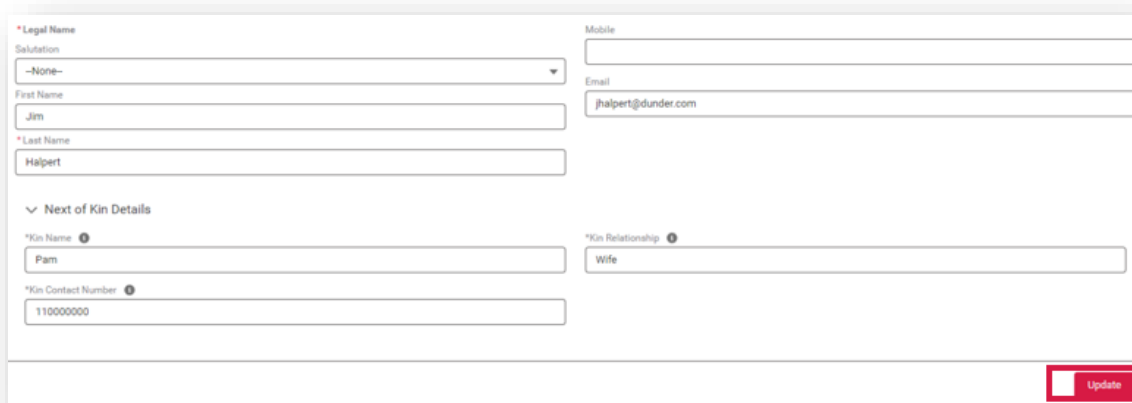
Doc No. Revision: G_0135_2.0	Previous Doc. No.: G_0135_1.0	Doc Owner: Training	Approver & Issue Date: GQSM 15-Oct-24	Page: 5 of 9
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## 11. How do I update my personal information?

- Once you log in, click on “My Details”. The default view is Pending Actions.
- To update your profile information, click on “My Profile”.



- You will be able to update the information is shown in the below image:

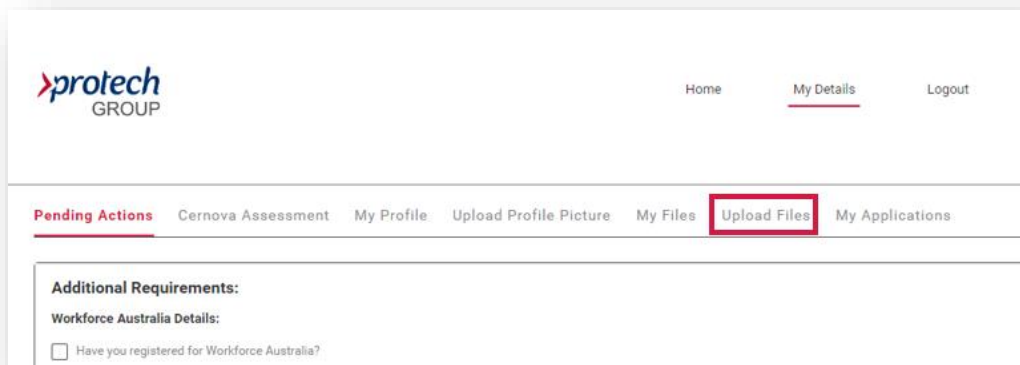


- Click on “Update” once you type the updated information.

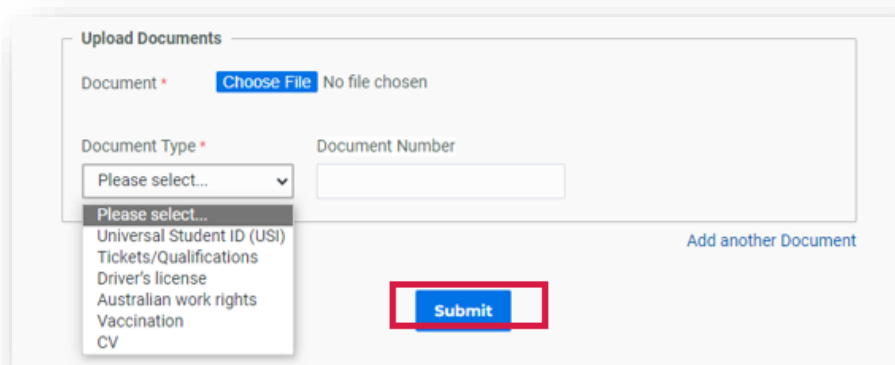
If you would like to update additional information that is not visible on this page, please contact your Recruitment Consultant.

## 12. How do I attach multiple documents at the same time?

- Once you log in, click on “My Details”. The default view is Pending Actions.
- To upload your documents, click on “Upload Files”.



- Then, choose the first document type that you would like to upload from the dropdown next to document type and choose the file from your phone/computer.

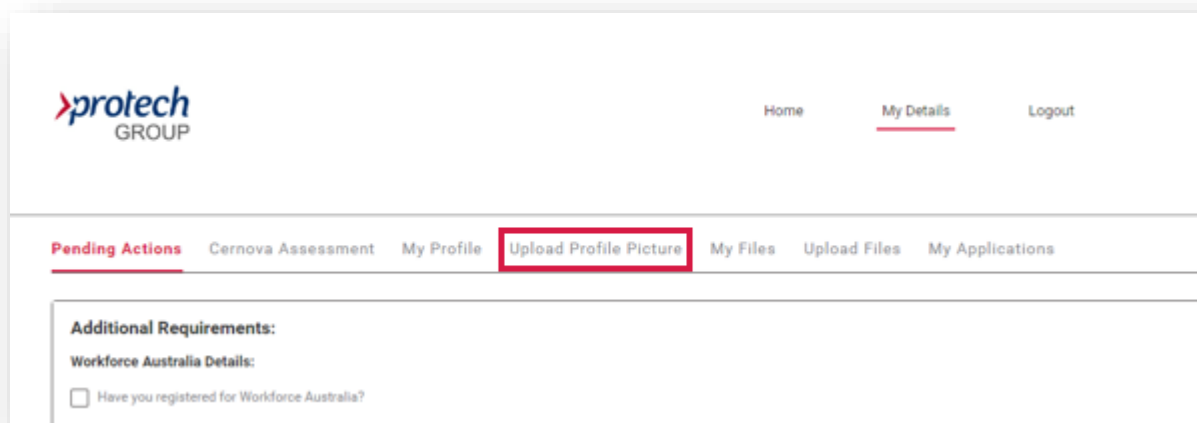


- Then click on add another document and repeat the same process. You can add multiple documents at the same time and click Submit once you have uploaded the requisite documents.

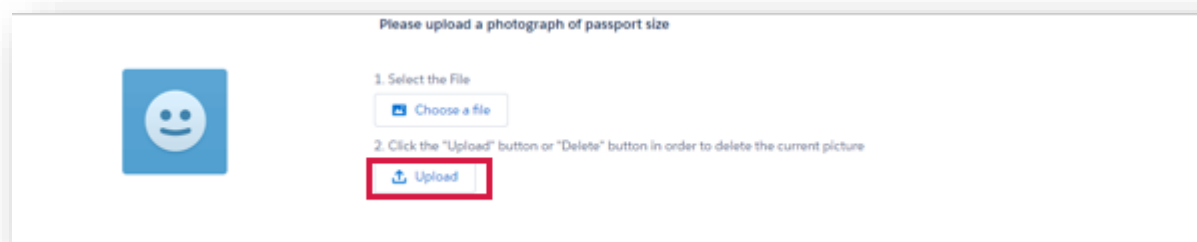
**Please note:** If the same document, *for example:* Resume has individual pages (Page 1, Page 2, etc.), it is best practice to combine all pages and upload as 1 document with multiple pages. Do not upload the document multiple times with different pages.

### 13. How do I update my Profile Picture?

- Once you log in, click on “My Details”. The default view is Pending Actions.
- To upload your documents, click on “Upload Profile Picture”.



- And choose your photo from your mobile/computer, then click on Upload.



**Please note:** This photo will be visible to your Recruitment Consultant and within the Protech Database, we encourage you to select an appropriate headshot with no other people or background.

### 14. I have logged in but there is no timesheet there for me to fill in MyPay?

- If you're using a client system or a paper timesheet, you will not see any timesheets online to complete.
- For a step-by-step guide on Online Timesheets please watch this [video](#).



## 15. The Banked Pay Tab does not work, it shows that I am not eligible?

It is important to set up banked pay with our help before you can use the service. Please send a request to use banked pay to [mypay@protech.com.au](mailto:mypay@protech.com.au) and we will get you going.

## 16. Why have I not received my Pay Advice by email?

Pay advices are sent to the email that you have used to register with us, please check your spam/junk folders. However, all pay advices are stored for you on the new [Protech Community Portal](#) under the pay advices menu option.

## 17. Can you please update my Banked Tax and Super details for me?

To ensure the security of the information, we will not be able to update this information for you. Please login to the new [Protech Community Portal](#) to update this information. Please watch this [video](#) on how to do this.

## 18. How do I edit a timesheet that has already been submitted / rejected?

- Click on the submit button next to the timesheet, this will navigate you to the timesheet.
- Press Submit again and this will open time fields for editing.
- Complete your edits, then Save and Submit to complete the adjustment.

## 19. Do you have additional questions on the new Protech Community Portal?

- For more information regarding MyPay, please [click here](#) for a full information sheet.
- For MyPay Queries, contact MyPay Helpdesk: 1800 477 683 and select option 2 or email [mypay@protech.com.au](mailto:mypay@protech.com.au)
- For Queries on onboarding, contact your recruitment consultant or if you are unsure of your consultant, please reach out to your closest branch: [Contact Us - Protech](#)
- You can also send an email to: [enquiries@protech.com.au](mailto:enquiries@protech.com.au)