Frequently Asked Questions

/ I have a new phone, do I need to do anything?

Yes – You need to advise your Supervisor. You will also need to download the Procura App and set it up again. Instructions can be found here https://www.helpinghand.org.au/employees/csapp or ask your Supervisor to SMS this address to you. If you have also changed phone number go to the next question.

/ I have a new phone number, do I need to do anything?

Yes – You need to advise Payroll on 8366 5455 or email payrolldl@helpinghand.org.au. If you have a new phone, you will also need to download and install the app again (refer question above).

/ How do I access Helping Hand email on my phone?

The easiest way to access your email is from your phone's browser. Enter this into your browser address http://outlook.office365.com. First time logging in, you will need to enter your email address (username@helpinghand.org.au) and your password.

Hint: *You can add this address to your bookmarks or Add to Home Screen as a shortcut. On Android Look for the 3 dots in the top right. On iPhone look for the box with an upward pointing arrow down the bottom of the screen.*

/ Why can't I access my Helping Hand emails on my phone anymore?

Most likely your password has expired. Call Help Desk on 8366 5499 and they will reset it for you.

/ Why can't I log into the Employee Portal?

Your password may have been reset. If you have forgotten your password, call your Supervisor and they will reset it. Your Procura Mobile App password will change too. Log into the App, then go immediately to the Employee Portal and enter the new password in there.

/ How can I get into the Employee Portal more easily?

The Employee Portal is a website, ie https://cmg.helpinghand.org.au/portal. This can be saved as a Bookmark in your phone's browser and added to your Home Screen as a shortcut. On Android look for the 3 dots in the top right of your browser for these settings. On iPhone look for the box with an upward pointing arrow down the bottom of the screen.

/ How do I turn Wi-Fi on/off and mobile data on/off?

You may have already added the HHACGUEST Wi-Fi on your phone. When you enter the building, your phone will automatically connect to the Wi-Fi. Procura Mobile App and the Employee Portal do not work on our Wi-Fi.

Don't forget to turn your Data back on again before your visit!

Android	**iPhone**
Swipe down from the top of your screen. Look for these icons which you can touch to turn on and off.	Swipe up on your screen. Look for these icons which you can touch to turn on and off.

Data   *Wi-Fi*   *Data*   *Wi-Fi*

/ Why can't I see my new visits on my App?

You may need to refresh your view.
Tap the Refresh icon at the top of your screen.

/ I've started the wrong visit on my App, what do I do?

While in the visit, press the back arrow at the bottom of your screen. At the Appointment Details screen, tap the 3 dots at the top right, then tap Reset Appointment, then Yes. You will need to tap the back arrow again to get back to your Visits list.

/ How do I access eLearning/Kineo?

It is recommended eLearning/Kineo be accessed from a computer. The Helping Hand website has an Employees button, now located at the top of the web page. The web address is www.helpinghand.org.au or go directly to the Employees page www.helpinghand.org.au/employees.