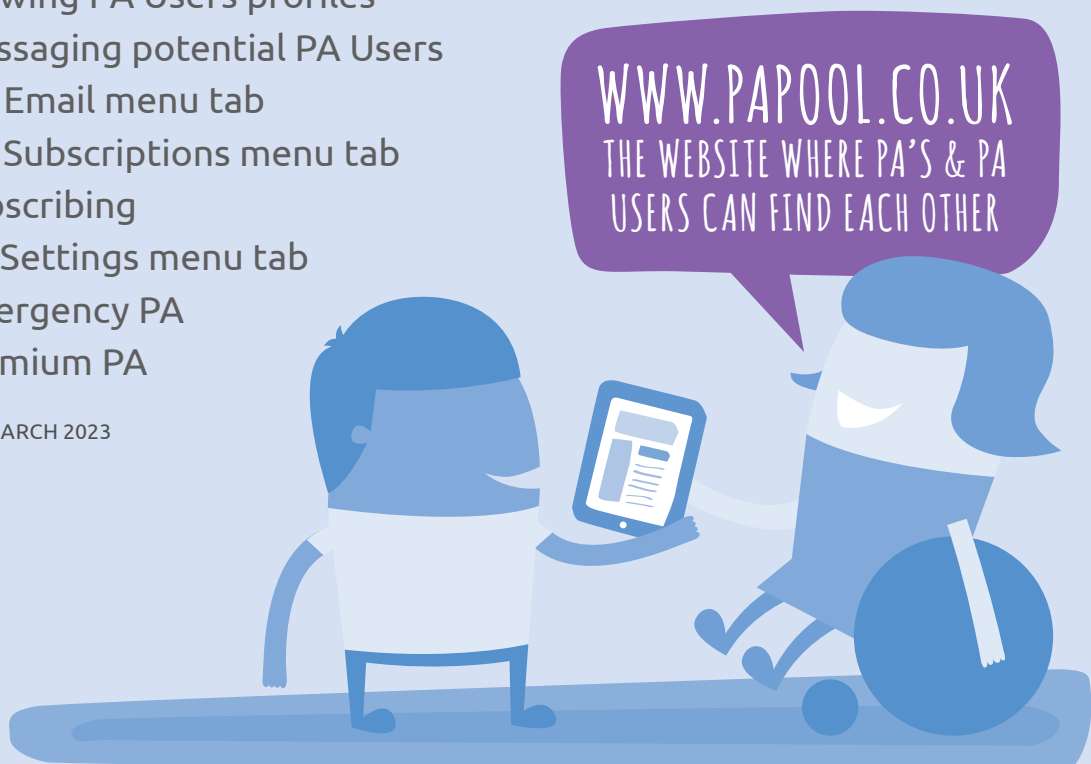# pa pool

www.papool.co.uk

How to use PA Pool...

We've tried to make the website as user friendly as possible, but if you have any questions we hope this guide helps!

Contents:

UPDATED MARCH 2023

WWW.PAPOOL.CO.UK
THE WEBSITE WHERE PA'S & PA USERS CAN FIND EACH OTHER

My PA Pool dashboard...

Here you can find:

1 **My Emails** - this shows a summary of your latest email messages, you can read or delete them from here

2 **My Searches** - this shows a summary of your saved searches, you can select these searches and remove them from here

3 **My Shortlist** - this shows a summary of your shortlisted PA Users. You can view their profile, message or delete them from here

4 You can access your full lists of **emails**, **saved searches** and **shortlisted PA Users** by clicking the **My Email tab** from the top menu and selecting from the drop down menu

5 **Change Status** - lets potential PA Users know when you are looking for work and when you are not. **I'm Looking means you are looking** for work, **I'm Sorted means you are not.** Simply **click the button to change your status**

6 **Hide Profile** - hides you from other members. **Click the blue button to hide, click the red button to make it visible**

7 **Your Subscriptions** - a summary of your current subscription status and how many days remain

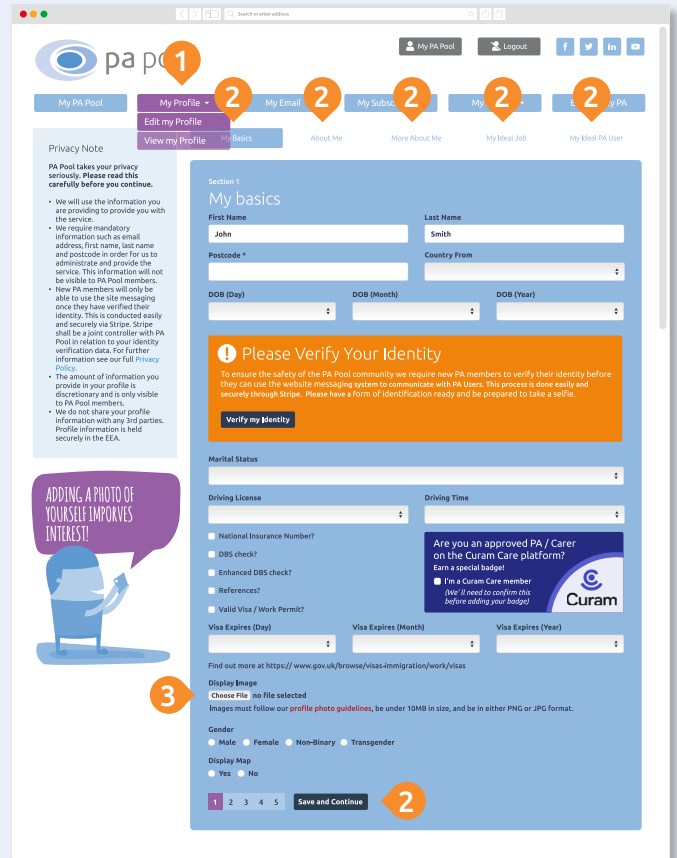**8** **Profile Views** - this shows number of times your profile has been viewed by other members

THIS IS THE PAGE THAT COMES UP EVERY TIME YOU LOG IN!

My Profile menu tab...

Once you have registered you will need to complete your profile which explains about you and your job requirements. *Please note, your profile will not be active until it has been approved, and you will be unable to send email messages until you have verified your identity.*

1 Click on the **My Profile** tab from the top menu and select **Edit My Profile** from the **drop down menu**

2 Complete the relevant information in each of the sections: **My Basics, About Me, More About Me, My Ideal Job** & **My Ideal PA User** ensuring you click the **Save and continue button** at the end of each section before proceeding to the next

Please note for security reasons we do not allow information such as telephone numbers, addresses, URL's or email addresses to be included in your profile.

3 To upload a photo of yourself, under **Display Image**, click **Choose File**. A pop up window will then appear and you need to locate your photo file and click **Choose**. **Images must be under 10MB** in size, and be in either **PNG** or **JPG format**.

4 Click the **Save** button at the end of the last section and Admin will approve the content within 24hrs

5 You can **View or Edit your profile** at any time by selecting these options from the **My Profile drop down menu**

Every time you make a change to your photo or any free field in your profile it will automatically be sent to Admin for approval
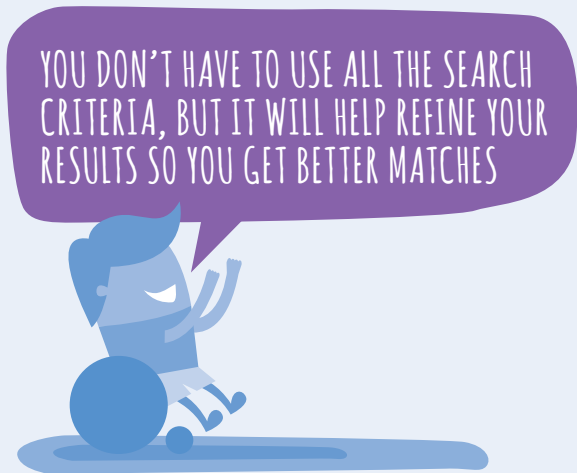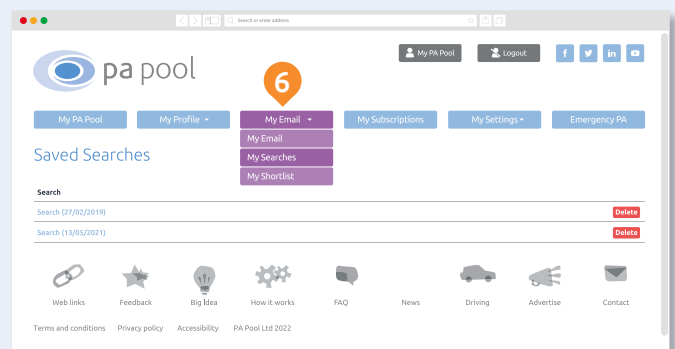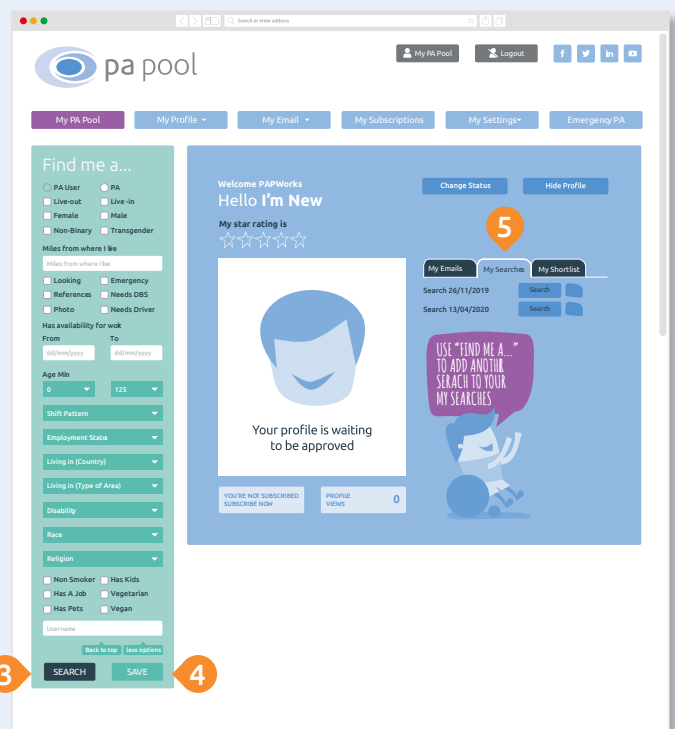
COMPLETING YOUR PROFILE HELPS PA USERS TO KNOW WHETHER YOU WILL BE SUITABLE FOR THE JOB THEY'RE OFFERING

Searching for jobs / PA Users...

**1** Complete the **Find me a...** basic search form, all fields are optional

2 Click **More Options** if you require more detailed search criteria

3 Once you've completed the form, click **Search** to bring up PA Users who match your specifications

4 You can **Save** search criteria so that next time you can do the same search without having to complete the form again.

5 A summary of your **Saved searches** will appear in under the **My Searches tab**. You can search at any time using your saved search criteria by clicking the **Search button**. You can also delete the saved search by clicking the **X**

6 The full list of your **Saved Searches** can be accessed by selecting **My Searches** from the **My Email drop down menu**. You can search at any time using your saved search criteria by clicking the **blue Search link**. You can also delete the saved search by clicking the **Delete button**

YOU DON'T HAVE TO USE ALL THE SEARCH CRITERIA, BUT IT WILL HELP REFINE YOUR RESULTS SO YOU GET BETTER MATCHES

Search results...

When your search results are displayed you can see basic information about each PA User such as whether they are currently **Looking (green)** or **Sorted (blue)**, **Username**, their **Age** and **Location**

1 **Summary** - clicking this shows further useful information to help you decide whether or not you feel the job / PA User fits your needs

2 **Shortlist** - clicking this adds the PA User to your shortlist so you can easily access in future

3 **Message** - clicking this enables you to send the PA User an email message

4 The **Summary** shows information such as **Shift** preference, preferred **Employment Status** and required **essentials**. The stars show their member **Rating**. You can also view the **Full Profile** from here. Other information such as the **date they joined** PA Pool and when they **last logged in** are located at the top. To close this window **click the X** in the top right corner

5 You can order the search results by **Last Login** date or **Age**
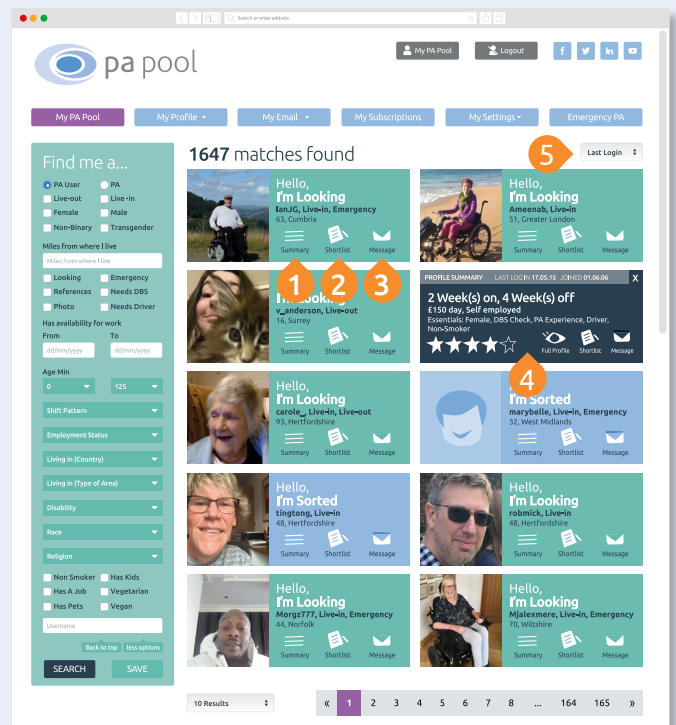
GREEN MEANS THEY ARE LOOKING FOR A PA, BLUE MEANS THEY ARE NOT CURRENTLY LOOKING FOR A PA

Viewing PA User profiles...

Here you can read the complete profile of a PA User and:

1 **Message** - clicking this enables you to send the PA User an email message

Shortlist - clicking this adds the PA User to your shortlist so you can easily access at a later date

Rate - clicking this allows you to give a PA User you've worked with a 1-5 star rating

**Block** - clicking this prevents the member from appearing in your searches

2 If you ever experience a problem with a particular member you can report the situation to us by clicking the **Report a problem with this member button**. A report email will be generated, please give as much detail about the situation as possible and send the email. We will then investigate the matter.

3 Click **Back to Search** to return to the search gallery

COMPILE A LIST OF POTENTIAL PA USERS YOU'D LIKE TO CONTACT BY ADDING THEM TO YOUR SHORTLIST FOR LATER
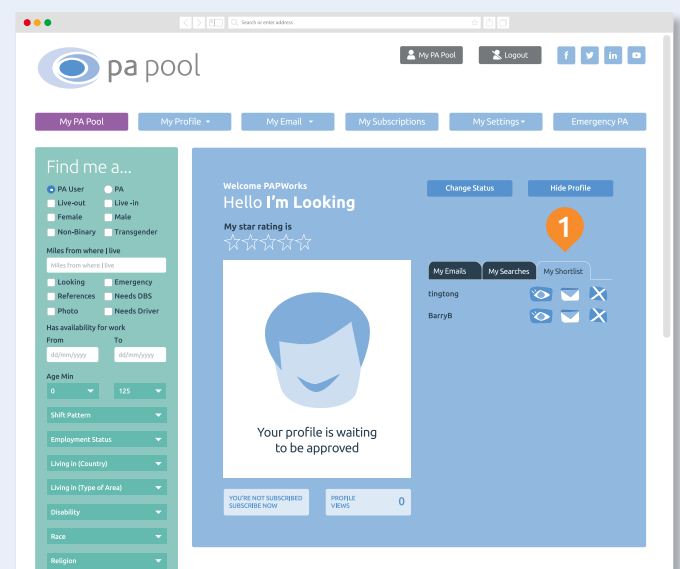
Messaging potential PA Users...

1 When your search results are displayed you can click the **Message icon**

2 When you view their full profile you can click the **Message icon** here

3 When you click the **Message icon** a new email message window will open. Simply compose your message and click **Send**

THE RECIPIENT WILL RECEIVE AN EMAIL NOTIFICATION TO LET THEM KNOW YOU'VE SENT A MESSAGE
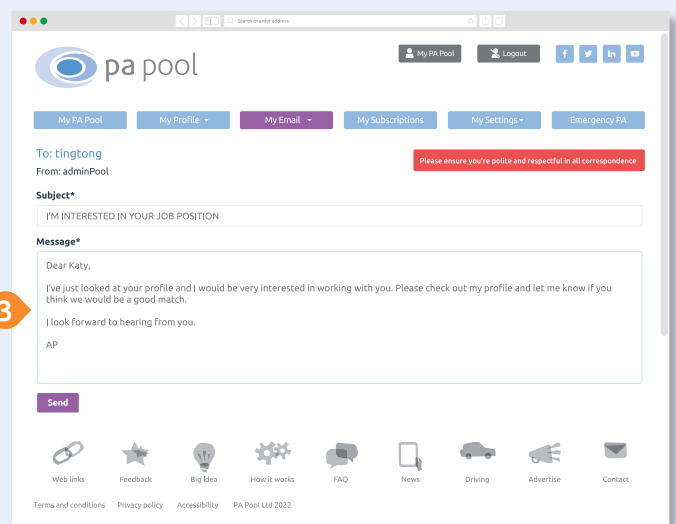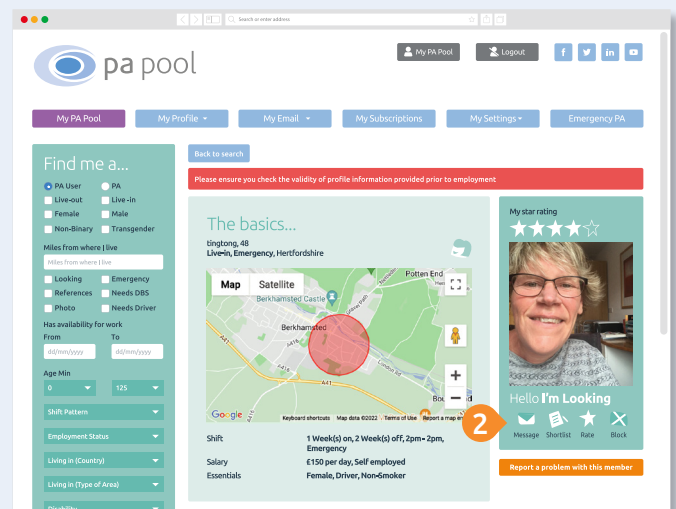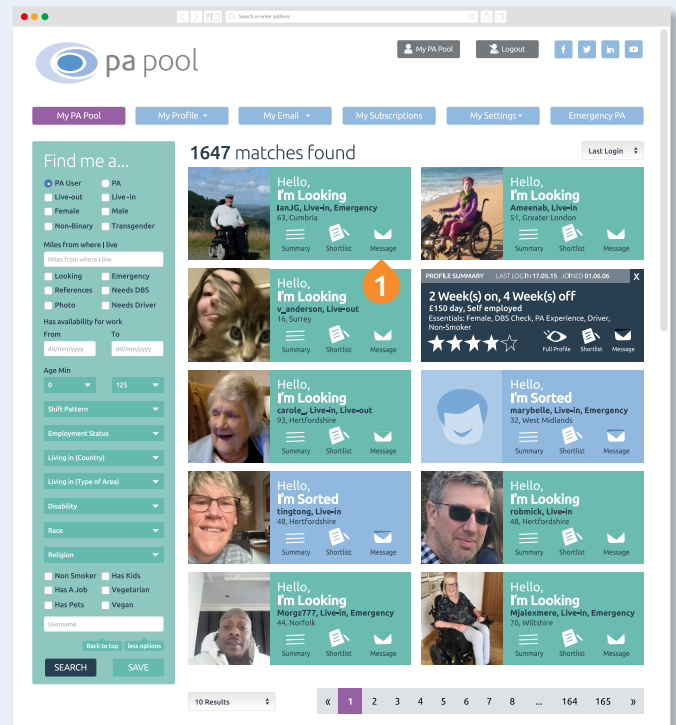
My Email menu tab...

Here you can find:

1 Your **Inbox** displays all the messages you've received. Unread messages are highlighted in purple

2 Your **Sent** mailbox contains all the messages you've sent. Unread messages are highlighted in purple

3 **Archive** messages contains all the messages you've deleted

4 Once you've clicked to read an email, you can **View PA User** profile of the sender, **Reply** or **Delete** the message

5 When you click the **Reply** a new email message window will open. Simply compose your message and click **Send.**

6 There is also the option to send a **Quick Reply** these are a selection of pre-composed messages. Select the appropriate message by clicking **Use Message.**

PLEASE BE COURTEOUS AND REPLY TO MESSAGES YOU RECEIVE EVEN YOU'RE NOT INTERESTED!
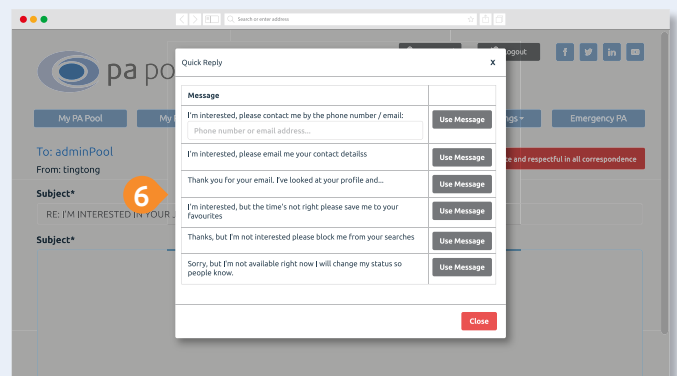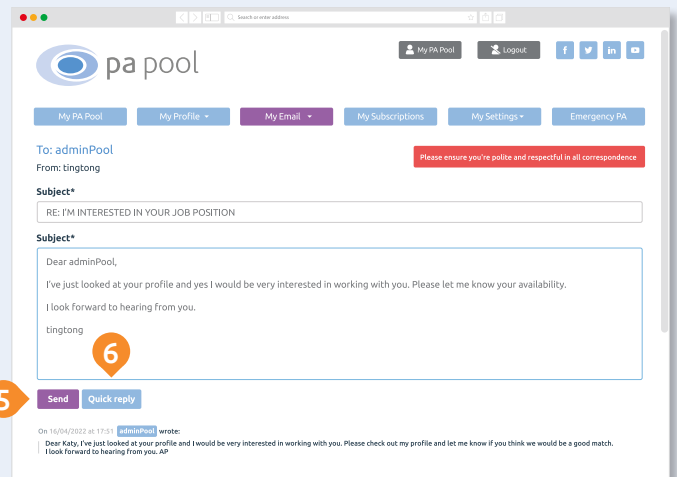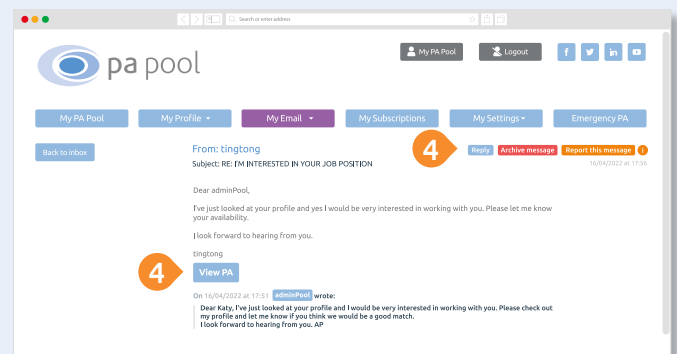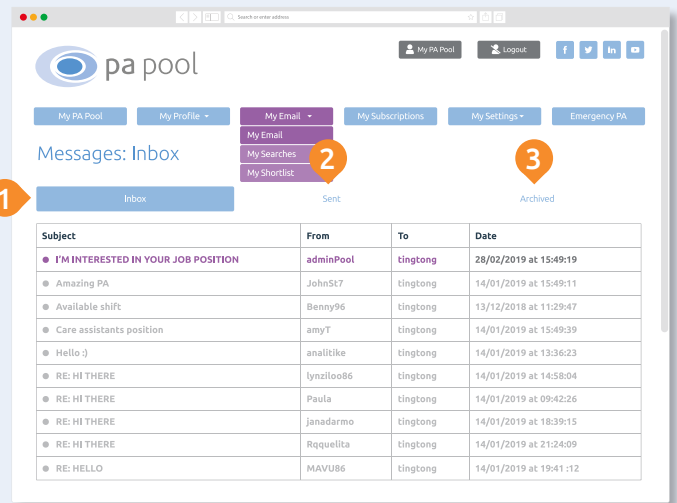
My Subscriptions menu tab...

Here you can:

1 You can create a new subscription by clicking the **Subscribe now** button

2 **View Subscriptions** - this page details your subscription history, including the expiry dates

My Subscriptions (screenshot content)

My Subscriptions

Do you urgently need work? Or can you offer your services to cover emergencies? Subscribe and let PA users know you are available now by featuring your profile on the Emergency PA page. Or would you like to stand out from the crowd and become a Premium PA which offers additional benefits. Your profile will be featured for the length of your subscription. Subscriptions aren't automatically renewed so simply subscribe again when you need to!

PA Pool transactions are processed by Stripe. You don't need a Stripe account - you can make a one off payment using any of the major credit or debit cards.

What is Stripe?

Stripe is a quick and secure way to accept credit card and debit card payments online. Our integration with Stripe means card payments can be processed via their secure servers. Stripe exceeds the most stringent industry standards for security. Click here to learn more about the technical details of Stripe's secure infrastructure. Learn more at www.stripe.com.

If you receive Direct Payments you can use money allocated for advertising & recruitment to pay for your subscription.

Reference	Plan	Package	Price	Expires
802a3a89-a1c9-4b89-a78f-f880d53b4c21	premium	pa.12month.premium	£80	05/03/2023 1:05 pm (Active)
89201fd6-c0b8-4e61-9f48-7ed6641bda55	standard	pa.3day.standard	£8	09/03/2022 1:26 pm (Expired)

EMERGENCY PA
3 DAYS   £8
7 DAYS   £12

PREMIUM PA
3 MONTHS   £30
6 MONTHS   £50
12 MONTHS   £80

Subscribing...

Taking out a subscription allows you to either become a Premium PA and stand out from other PAs or to be featured on the Emergency PA page where PA Users can find you quickly and easily.

PA Pool transactions are processed by Stripe. You don't need a Stripe account - you can make a subscription payment using any of the major credit or debit cards. Subscriptions are not automatically renewed, so when your subscription expires you will need to re-subscribe.

1 Click the **Subscribe** button next to your chosen duration

2 Add or update your payment card details. Click the **Pay** button once you have entered your card details. All payment information is stored on Stripe's secure servers

3 Once you have confirmed payment **you will receive a receipt via email from Stripe**. Please check your junk / spam folder if you do not receive it
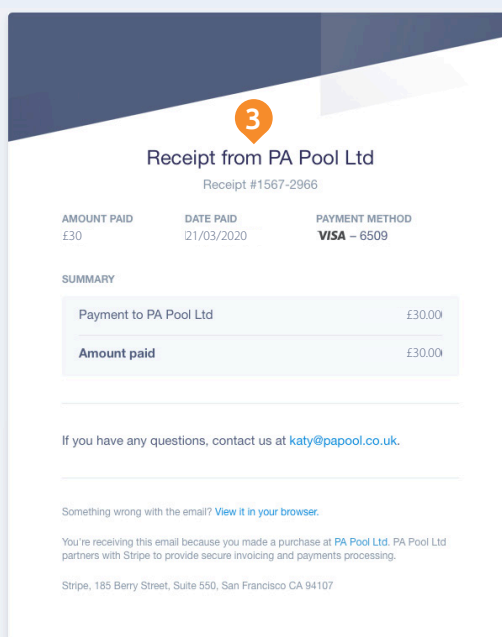
YOU ONLY NEED TO SUBSCRIBE IF YOU WANT TO BE FEATURED ON THE EMERGENCY PA PAGE OR BECOME A PREMIUM PA
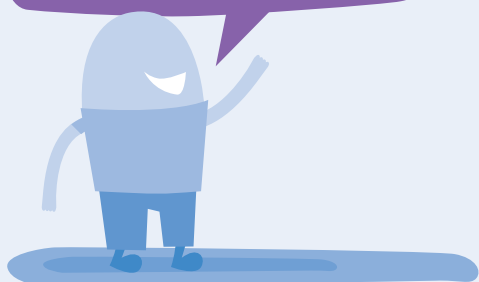
My Settings menu tab...

Here you can find:

1 **My Ratings** - this page shows the ratings members have given you and the ratings you've given. You can **edit, remove and dispute** these ratings from here.

Please note: ratings can only be exchanged between members who have worked with each other

2 **My Account** - details the email address and password you registered with. You can change your email address or password at any time by re-entering the details and clicking **Save Details**

3 **Blocked Profiles** - this page displays all the PA User members you have blocked from your searches. To reinstate them in searches click the **Delete button**

4 **Notifications** - here you can opt in or opt out to automated or marketing emails sent by PA Pool. Click the **Save Preferences button** after amending

PLEASE ENSURE YOU KEEP YOUR EMAIL ADDRESS UP TO DATE OTHERWISE YOU WON'T RECEIVE NOTIFICATIONS
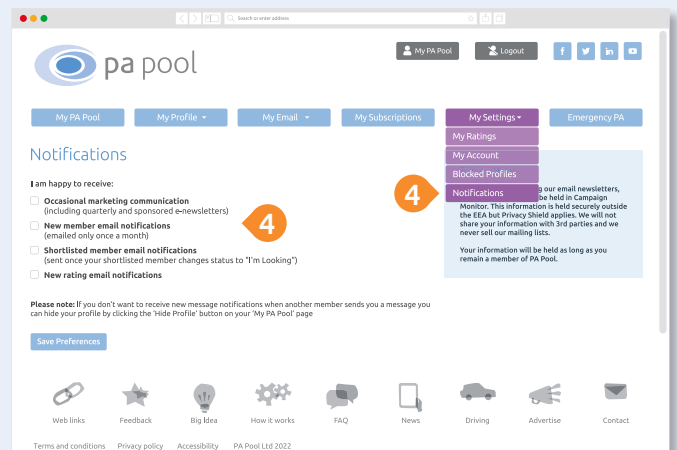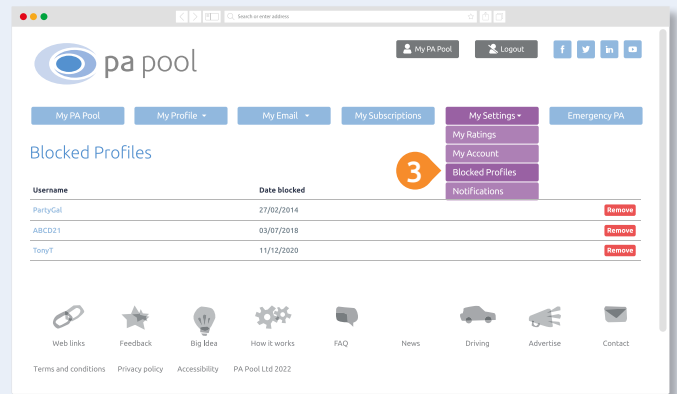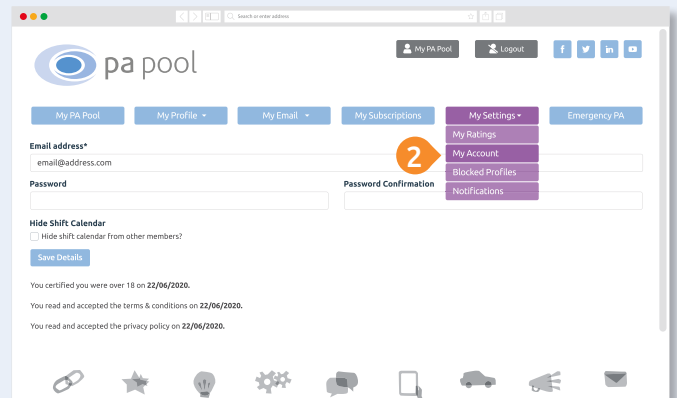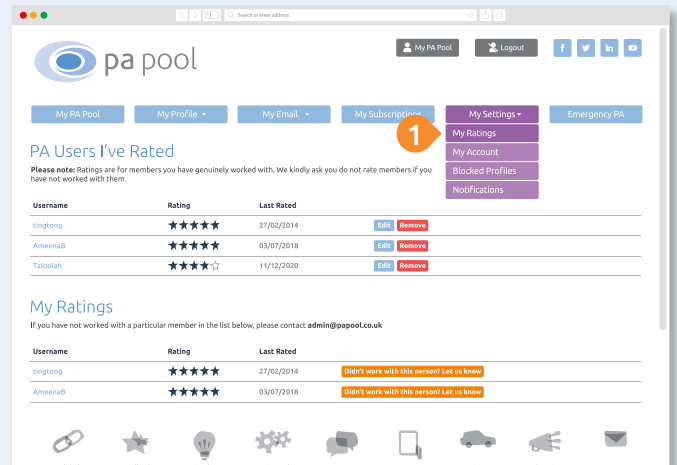
Emergency PA menu tab...

If you are urgently looking for work or you would like to do emergency cover, you can subscribe to be featured on this page

1 **Emergency PA** - You can subscribe to feature yourself on this page if you need to find a job urgently or would like to do emergency cover

2 You can also sign up to the **Emergency PA** page by clicking this graphic

FIND WORK QUICKLY OR HELP SOMEONE IN AN EMERGENCY
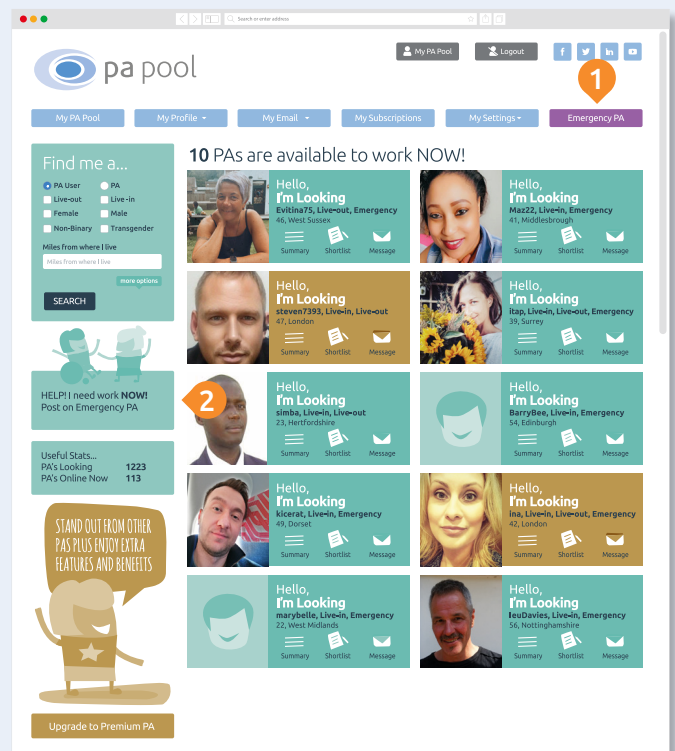
Curam Care badge...

If you are a member on the Curam Care platform and have been approved following their vetting and interview process then PA Pool wants to let members know by giving you a special bage!

4 **Curam Care** badge let's members know you have been vetted and interviewed which gives them extra peace of mind

Premium PA features...

Stand out from other PAs and show dedication and commitment to your career, by subscribing to become a Premium PA

Features and benefits include:

1 Gold **highlighted profile frame** in the search gallery so you stand out

2 Gold profile information

3 Premium PA icon

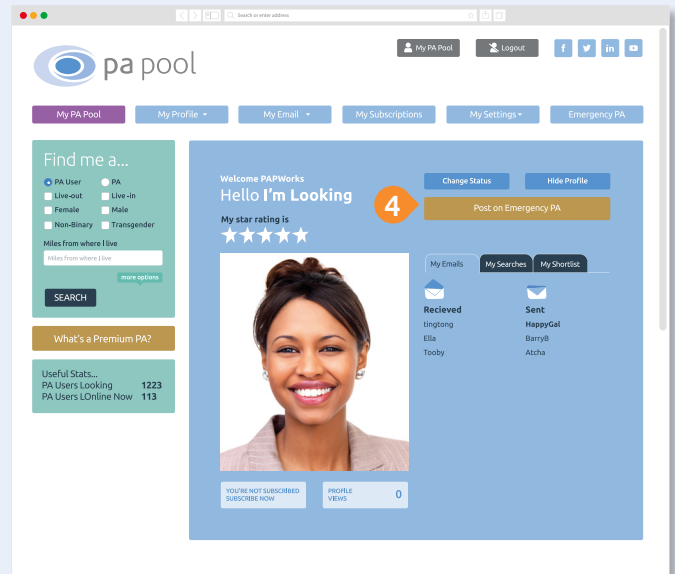STAND OUT FROM THE CROWD BY BECOMING A PREMIUM PA

3 MONTHS   £30
MONTHS   £50
12 MONTHS   £80
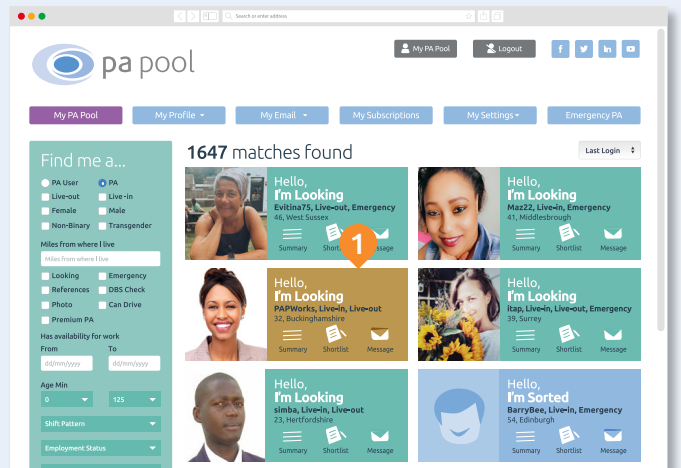
Premium PA features...

FREE posts on the Emergency PA page

4 Unlimited **FREE posts** on the Emergency PA page

SHOW YOU'RE AVAILABLE TO HELP SOMEONE IN AN EMERGENCY!
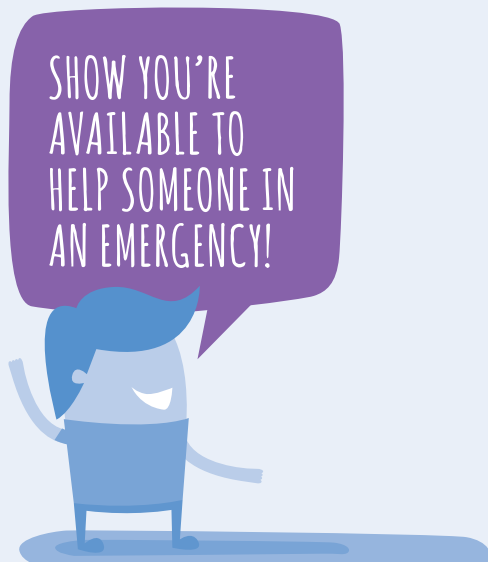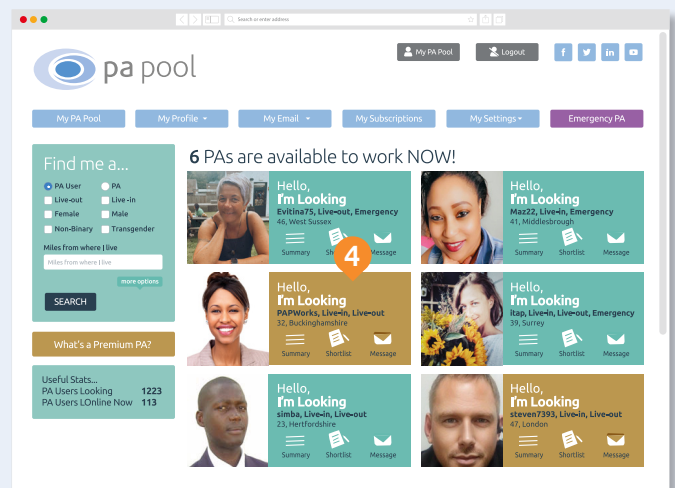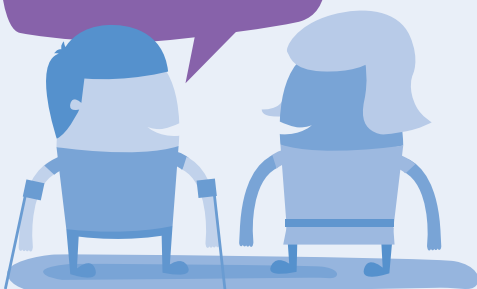
Premium PA features...

Member Ratings

Give and receive detailed member ratings:

5   Give **detailed ratings** to PA Users you've worked with by giving them a star rating for individual aspects of the employment

6   Click on the ratings stars to view the **full ratings** given to a PA User by other PAs

Please note: *Ratings are only to be given to members you've worked with*
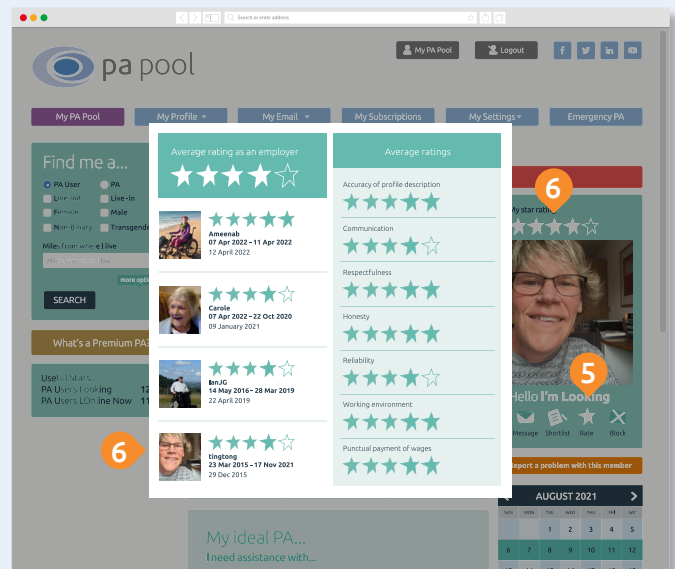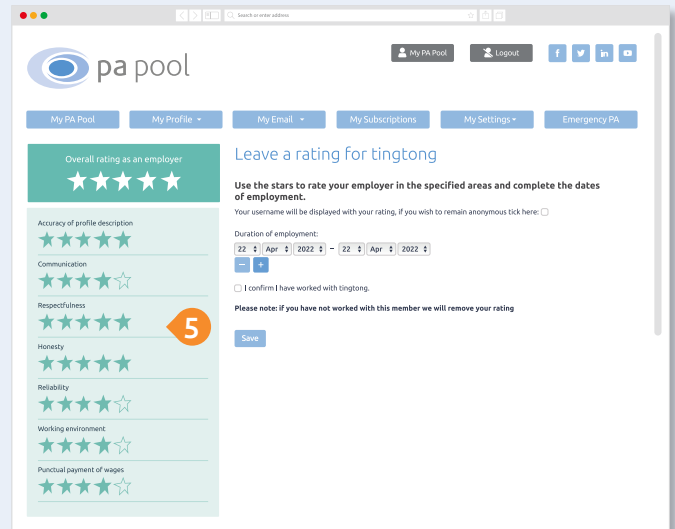
RATE PA USERS YOU'VE WORKED WITH TO SHARE YOUR EXPERIENCE WITH OTHER PA'S

Premium PA features...

Shift calendars

Find a job which matches with your availability:

7 View the **shift calendars** of PA Users so you can match your availability with theirs

8 Complete your own **shift calendar** showing when you are available for work. PA Users can search for cover by date so they can find you when you need work

SHOW PA USERS WHEN YOU'RE LOOKING FOR WORK!