



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!

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UPDATED MARCH 2023

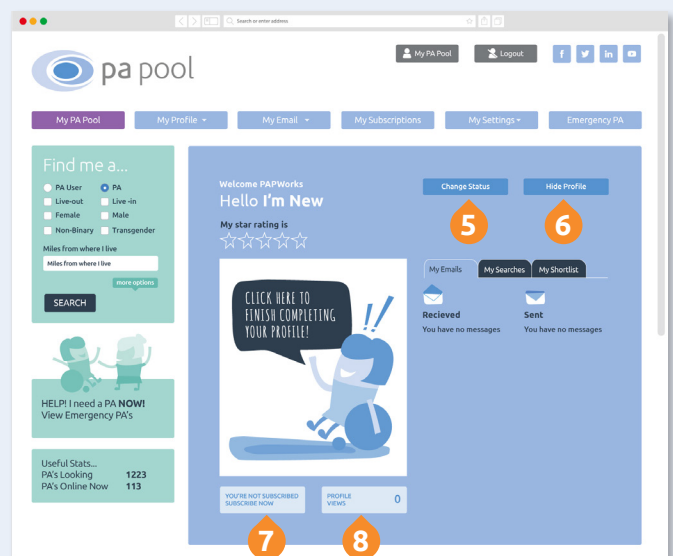
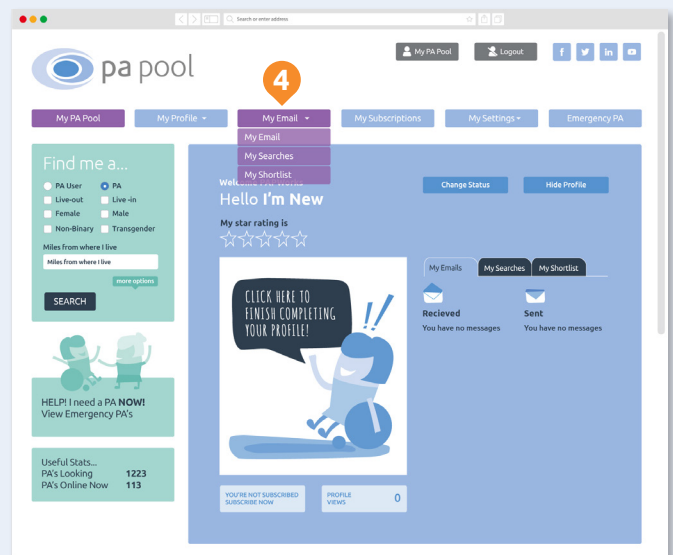


My PA Pool dashboard...

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 PAs. You can view their profile, message or delete them from here
- 4** You can access your full lists of **emails**, **saved searches** and **shortlisted PAs** by clicking the **My Email tab** from the top menu and selecting from the drop down menu
- 5 Change Status** - lets potential PAs know when you are looking to employ and when you are not. Your profile colour will show **green** for "I'm Looking" which means **you are looking for a PA**, or **Blue** for "I'm Sorted" which 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 PA requirements. *Please note, if your profile has not been approved, other members won't see you and you will be unable to send and receive email messages*

- 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, Job Basics & Job Details** ensuring you click the **Save** 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 and Continue** button at the end of each section and then on the last section click the **Save** button and Admin will approve the content within 24hrs

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'S TO KNOW WHETHER THEY WILL BE SUITABLE FOR THE JOB YOU'RE OFFERING

Section 1
My basics

First Name: Claire, Last Name: Smith

Postcode: *

DOB (Day):, DOB (Month):, DOB (Year):

Disability: [Dropdown], Other Disability: [Dropdown]

Disability Severity: [Dropdown], Marital Status: [Dropdown]

Race: [Dropdown], Religion: [Dropdown]

Display Image
Choose File: No file selected
Images must follow our profile photo guidelines, be under 10MB in size, and be in either PNG or JPG format.

Gender: Male Female Non-binary Transgender

Display Map: Yes No

1 2 3 4 5 Save and Continue

ADDING A PHOTO OF YOURSELF IMPROVES INTEREST!

Section 5
Job details

I need assistance with...

- Washing, Eating, Work, Dressing, Going out, Partying, Toileting, Shopping, Administration, Baking/Showering, Driving, Organising stuff, Turning in bed, Cleaning, Exercise, Personal care, Laundry, Physio/massage, Transferring (manual), Gardening, Looking after children, Transferring (hoist), Medication, Looking after pets, Preparing meals, Medical care, Every aspect of my life, Washing the dishes

I need assistance in the night...
 Never Rarely Sometimes Regularly

Ideal PA qualities...

- Reliable, Fast learner, Honest, Willing, Responsible, Conscientious, Sense of humour, Competent Driver, Multilingual, Respectful, A companion, Mature, Efficient, Punctual, Good with kids, Fit, Healthy, Fun, Resourceful, Laid back, Empathetic, Good with animals, Medical/nursing, PA experience, Good cook, Patient, Hygienic, Flexible, Cheerful, Smart appearance, Intelligent, Hard working, Likes early mornings!, Likes late nights!, DBS checked

1 2 3 4 5 Save

THIS WILL GIVE PA'S MORE INFORMATION ABOUT THE JOB



My Profile menu tab...

- 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

The screenshot shows the 'pa pool' website profile page. At the top, there's a navigation bar with 'My PA Pool', 'My Profile', 'My Email', 'My Subscriptions', 'My Settings', and 'Emergency PA'. The 'My Profile' dropdown menu is open, showing options: 'Edit my Profile', 'View my Profile', and 'Shift Calendar'. Below this is a search bar 'Find me a...' with filters for 'PA User', 'Live-out', 'Female', 'Non-Binary', 'Transgender', 'Miles from where I live', 'Looking', 'Emergency', 'References', 'DBS Check', 'Photo', 'Can Drive', 'Premium PA', and 'Curam Approved'. There are also fields for 'Has availability for work' (From/To), 'Age Min', 'Shift Pattern', 'Employment Status', 'Living in (County)', 'Experience', 'Level of Spoken English', 'Second Language', 'Nationality', 'Race', 'Religion', 'Non Smoker', 'Likes Kids', 'Fit/Strong', 'Vegetarian', 'Likes Pets', and 'Vegan'. A 'SEARCH' button and 'SAVE' button are at the bottom of the search section.

The main content area is divided into several sections:

- The basics...:** Includes a map of 'tingtong, 48 Live-in, Emergency, Hertfordshire' with a red circle around the location. It shows a 'My star rating' of 5 stars and a 'Hello I'm Looking' section with a photo of a woman and options to 'Message', 'Shortlist', 'Rate', and 'Block'. There's also a 'Report a problem with this member' button.
- My ideal PA...:** A section titled 'I need assistance with...' listing tasks like 'Washing, Work, Dressing, Toileting, Shopping, Bathing/Showering, Driving, Cleaning, Exercise, Personal care, Laundry, Transferring (hoist), Preparing meals, Washing the dishes, Going out, Medication'. It also lists 'Night Assistance?' (Rarely), 'Extras Included' (Bank holiday pay, Free Time), 'Qualities' (Reliable, Fast learner, Honest, Willing, Competent Driver, Efficient, Resourceful, Patient, Hygienic, Flexible, Smart appearance, Likes late night, Considerate), 'Aged' (25-48), and 'Gender' (Female).
- About me...:** A section with various fields: 'My disability is' (Spinal Muscular Atrophy, severe), 'I live in' (Flat), 'I am' (Single), 'My body build' (Few extra pounds), 'My race' (White / Caucasian), 'My religion' (None), 'Daily diet' (Healthy), 'I like to drink' (Regularly), 'I like to smoke' (No, but don't mind Smokers), 'My employment' (Freelance Graphic Designer, Full Time), and 'My pets' (None).
- I describe myself as...:** A list of adjectives: 'Honest, Intelligent, Sense of humour, Hard working, Motivated, Organised, Perfectionist, Hygienic, Punctual'.
- My interests...:** A list of interests: 'Wildlife & Nature, Discussion, Cooking, Dining out, Shopping, Travel, Cinema & Movies, Art & Culture, Music & Concerts, Entertaining, Socialising, Outdoors'.
- A bit more about me...:** A short bio: 'Hello! Welcome to my profile! I'm currently looking for one or two extra PAs to join my existing team. Working approximately 1-2 weeks a month with a particular interest in someone who would be able to cover Christmas. I am looking for: Long term prospect, driver and self employed are essential.'

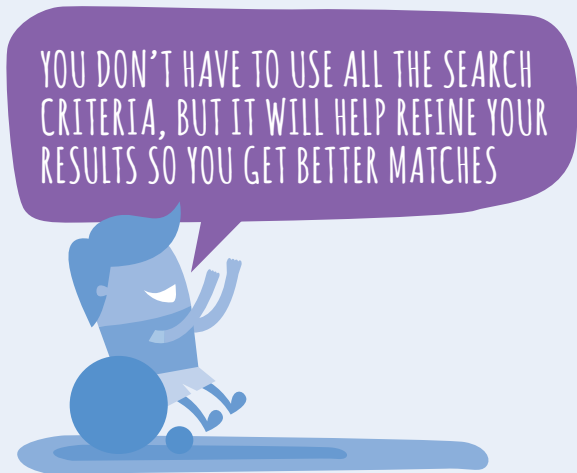
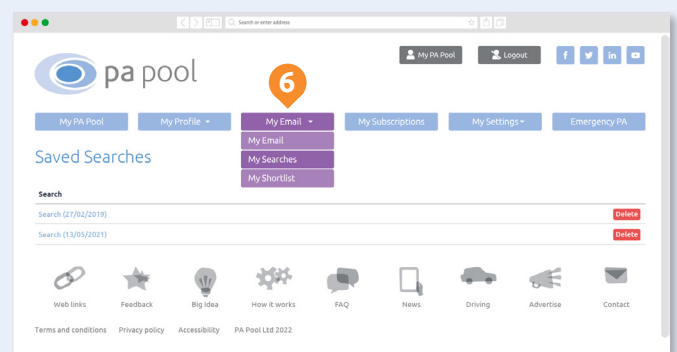
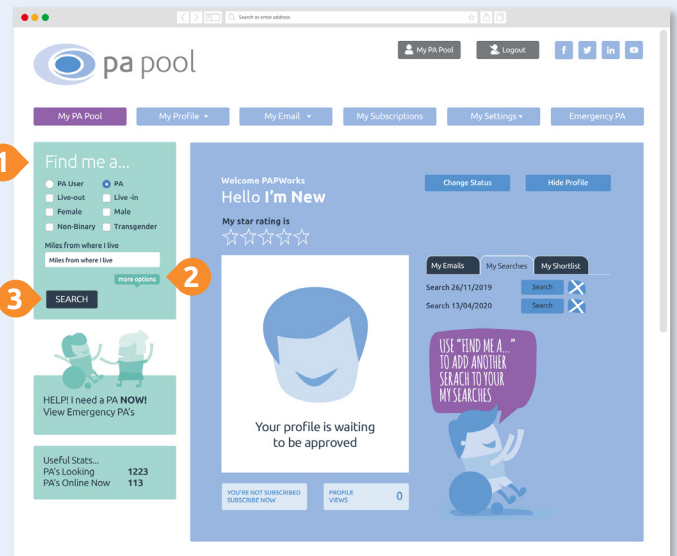
At the bottom left, there's a 'HELP! I need a PA NOW! View Emergency PA's' button and a 'Useful Stats...' section showing 'PA's Looking' (1223) and 'PA's Online Now' (113).

PLEASE NOTE THAT YOU WILL NOT SEE YOUR OWN PROFILE IN SEARCH RESULTS



Searching for PAs...

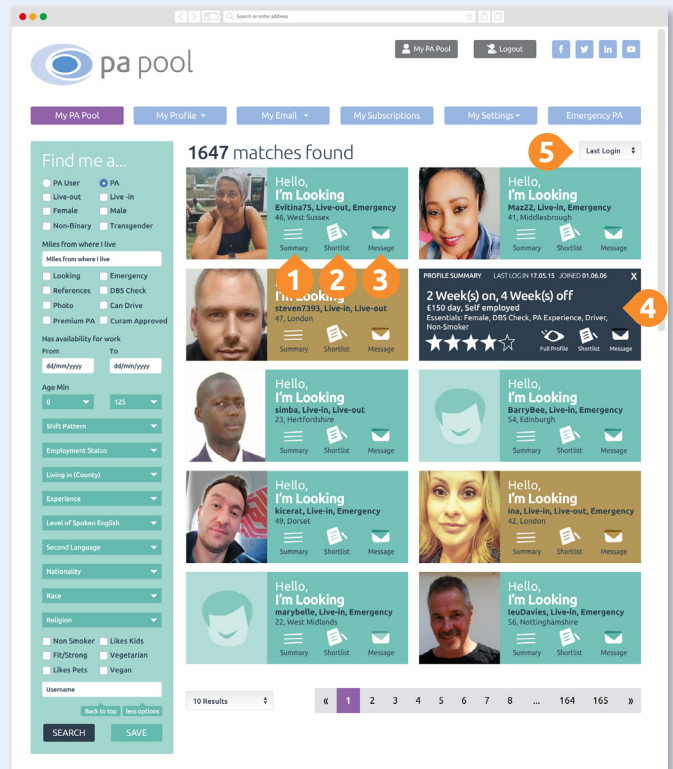
- 1 Complete the **Find me a...** basic search form, all fields are optional
- 2 Click **More Options** if you require more detailed search criteria
- 3 Once you've completed the form, click **Search** to bring up PAs who match your specifications
- 4 You can **Save** search criteria so that next time 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**



Search results...

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

- 1 Summary** - clicking this shows further useful information to help you decide whether or not you feel the PA fits your needs
- 2 Shortlist** - clicking this adds the PA to your shortlist so you can easily access in future
- 3 Message** - clicking this enables you to send the PA an email message
- 4** The **Summary** shows information such as **Shift** preference, preferred **Employment Status** and the **extras they can offer**. 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 JOB, BLUE MEANS THEY ARE NOT CURRENTLY LOOKING FOR A JOB AND GOLD MEANS THEY HAVE SUBSCRIBED TO BECOME A PREMIUM PA



Viewing PA profiles...

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

- 1 **Message** - clicking this enables you to send the PA an email message (*you need to be subscribed to message PAs*)

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

Rate - clicking this allows you to give a PA you've worked with a detailed 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 If a PA has a 'Curam Approved' badge displayed on their profile it means they have been checked, vetted and video interviewed by Curam Care.

- 4 Click **Back to Search** to return to the search gallery

The screenshot shows the 'pa pool' website interface. At the top, there's a navigation bar with 'My PA Pool', 'My Profile', 'My Email', 'My Subscriptions', 'My Settings', and 'Emergency PA'. A search bar is visible on the left. The main content area is divided into several sections:

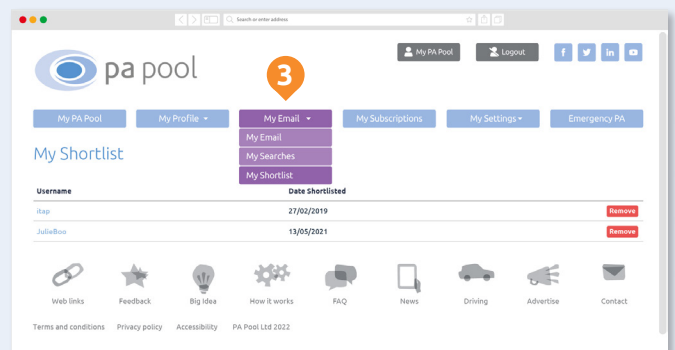
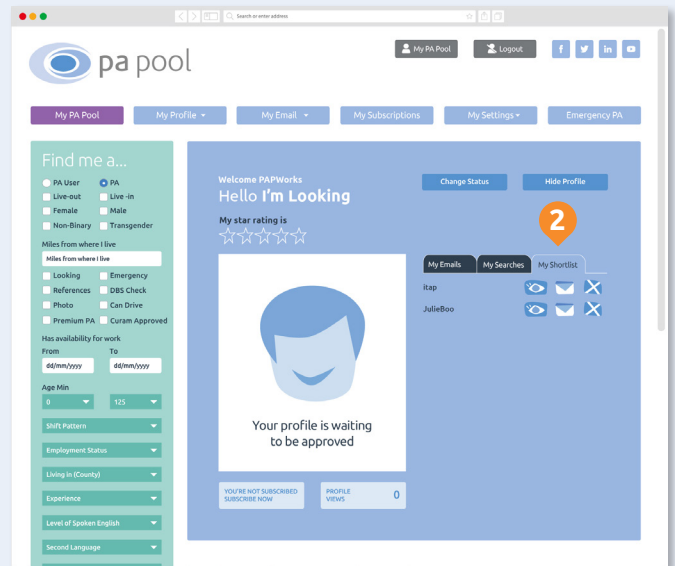
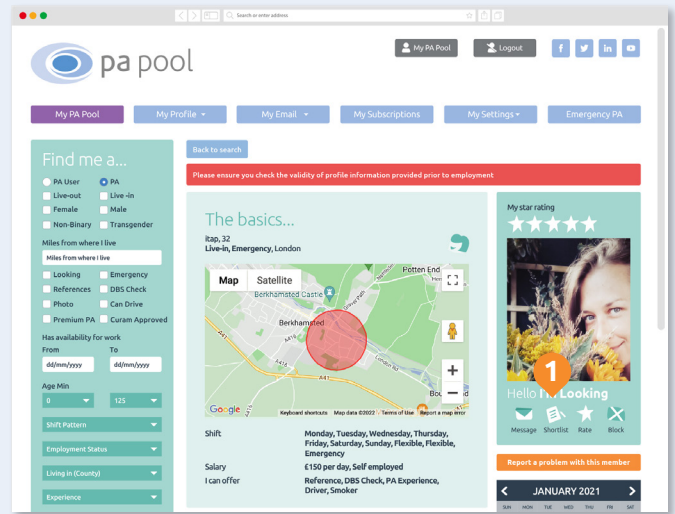
- Find me a...:** A sidebar with filters for PA User, Live-out, Female, Non-Binary, Looking, References, Photo, Premium PA, Curam Approved, Has availability for work, Age, Shift Pattern, Employment Status, Living in (Country), Experience, Level of Spoken English, Second Language, Nationality, Race, Religion, Non Smoker, Likes Kids, Fit/Strong, Likes Pets, and Vegetarian. It includes 'SEARCH' and 'SAVE' buttons.
- The basics...:** A section with a map showing the location (Rip, 32 Live-in, Emergency, London) and a 'Back to search' button. A red circle on the map is labeled '1'.
- My ideal Job...:** A section detailing job requirements like Distance, Qualities, Age, Gender, Travel to work by, and a 'My main reason for becoming a PA is because...' section.
- About me...:** A section with a list of personal details such as Driving Licence, I'm from, My English is, 2nd Language, I am, My body build, My fitness, PA Experience, Medical Experience, Mental Health Experience, My race, My religion, My typical diet, I like to drink, I like to smoke, My pets, and I have.
- My star rating:** A section showing a 5-star rating and a photo of the PA.
- Report a problem with this member:** A button labeled '2'.
- Curam Approved:** A badge labeled '3'.
- Back to search:** A button labeled '4'.

USE THE 'BLOCK' BUTTON TO OMIT PA PROFILES WHICH DON'T MATCH YOUR NEEDS FROM APPEARING IN FUTURE SEARCHES



Shortlisting PA profiles...

- 1 Shortlist** - You can add the profiles of PAs to your shortlist so that they are easily accessible when you want to contact them
- 2** You can access your PA **Shortlist** from your **My PA Pool** dashboard, plus view the profile of each PA and message them, or remove them from your list.
- 3** You can also access and manage your PA **Shortlist** from your **My Email** dropdown menu

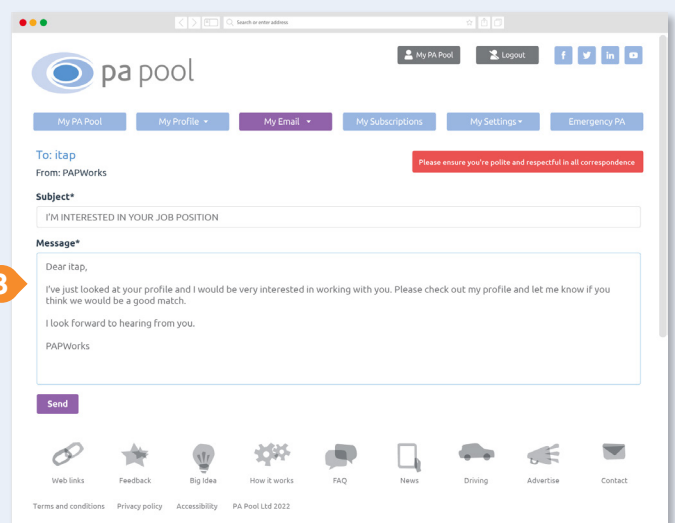
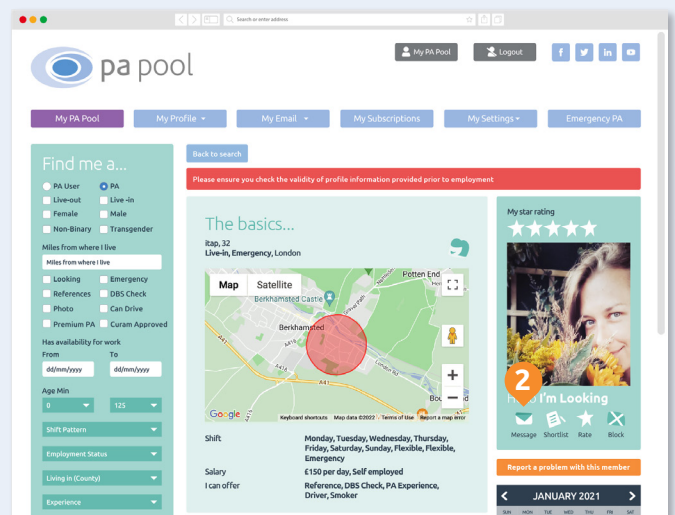
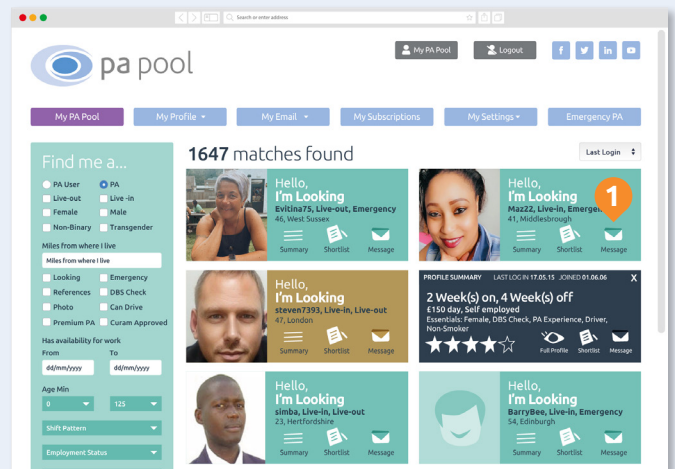


COMPILE A LIST OF POTENTIAL PA'S YOU'D LIKE TO CONTACT BY ADDING THEM TO YOUR SHORTLIST FOR LATER



Messaging potential PAs...

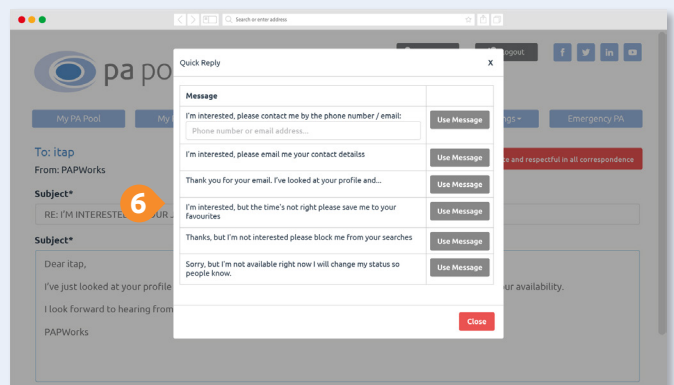
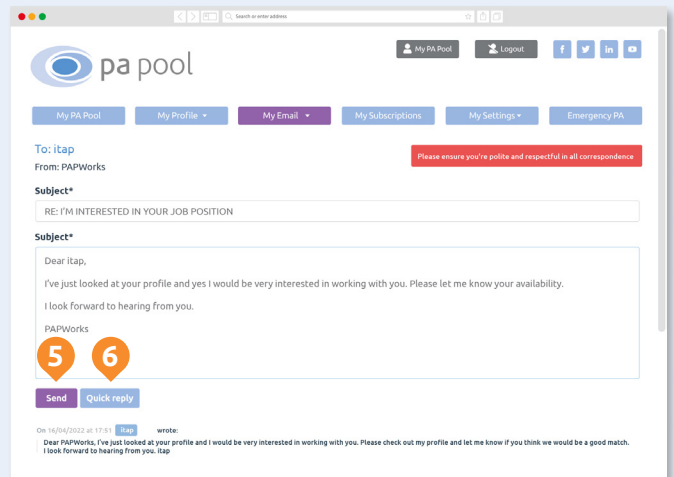
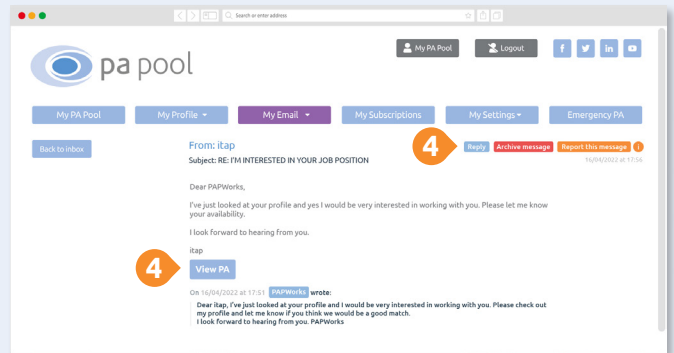
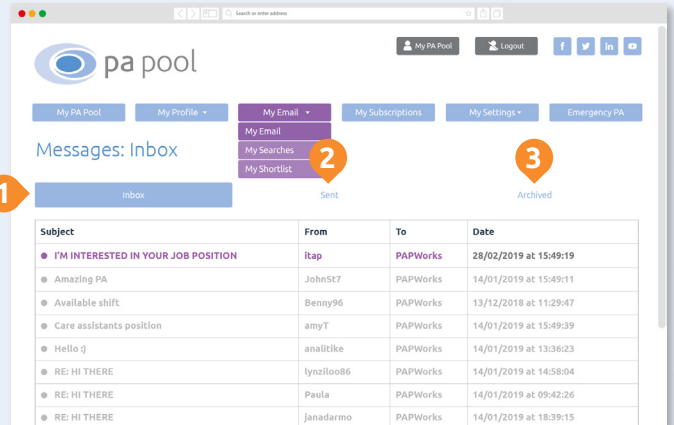
- 1 When your search results are displayed you can click the **Message icon** (you need to be subscribed to message PAs)
- 2 When you view their full profile you can click the **Message icon** here (you need to be subscribed to message PAs)
- 3 When you click the **Message icon** a new email message window will open. Simply compose your message and click **Send**.



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 **Archived** messages contains all the messages you've deleted
- 4 Once you've clicked to read an email, you can **View PA** profile of the sender, **Reply**, **Delete** or **Report** 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**.



My Subscriptions menu tab...

- 1 **My Subscriptions** - this page details your subscription history, including the expiry dates
- 2 You can create a new subscription or update your payment details by clicking the **Subscribe Now** button

My Subscriptions

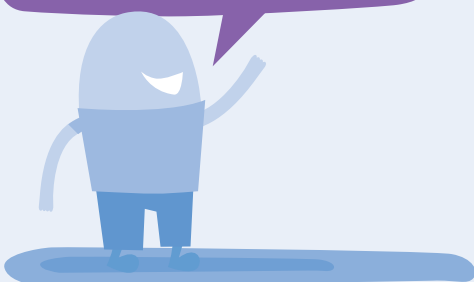
When you're ready to contact someone or read an email someone has sent, you need to subscribe. Once subscribed you can use the email facility as much as you like for the length of your subscription. Subscriptions aren't automatically renewed so simply subscribe again when you need to!

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.

Subscribe now

Reference	Plan	Package	Price	Expires
80243a89-a1c9-4b88-a78f-f880d53b4c21	standard	user:1month.standard	£25	05/03/2023 1:05 pm (Active)
89201fd5-cb8b-4a61-9f4b-7ed6641bd455	standard	user:1year.standard	£200	09/03/2022 1:26 pm (Expire)

YOU ONLY NEED TO SUBSCRIBE
WHEN IT'S TIME TO RECRUIT!

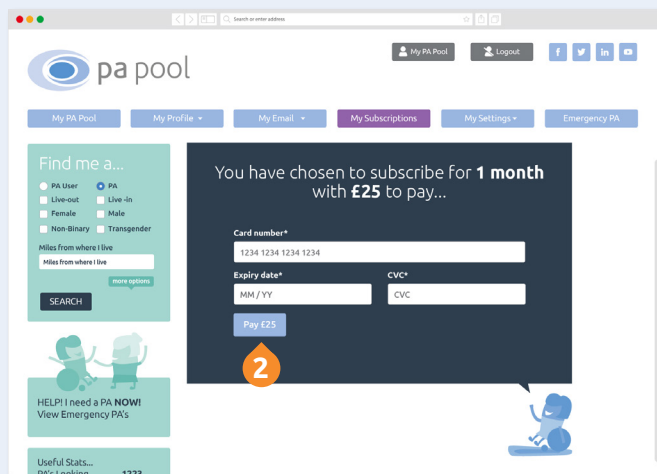
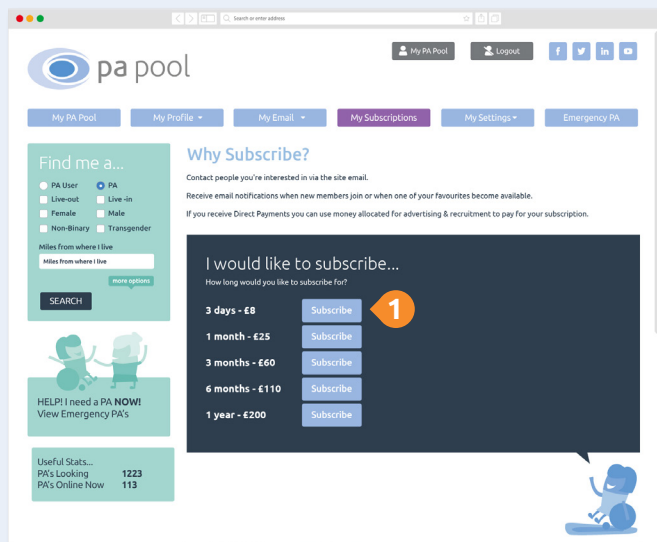


Subscribing...

Taking out a subscription allows you to send and read email messages.

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 whenever you are next recruiting a PA

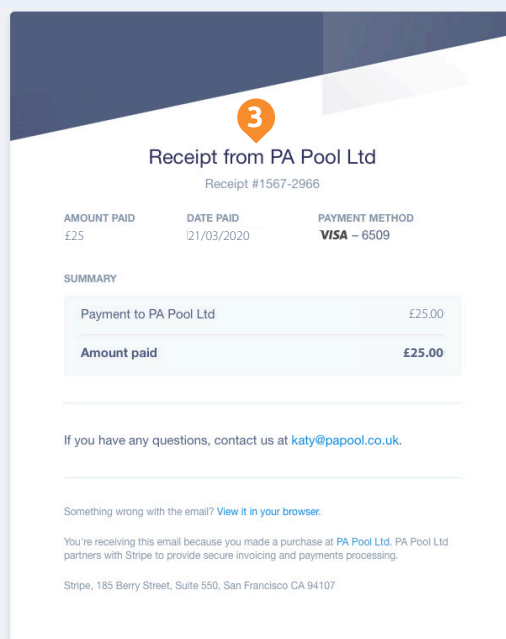
- 1 Click the **Subscribe** button next to your chosen duration
- 2 Click the **Confirm Payment**. Payment will then be taken from your designated card and you will now be able to send and read emails
- 3 Once you have confirmed payment **you will receive a receipt via email from Stripe**. Please check your junk / spam folder if you do not receive it



SUBSCRIPTION FEES:

5 DAYS	£8
1 MONTH	£25
3 MONTHS	£60
6 MONTHS	£110
1 YEAR	£200

A blue cartoon character is sitting on a large blue ball, looking up at a purple speech bubble that contains the subscription fee table.

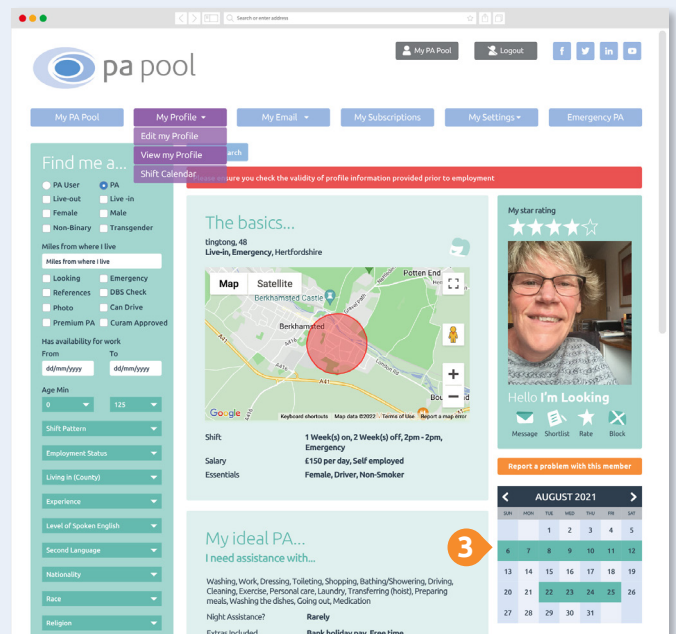
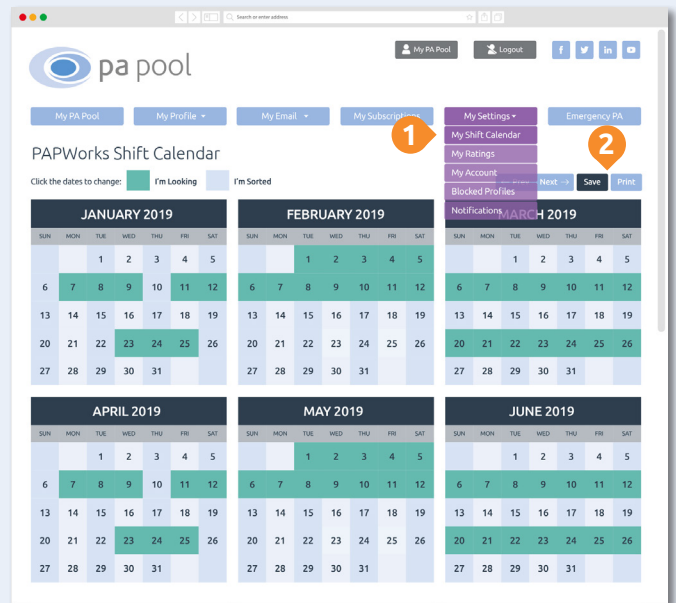


My Shift Calendar...

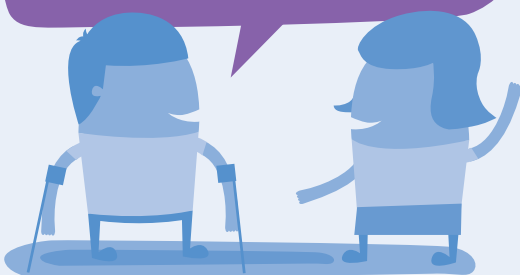
Here you can find:

- 1 My Shift Calendar** - create a shift calendar showing when you need cover so that PAs can match their availability with yours. Simply click the dates to turn them green and show when you need a PA. Click again to turn off.
- 2** You can then **save** this to your profile and also **print** the page
- 3** Your **Shift Calendar** will be visible on your profile

Please note: only Premium PAs can create their own shift calendar and view the shift calendars of PA Users. You can search by availability dates in the search form



IT'S EASY TO SEE EXACTLY WHEN YOU NEED TO FIND COVER BY USING THE SHIFT CALENDAR FEATURE!



My Settings menu tab...

Here you can also find:

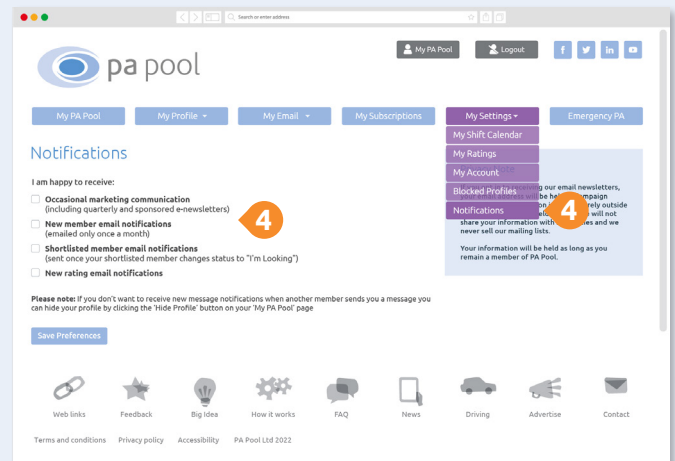
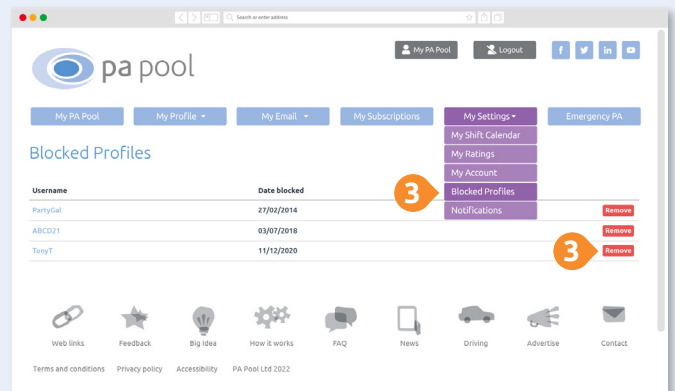
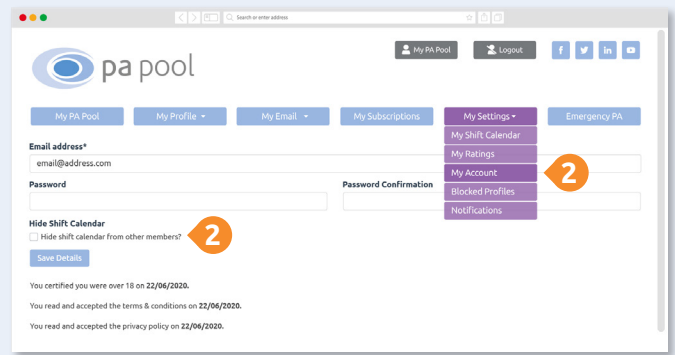
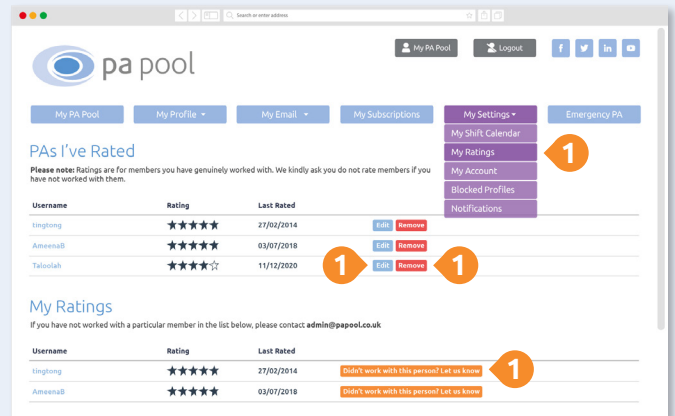
- 1 My Ratings** - shows the PAs you have rated and also the ratings PAs have given you. This page allows you to **Edit** or **Remove** ratings you've given to PAs. You can also **Dispute** ratings which have been given to you by PAs you have not worked with

Please note: Ratings are only to be given to members you've worked with

- 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**. You can also **hide your shift calendar** from members.

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

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

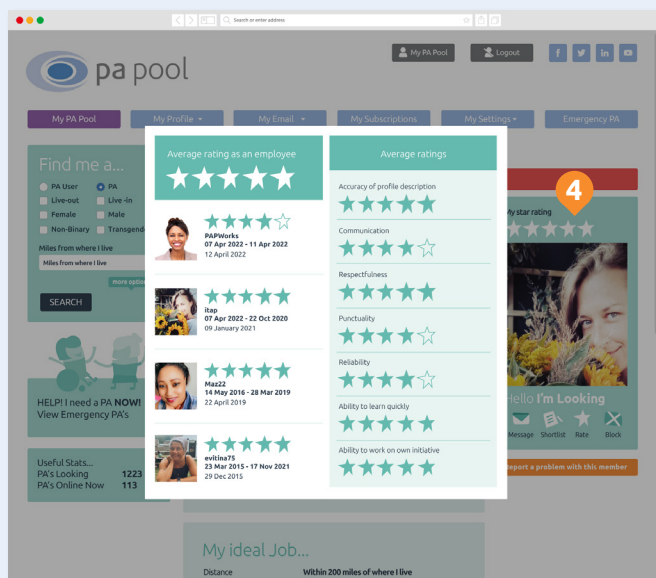
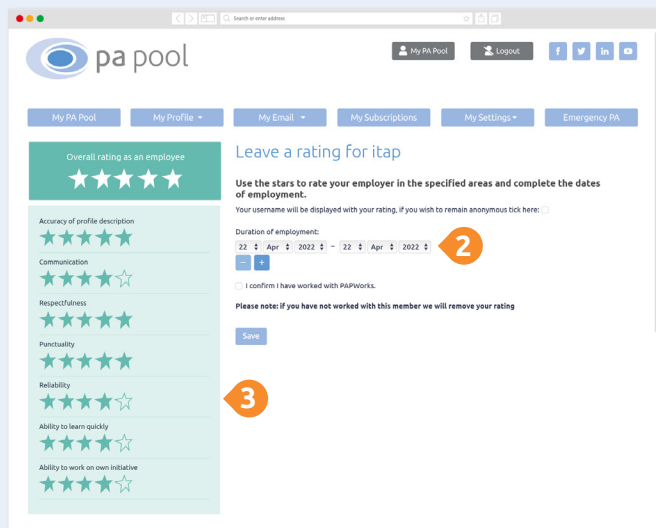
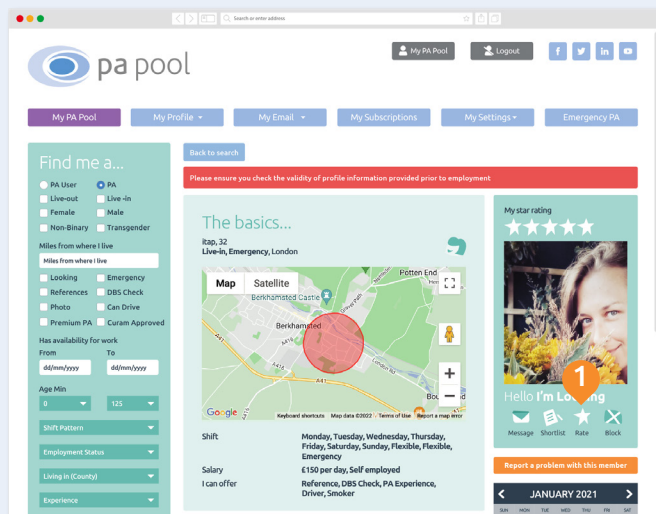


Rating a PA...

Give a rating on your experience working with a PA

- 1 Rate** - Here you can rate a PA you've worked with
- 2** Simply complete the dates of employment
- 3** Then give a star rating for various aspects of the employment experience by filling in the form
- 4 View Ratings** - Simply click the 'My star rating' on a PA's profile to view their full list of ratings

Please note: Ratings are only to be given to members you've worked with



Emergency PA menu tab...

PAs who are urgently looking for work can subscribe to be featured on this page

- 1 Emergency PA** - If you need to find a PA in an emergency, this page displays a list of PAs who are urgently looking for work
- 2** You can also access the Emergency PA page by clicking this graphic

The screenshot shows the 'pa pool' website interface. At the top, there's a navigation bar with tabs for 'My PA Pool', 'My Profile', 'My Email', 'My Subscriptions', 'My Settings', and 'Emergency PA'. The 'Emergency PA' tab is highlighted. Below the navigation bar, there's a search section titled 'Find me a...' with filters for 'PA User', 'Live-out', 'Female', 'Non-Binary', 'PA', 'Live-in', 'Male', and 'Transgender'. A search button is present. To the right, a banner reads '10 PAs are available to work NOW!'. Below this, there's a grid of 10 PA profiles, each with a photo, name, location, and status (e.g., 'I'm Looking', 'Emergency'). Each profile has links for 'Summary', 'Shortlist', and 'Message'. At the bottom left, there's a section titled 'Still having trouble finding cover? Try Curam...' with the Curam logo. Below that, there's a button that says 'HELP! I need a PA NOW! View Emergency PA's' with a '2' in a circle next to it. At the bottom right, there's a 'Useful Stats...' section showing 'PA's Looking: 1223' and 'PA's Online Now: 113'.

A LITTLE PEACE OF MIND IN AN UNEXPECTED EMERGENCY



What's a Premium PA?...

PAs can show dedication and commitment to their career and make themselves stand out from other PAs by subscribing to become a Premium PA

Features and benefits include:

- Gold highlighted profile frame in the search gallery and on view profile information
- FREE posts on the Emergency PA page
- Access to the shift calendar feature
- Ability to view and give detailed ratings

The screenshot shows the 'pa pool' website interface. At the top, there's a navigation bar with 'My PA Pool', 'My Profile', 'My Email', 'My Subscriptions', 'My Settings', and 'Emergency PA'. A search bar is visible on the left. The main content area displays a profile for 'PAPWorks, 32' located in 'Live-in, Emergency, Buckinghamshire'. The profile includes a map, a 'My ideal Job...' section, and an 'About me...' section. The 'About me...' section lists various details such as 'Driving Licence: British, More than 5 years', 'My English is: Fluent', 'My fitness: Average', and 'My interests: Wildlife & Nature, Discussion, Cooking, Dining out, Shopping, Travel, Cinema & Movies, Art & Culture, Music & Concerts, Entertaining, Socialising, Outdoors'. There is also a 'Useful Stats...' section showing '1223 PAs Looking' and '113 PAs Online Now'.

