Cudos user guide: Support workers

Logging in to Cudos

Click any log in link from the header or the footer of the website. Your username is your full email address that is registered with Cudos.
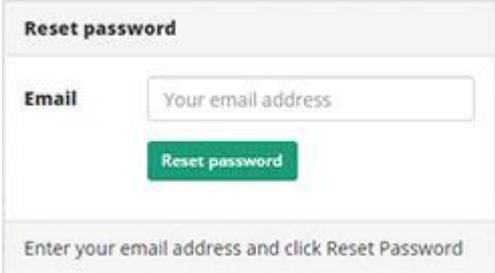
Enter your password and press enter or click Sign in.
Use the 'Remember me' checkbox to save your username and password in the browser.

Forgotten your password?

Click the link and enter your email address into the box provided and click the 'Reset password' button. Cudos will send a temporary password email to your email account. Our server sends the email immediately however some email services may take up to 20 minutes to show your reset email.

Resetting your password.

Use the new temporary password from this email to log in to Cudos. The system has a strong password policy so it will immediately require you to change this temporary password.

Your new password must be at least 8 digits long, contain at least one letter and at least one number.

Enter the temporary password from the email again in the 'Old password' box followed by your new password in the 'New password' box, then your new password again in the 'Repeat new password' box and click the 'Continue' button.

Once you have successfully changed a temporary password, you will be asked to log in again with the new password.

Welcome page.

Once logged in you should notice the top menu will change to three links, Timesheets, Welcome and Log out.

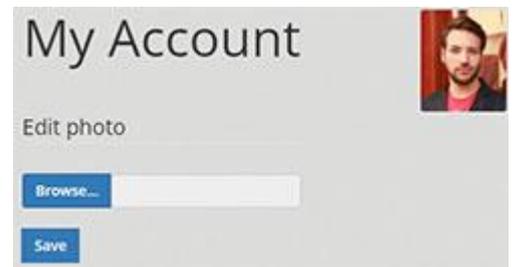If you need to come back to this welcome page you can click the 'Welcome' link.

The welcome page consists of latest news and notices, and panels which link to your account page and timesheets.

My Account

My account lists the key information that we have on file for you. You can upload or change your photo from this page.
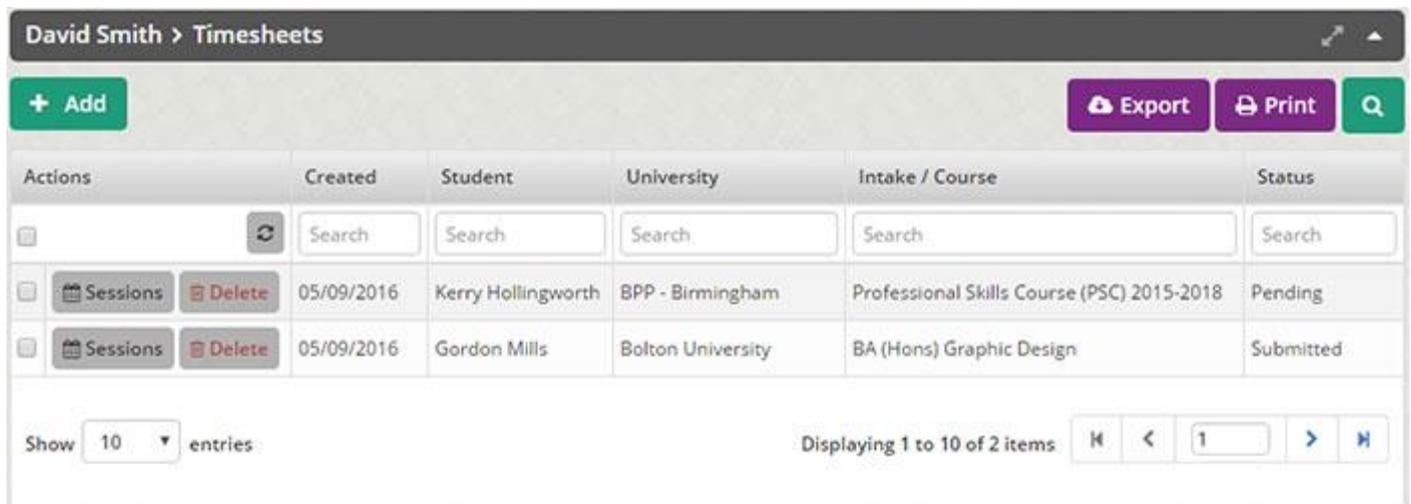

Changing your photo

Simply click the browse button and choose a an image from your computer, tablet or mobile, then click the save button.

Timesheets

In this section you can manage your timesheets and sessions. The main timesheet page will list all your current timesheets. From here you can add/delete a timesheet, export your timesheets to Excel or print. You can see what date any timesheet was created, which student it belongs to, which University and course they belong to.

There are four timesheet statuses:
1. Pending – A timesheet which has been created which you can add sessions to.
2. Submitted – A timesheet which has been completed and sent to the student for approval.
3. Approved – A timesheet which was completed, submitted and approved by the student.
4. Invoiced – A timesheet which was completed, submitted, approved and invoiced. You will receive payment for the work you completed on this timesheet on the next pay date.

Each timesheet consists of sessions. Sessions are managed by clicking the 'Sessions' button to the left of timesheet entry.

Add a new timesheet

Simply click the green 'Add' button, select the student from the dropdown list, and then select the course from the second dropdown. You can add multiple timesheets by clicking 'Save' or a single timesheet by clicking 'Save and go back to list'.

Sessions

Each timesheet consists of sessions where support has been provided. You can add as many sessions to a single timesheet as you like. When you have finished adding sessions you can submit the timesheet to the student for approval.

Adding sessions

From the timesheet sessions page click 'Add'.

All the fields on this page are mandatory. Chose the skill provided, date provided, start and end times, and select the status.

If the support was completed you must complete a session log.

If the student did not attend you must select enter the date and time you were notified and the reason you were given for the student's absence.

Click save to add multiple sessions or click 'Save and go back to list' to return to the timesheet.

Submitting timesheets

When you have completed all the sessions you need for a timesheet you can submit the timesheet to the student for their approval.

The student will receive the timesheet via email. They have the ability to approve the timesheet directly from the email, or they can log into their account to review, dispute a session or approve a timesheet.

Students with outstanding timesheets receive automated reminders to review/approve timesheets.

Disputes

The student has the right to dispute any session even completed sessions.

A timesheet which has a dispute cannot be approved until the dispute has been settled.

The student has the ability to remove any disputes by logging into their account.

As the support worker you have the ability to amend and re-submit your timesheet to the student for approval.