

Temporary Workers — Quick Guide

For house help and tradesmen.

- ✓ Register before they arrive
- ✓ The pass comes to your phone
- ✓ You know when they come and go

1 Register your worker

Go to **Security Services**, then **Register a Temporary Worker**.

- 1 Choose **Domestic Help** (house help, 1 to 4 days) or **Service Provider** (tradesman, up to one month — type their work).
- 2 Type their name and ID number **exactly** as on their ID card.
- 3 Choose the first day and how many days, then tap **Submit Request**.

Service providers only

Coming by car? Untick **On foot** and type the car's registration number.

A team? Tap **Add another person** — up to 10 at once. Each person gets their own pass.

Next step: every worker brings their **original ID**. **Weekdays:** the security office.
Saturday afternoon, Sunday and holidays: the main gate. The pass works once security has seen it.

2 Your worker's pass

Once security has seen the ID, you receive an email.

- 1 Tap **Open the pass**. No login is needed.
- 2 Tap **Share** to send it to your worker on WhatsApp, or **Save or Print**.
- 3 Your worker shows it at the gate **every time they come in and go out**. You receive an email each time.

3 My Temporary Workers

Go to **Security Services**, then **My Temporary Workers**. You can see each worker, and whether they are inside or outside.

- **View Pass** — see or print the pass again.
- **Renew** — appears two days before the pass ends.
- **Cancel** — stops the pass at once. If your worker is inside, they are held at the gate until security lets them out.
- **Edit** or **Withdraw** — before the ID has been checked.
- **Late, Sunday or Holiday Work** — service providers only. See section 4.

4 Service provider hours

They must **leave by 5:30pm**. After that they cannot come in, and anyone still inside is **held at the gate**.

On **public holidays** they may only work if the office approves it.

Need them later, or on a holiday? Ask in advance:

- 1 Tap **Late, Sunday or Holiday Work** on their pass.
- 2 Choose the day, the time they will finish, and a short reason. For a team, keep **Everyone on this team** ticked.
- 3 The security office decides. You receive an email.

In a hurry? Phone the security office — they can approve it for you.

5 If your house help sleeps over

Tell us, or they will be stopped at the gate the next morning.

One night

Tap **One Night Only**, choose the date and type a short reason.

Live-in, for the whole pass

Once they have come in, tap **Staying On Site**. It covers every night. They may leave before 12 noon the morning after the pass ends.

Still inside at 8pm? You receive an email. Ask them to scan out, or record a night stay.

6 If you see a coloured box

It appears at the top of **My Temporary Workers**.

Yellow — a correction is needed

Tap **Correct and Resend**, fix what the office asked, then tap **Send Back to the Office**.

Red — your worker is held at the gate

Type what happened, then tap **Send Explanation**. Security will let them out. Or phone the security office.

7 Good to know

- **Lost the email?** Tap **View Pass** on My Temporary Workers.
- **No phone?** Print the pass, or ask the office for a paper slip.
- **When did they come and go?** See **Gate activity** at the bottom of My Temporary Workers.
- **A red message when registering** means that person cannot be registered.
- **Renewals are limited.** After that, please register them as a permanent worker.

Need help?

Email helpdesk@saifeepark.co.ke