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Client Online Services

Our client portal allows clients to view the following information:

- View/Print invoices
- View past timesheets of candidates placed with you
- View/Query current and future bookings

Logging into your web portal
To log into your web portal you first need to go to:
https://www.new-directions.co.uk/web-portal/

Once there, you will need to enter your client reference (This will have been supplied to you by your account manager at New Directions, if you have previous invoices from us, the client reference will be located on the invoice next to ‘A/C REF’). You will then need to select the company as ‘Education’ and then your password. Your password will have been sent to you previously. If you have lost this, please contact your account manager, who will be able to reset your password. Below is a screenshot of the web portal login:
Viewing your invoices
Once you are logged in click the ‘View Invoices’ button at the top of the page. You can now view invoices for each week by clicking the ‘View Invoices’ link that corresponds to the week beginning of the invoice you are looking for:

![View Invoices](image)

You are now able to view/print all invoices for the week that you selected *(Please note that this option may not be available to all organisations)*, or view an individual invoice by clicking the ‘View’ link. At this point you can tick the ‘Printed’ and/or ‘Paid’ boxes that corresponds to the invoice that you have printed and/or paid, you then need to click the ‘Update Status’ button:

![View/Print all invoices](image)
**Viewing Candidates Past Timesheets**

To view past timesheets hover your cursor over the ‘Timesheets/Bookings’ button at the top of the page, then in the dropdown menu that appears, click ‘Past Timesheets’. Once there you will be able to enter a start date and/or an end date, or you can search past timesheets for an individual candidate:

Once you have your result set, you will be able to see the status of the timesheet(s) and other information, such as position and charge rate. You can also export the results to a CSV by clicking the ‘Export Results’ button:
**View Current/Future Bookings**

To view current or future bookings hover your cursor over the ‘Timesheets/Bookings’ button at the top of the page, then in the dropdown menu that appears, click ‘Current/Future Bookings’. Once there you will be able to enter a start date and/or an end date, or you can search bookings for an individual candidate. If you find that there is a discrepancy with one of the placements, you can submit a query by clicking ‘Query Booking’:

![Bookings From Week Beginning 30/11/2015](image)

After clicking ‘Query Booking’ you will need to enter your query and your name:

![Query a booking](image)

**Changing Your Password**

You can change your login password by hovering your mouse cursor over ‘Contact Us’ then clicking on ‘Change Password’:

![New Directions Online Services](image)