

Rise User Guide



2025

HAMLET OF GJOA HAVEN

Table of Contents

01

Employee Guide

	3
1.1 How to Download the Rise App on Your Phone	3
1.2 How to Log-in to Rise	4
First Time Log-in/Creating an Account	4
Forgot your Password? (Web and App)	5
1.3 How to Update your Profile (Web Only)	6
1.4 How to Check Your Leave Balance	7
1.5 How to Submit a Leave Request	9
1.6 How to Cancel a Leave Request	15
1.7 How to Check Your Pay Stubs	18

02

Manager Guide

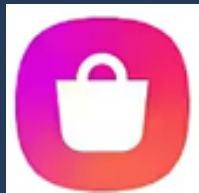
	20
2.1 How to Check Your Employees Information (Web Only)	20
2.2 How to Check and Action Leave Requests	21
2.3 How to Add Time-off Requests on Behalf of your Employees (Web Only)	24
2.4 Viewing Who is Away Today	26
2.5 How to Check my Employee's Leave Balances (Web Only)	28

Employee Guide

How to Download the Rise App on Your Phone

To download the Rise app on your phone, follow these steps:

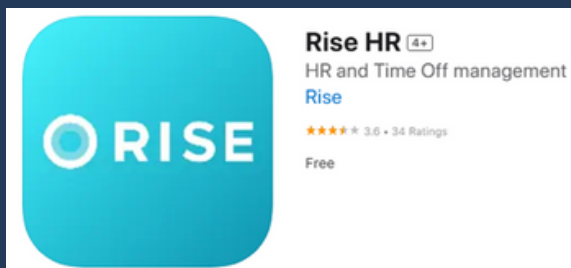
● **Open your app store.**



● **Click on the magnifying glass to open the search bar.**

● **Type the following into the search bar: Rise People**

● **Select install. The app is 100% free.**





How to Log-in to Rise

● First time Log-in/Creating an Account

Once you have returned your onboarding documentation to the Hamlet HR department, you will be invited to Rise by an admin user. This usually is done by a manager or member of the HR staff.

You will receive an email (to the email you provided during your onboarding) with a link inviting you to join Rise. Check your inbox, open the email, and click on Accept Invitation.

This link will automatically open your internet browser or your Rise app (if you have downloaded it by following the instructions above). This is where you will create your Rise HR account.

You will be required to enter the following details to create your account:

1. The PERSONAL email address you provided during your onboarding
2. A password you create
3. Password confirmation – the same password you chose in step 2

Once these details are entered, click Set my Password.

Now you have an account with Rise HR and can login whenever you need!

● Web

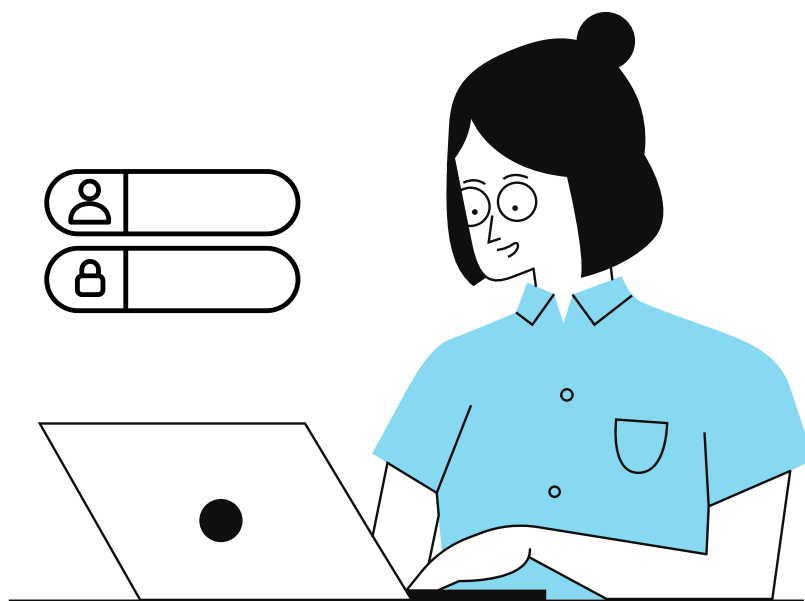
- To login on the web, visit <https://platform.risepeople.com> and click Sign in.
- Enter your email and password in the provided fields. Click Login.

● App

- To login to the app, open the Rise app on your phone.
- Enter your email and password in the provided fields. Click Login.

● Forgot your password? (Web and App)

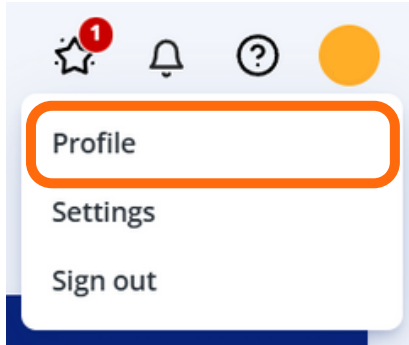
- Go to the log in screen and click "I forgot my password."
- Enter your email address in the provided field.
- Click "Send me a new password".
- Check your email inbox for the Password reset instructions email and open it.
- Click Reset Password.
- Enter and confirm your new password in the fields provided.
- Click Reset my password when done.



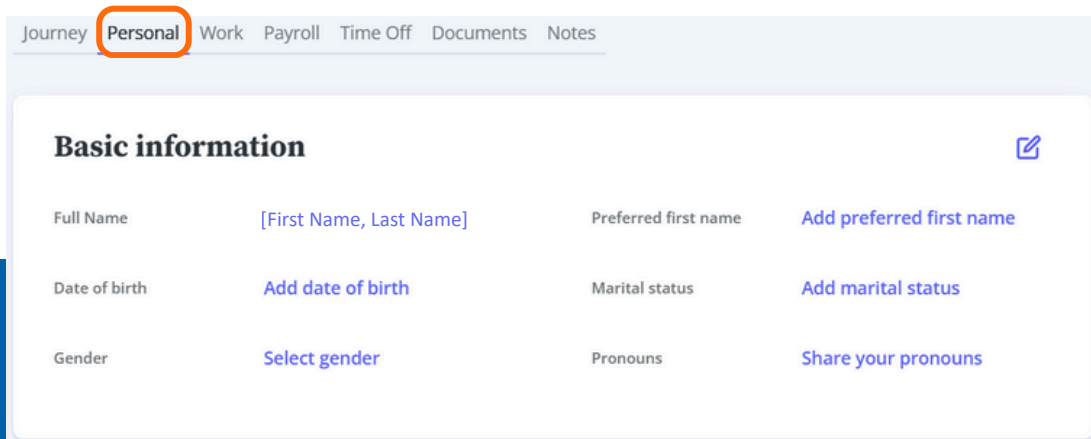
How to Update Your Profile (Web Only)

- You may need to make changes to your profile and contact information. To do so, follow these steps:**

- Click on your profile icon in the upper right corner, then click Profile.



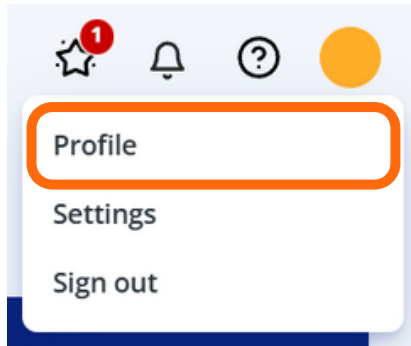
- Once in your profile, navigate to the Personal tab and click the Edit icon (pencil and paper) in the Basic information section. Here you can edit your preferred name, address, email, pronouns, etc. Some changes require approval from HR, as they may affect payroll/tax forms. In this case, continue with the necessary change and a notification will be sent automatically to HR for approval.



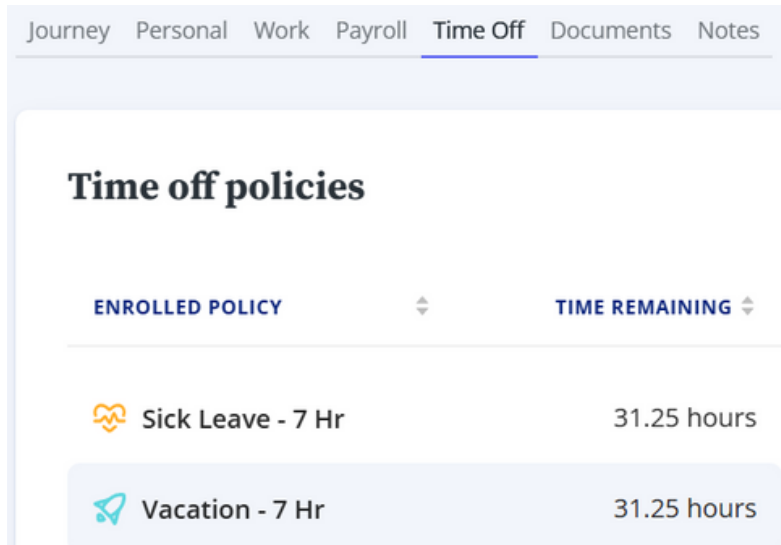
How to Check Your Leave Balance

Web

- Log-in to Rise, click on your profile icon in the upper right corner, and then click Profile in the dropdown.



- Once in your profile, navigate to the tab called "Time Off". Here you will see a list of all accruals you are eligible for and their respective balances.



How to Check Your Leave Balance

● App

- Log-in to the app on your phone.
- Click Time Off at the bottom of the screen. Here you will see a list of all accruals you are eligible for and their respective balances.

The screenshot displays the 'Time Off' section of an app. It features three colored cards: a purple card for 'Vacation' (10 Days Available), an orange card for 'Sick Days' (5 Days Available), and a teal card for 'Unpaid' (0 Days Used). Each card lists accrual details such as 'Effective from start date', '10 days accrue yearly on April 1', 'No reset', and 'Active'. Below the cards is a 'View Recent History' link with a right-pointing arrow. At the bottom is a navigation bar with icons for Dashboard, Time Off (highlighted with an orange border), Schedule, Employees, and More.

Leave Type	Balance	Accrual Details
Vacation	10 Days Available	Effective from start date + 10 days accrue yearly on April 1 No reset Active
Sick Days	5 Days Available	Effective from start date + 5 days accrue yearly on April 1 No reset Active
Unpaid	0 Days Used	Effective from start date + Unlimited No reset Active

[View Recent History](#) >

Dashboard | **Time Off** | Schedule | Employees | More

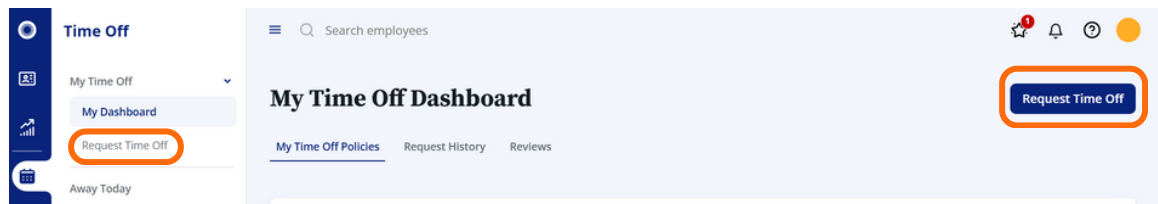
How to Submit a Leave Request

Leave requests can be submitted on either the web or on the phone app. Your request must be submitted and approved by your manager before the first day of your leave.

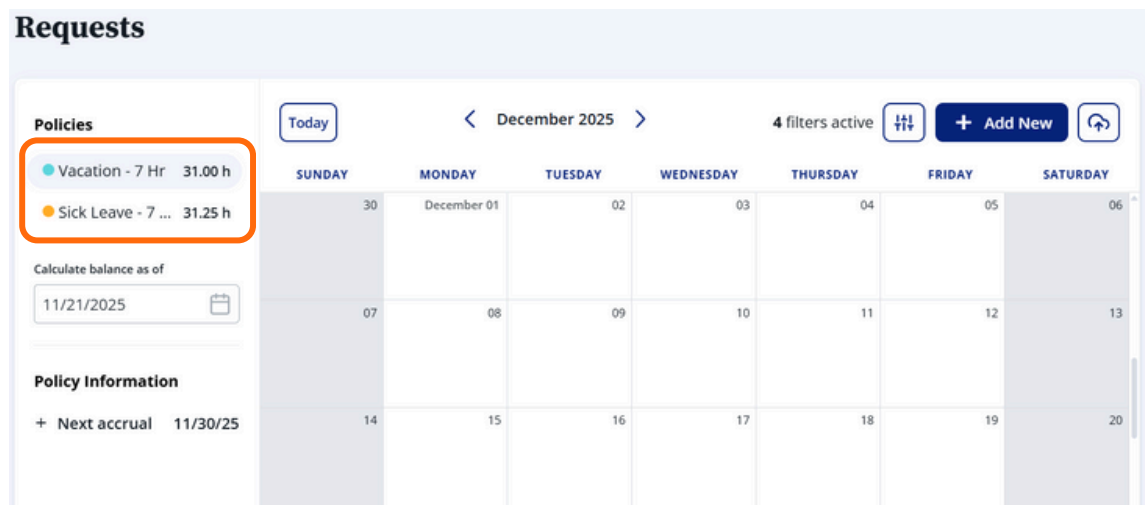
When requesting time off, you should only submit a request for the hours and days you are meant to be working. This means, if your schedule is Monday-Friday, you should submit a request that does not include any days on the weekend. Or, if you are submitting a time off request for only a portion of your shift, you should adjust the hours used for each day.

Web

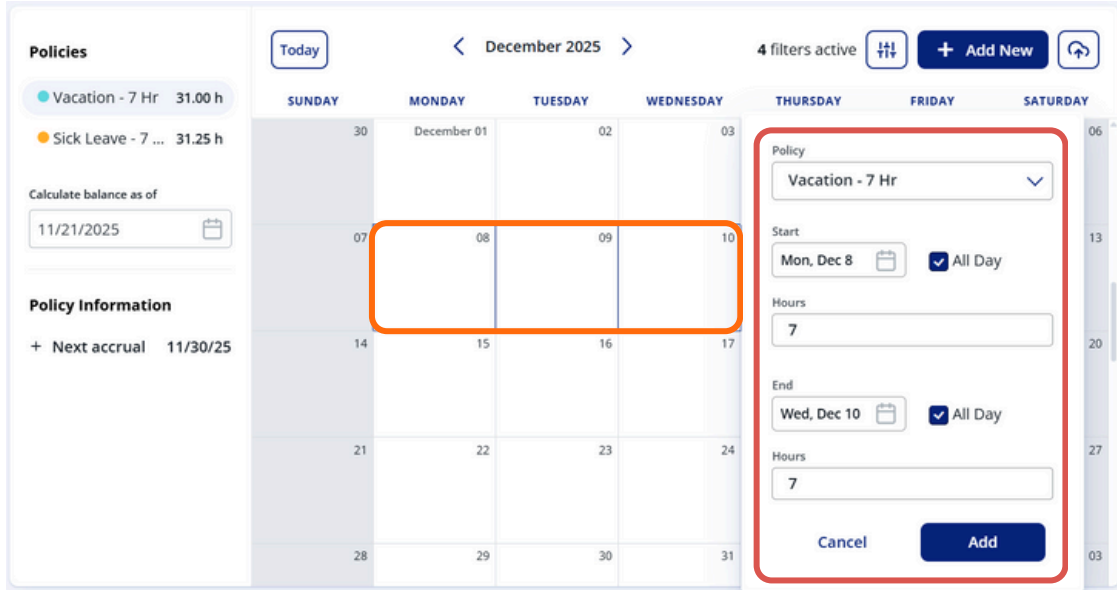
- Once you have checked your balances and are ready to submit your request, navigate to the Time Off section, found on the menu on the left side of the home page (calendar icon). Select Request Time Off.



- Select the type of time off you would like to use (Vacation, Special Leave, Sick Leave, etc.). All request types available to you will be listed here.



- Select the date(s) for which you want to request time off. You can click-and-drag the mouse to select multiple days on the calendar. You can also click on + Add New in the top-right corner.



- You will see the following pop up, allowing you to change the accrual policy you are requesting from (if needed) or adjust dates and/or hours of the request.
- To request a partial shift, uncheck the "All Day" option. Adjust the start and end time of the request, as well as how many hours you are requesting. Once you have made these adjustments, double-check the time and date of the request and click "Add".

Policy
 Vacation - 7 Hr

Start
 Mon, Dec 8 All Day

Start time
 09:00

Hours
 4

End
 Tue, Dec 9 All Day

End time
 17:00

Hours
 4

Cancel Add

- Click the Submit request button. Add a comment for the reviewers to see. You will also be able to see how many hours you will have remaining in the accrual policy you are requesting from.
- If you are taking special leave, add a comment about what kind of special leave you are using.



Request Summary: December 8 - December 9 ✕

Time Off Requested

• Vacation - 7 Hr

Start	End	Total
December 8	December 9	8h

Comments for the Reviewers

Dec 8: 4 hours away

Dec 9: 4 hours away

Time Remaining : 2025

Balance Before: 40

Balance After: 32

Cancel
Submit request

- If you are requesting partial days or over a longer period where there may be days you are not scheduled to work (such as weekends), click the edit button above the comment box (pencil and paper icon) to adjust how many hours you are requesting for each day. Make sure it reflects only shifts you are scheduled to work for during the time requested.

Time Off Requested

• Vacation - 7 Hr

Start	End	Total
December 8	December 10	15h

Hey there! You're about to manually override the amount of days/hours for this request block. If you are sure, go ahead and press Okay.

Cancel
Okay

MANUAL OVERRIDE

Mon, Dec 8

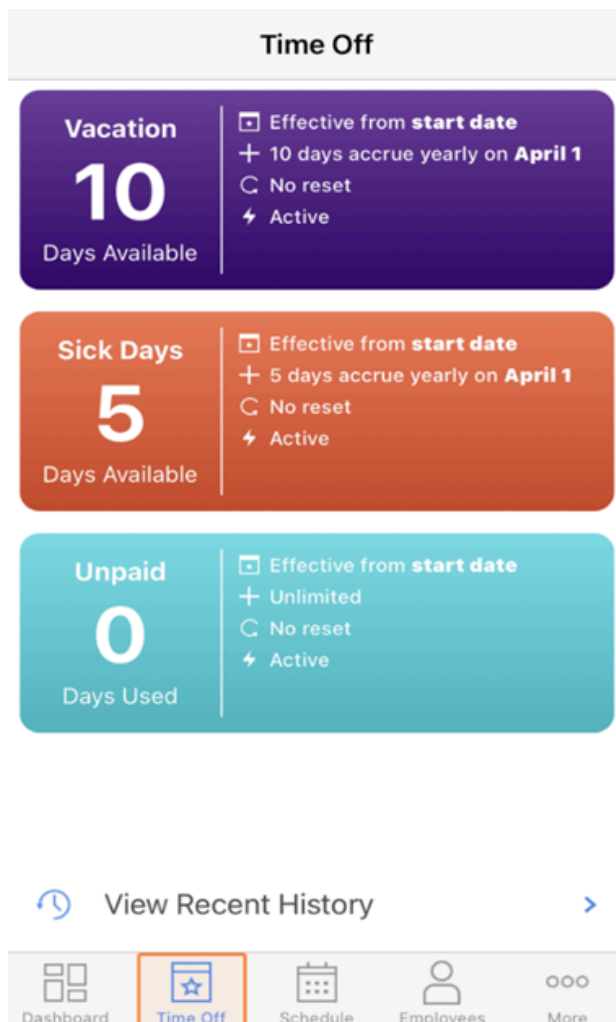
Tue, Dec 9

Wed, Dec 10

How to Submit a Leave Request

● App

- Find the Time-Off tab in the Rise app, usually found at the bottom of your screen. Here you will be able to see your time off balances.
- Select the type of time off type you would like to use. Make sure that you have enough time off balance before starting your request.



- Select a start date for your time off.

Vacation Request Cancel

Start Date **Mar 28** Monday

>

Select **End Date**

March 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

COMPLETE >

- Select an end date

Vacation Request Cancel

Start Date **Mar 28** Monday

>

End Date **Mar 31** Thursday

March 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

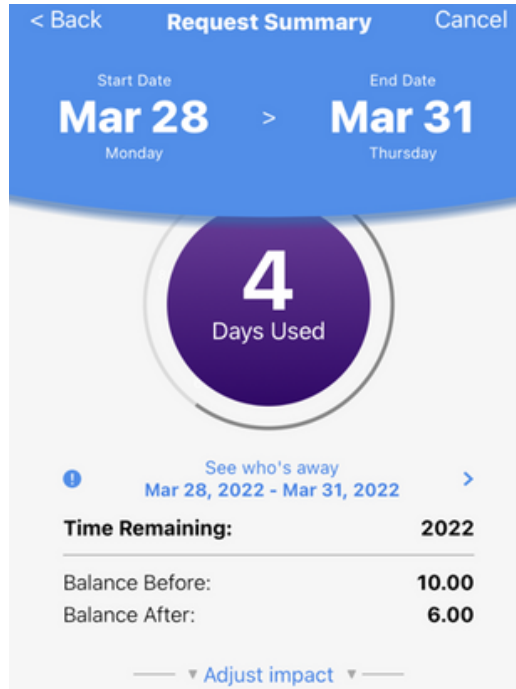
COMPLETE >

Days which you've already booked off will be marked with a dot and will not be able to have another request submitted for them.

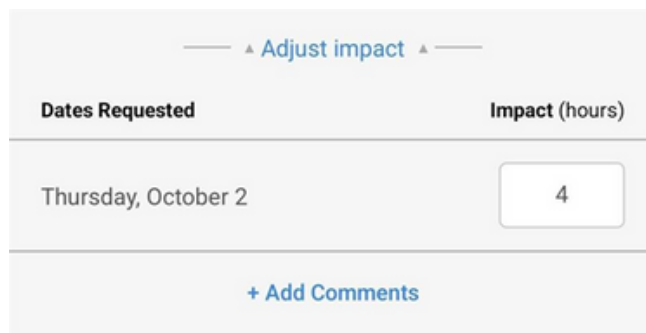
- On the Request Summary screen, you can review the details of your time off request. Confirm that the time off type, the amount of time off, and your new time off balance are correct.

For Special Leave, please make sure to write what type of Special Leave you are taking.

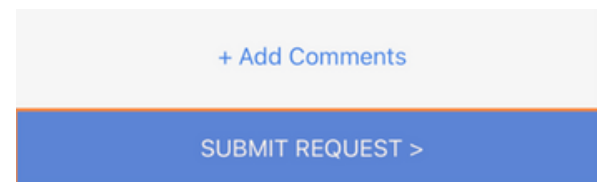
- If you would like to submit a request for half a day or adjust the requested time off to reflect the shifts that you will be missing during your time off, you must click Adjust Impact



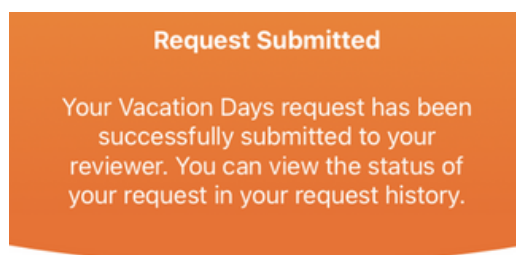
- Adjust the hours accordingly



- Once you've reviewed the details of your request, click SUBMIT REQUEST.



- Once your request has been submitted successfully, click DONE to return to the app.

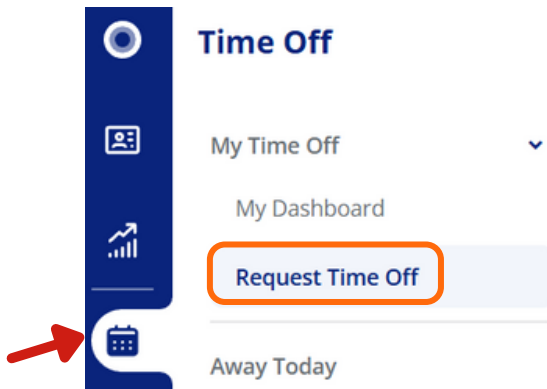


How to Cancel a Leave Request

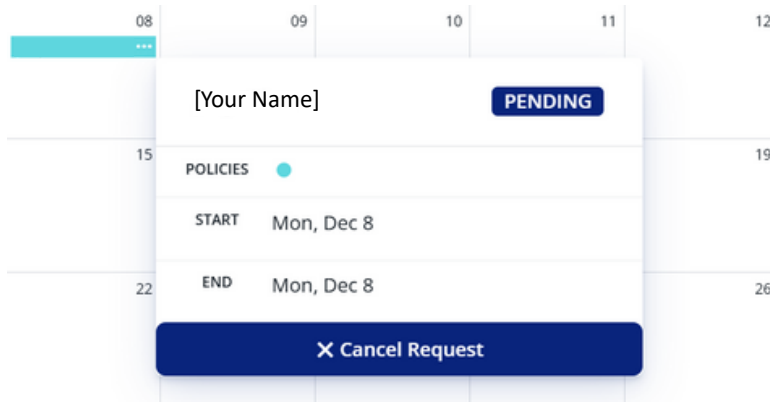
Sometimes plans change! In order to cancel a leave request, follow these steps:

Web

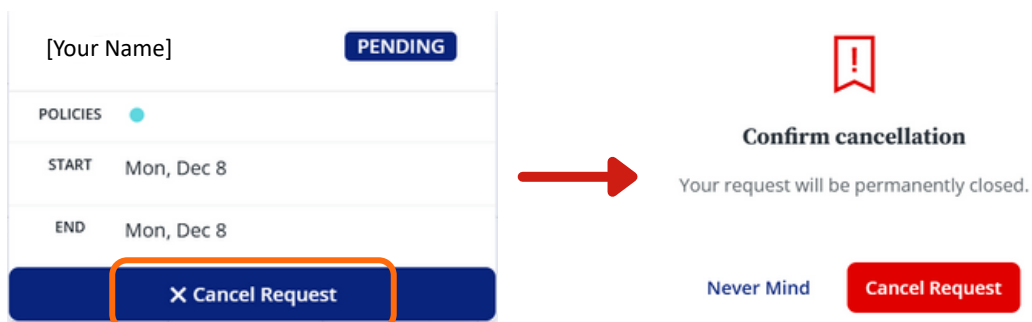
- Click the time-off tab on the far left menu and then click Request Time Off.



- Go to the request you want to cancel in the calendar and right click it to see the details and cancel request option.



- Click the Cancel Request button in the pop-up. This will remove the request and add the time requested back into your applicable balance.



How to Cancel a Leave Request

App

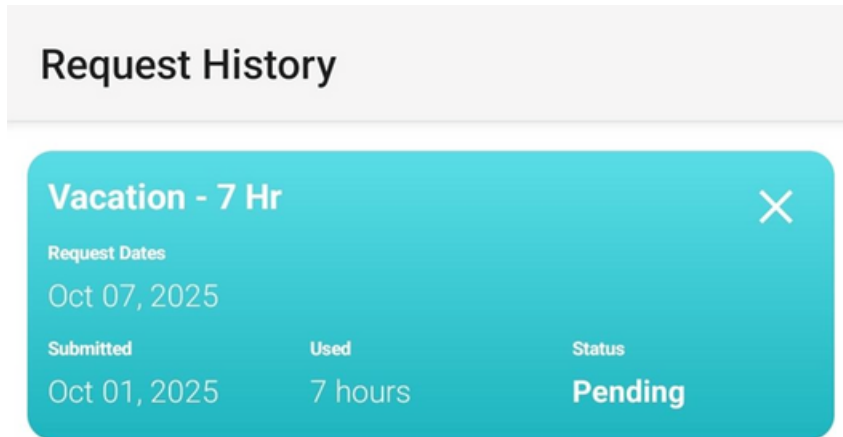
- Log in to your Rise app and in the main screen you will be able to see your upcoming time off. Click on Request on the top right to view all requests.

The screenshot shows the Rise app interface. At the top, it says "RISE | Wednesday, Oct 1st". Below that is "My Summary" with two cards: "Vacation - ..." showing "15.5" and "Sick Leave ..." showing "22.5". Underneath is "Requests to Review" with a "See all >" link and a blurred card. The "Upcoming Time Off" section is highlighted with an orange border and contains a card for "Vacation - 7 Hr" with "Request Dates: Oct 07, 2025" and "Status: Pending". A "Request >" link is in the top right of this section.

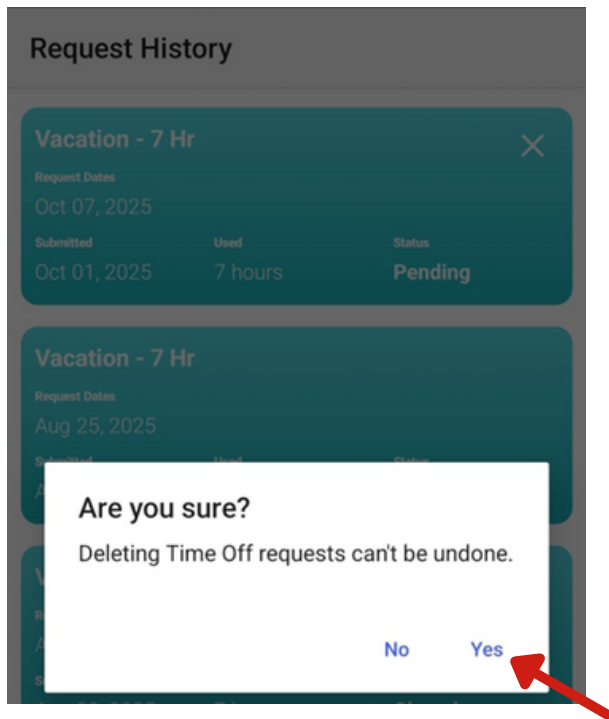
- At the bottom of the screen click View Recent History.

The screenshot shows the bottom navigation bar of the Rise app. The "View Recent History" button, which includes a clock icon, is highlighted with an orange border. Other navigation options include "Dashboard", "Time Off", "Who's Away", "Employees", and "More".

- Find the request you want to cancel and select the X on the top right



- In the pop-up select yes to confirm the deletion of the request. This will remove the request and add the time requested back into your applicable balance.

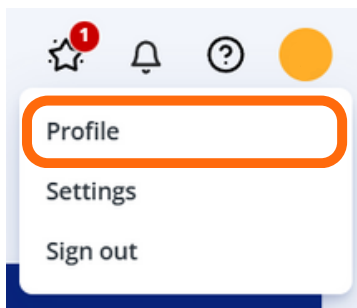


How to Check Your Pay Stubs

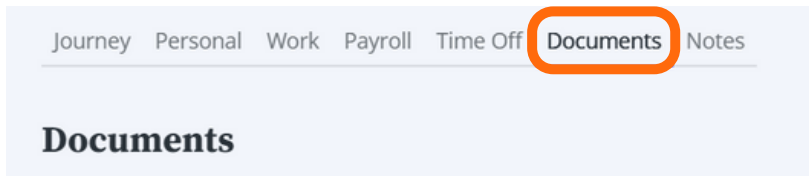
Follow these steps to check your Pay Stubs. You will also receive an email containing your pay stub as a PDF attachment every pay period. The password to open the attached PDF is the last four digits of your SIN.

Web

- Log-in to Rise, click on your profile icon in the upper right corner, and then click Profile in the dropdown.



- To access your files, including your pay stubs, click the Documents tab.



- To view your pay stubs, click the Pay Stubs folder.

FOLDER	DOCUMENTS
<input type="checkbox"/> Acknowledged documents	0
<input type="checkbox"/> Employee uploads	0
<input type="checkbox"/> Employment Documents	0
<input type="checkbox"/> Paystub	2

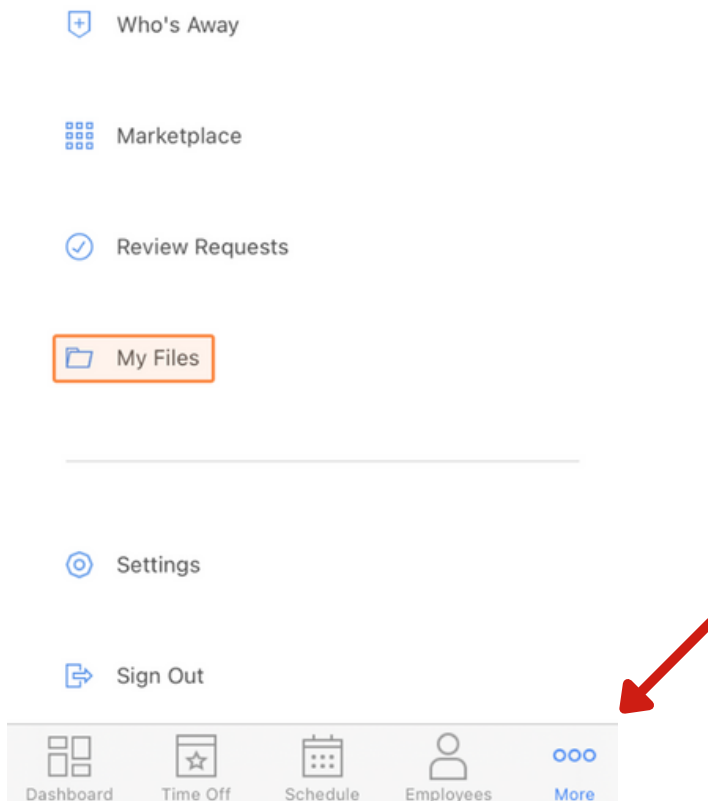
- All pay stubs will be listed here, starting with the most recent pay stub at the top. Click on a pay stub to download and open a PDF version of it.

DOCUMENT	TYPE
<input type="checkbox"/> 11-2025.pdf	pdf
<input type="checkbox"/> 10-2025.pdf	pdf

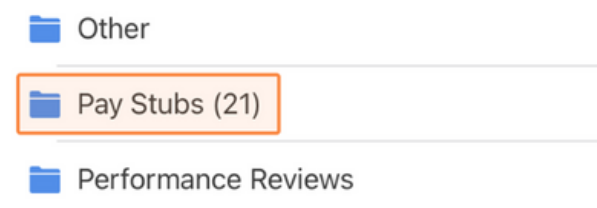
How to Check Your Pay Stubs

● App

- Log-in to Rise mobile app and click the More icon to access your profile. Then, to access your documents, click My Files.



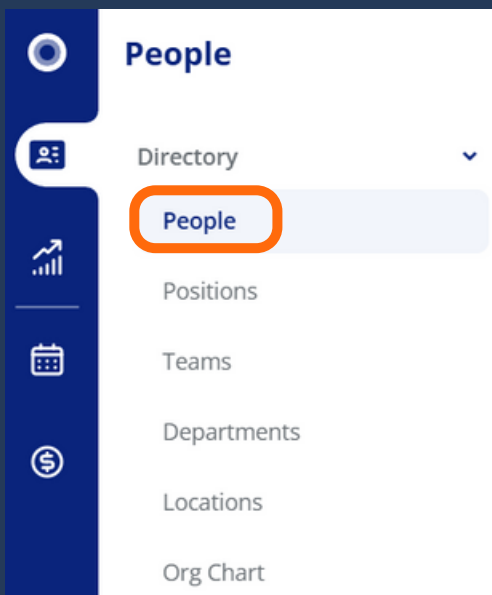
- To open your pay stubs folder, click Pay Stubs. Click on a pay stub to download and open it as a PDF.



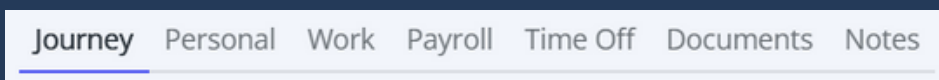
Manager Guide

How To Check Your Employees Information (Web Only)

- To check your employees' information, log in to Rise HR on your desktop.
- Click on the People tab on the left menu and select the employee you wish to check. Please note that you will only be able to view the profile of an employee that directly reports to you.



- The employee profile will show you the following information:
 - Employment journey
 - Contact information (email, phone number)
 - Position information
 - Time-off balance
 - Document



All the information found here is strictly confidential and must not be shared with anyone that is not the employee or HR.

How to Check and Action Leave Requests

Using Rise HR, managers can view and action leave requests easily by following these steps:

Web

- Managers will receive an email notification when a new leave request has been submitted. Opening the email notification and clicking View Request, will automatically prompt you to log in to Rise and take you to your review screen.

New time off request for review

Hi Steve Cropper,

Adam Frazier has a time off request for review

Request Summary

Requested on:

May 09

Request:

May 10 - May 31

Policies:

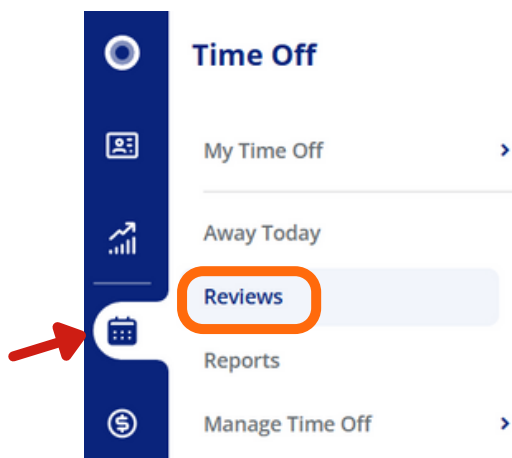
● Vacation 9.00 days → -6.00 days (-15.00)

Reviewers:

Steve Cropper

[View request](#)

- Alternatively, to view a list of all pending leave requests, you can log-in to Rise and click Time-Off on the menu on the left side of your screen (calendar icon). Next, navigate to the reviews section.



- Review the time off request information on the Request Card. Make sure to review the type of leave requested, dates requested, impact on time off balance, etc. Note that if an employee requests more time off than they have in their balance, their ending balance will be shown in red as a negative number.

Pending requests 23

[Employee's Name]
[Position]

🕒 Dec 17 ● Vacation Travel - ...

2025: 8.00 hours used for ending balance of **-8.00 hours**

📄 Request Balance Modified

?

REVIEW COMMENT

Write a note to the requester...

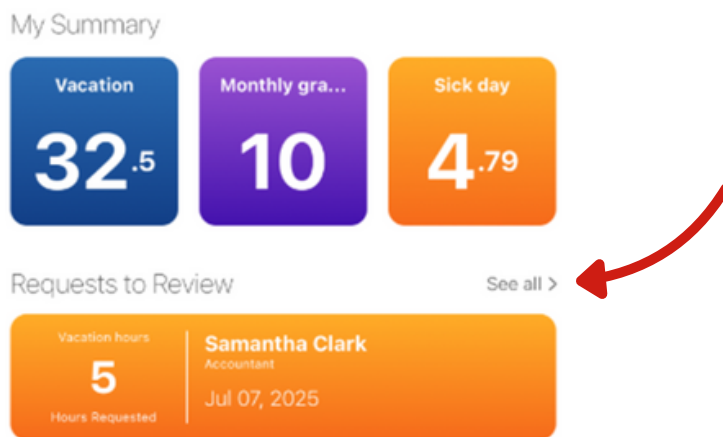
✕ Reject ✓ Approve

- Click the Approve or Reject button at the bottom of the request

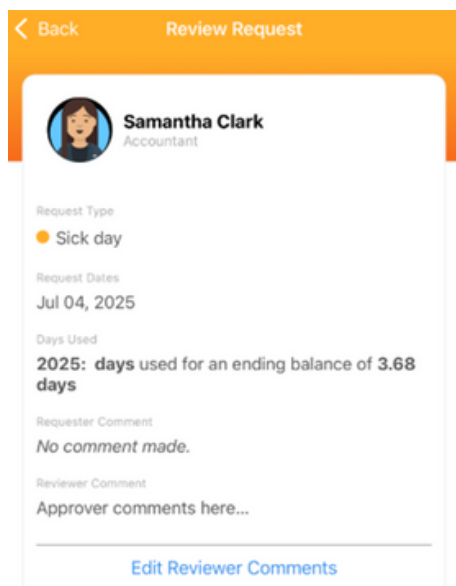
How to Check and Action Leave Requests

App

- Open the app. A section titled Requests to Review will be visible on the main dashboard. Click on "See all" to review all leave requests.



- Here you will have access to review a list of pending requests, each showing the employee's name, policy, date, and duration. Tap any request to view its full details.
- Make sure to review the type of leave requested, dates requested, impact on time off balance, etc. Note that if an employee requests more time off than they have in their balance, their ending balance will be shown in red as a negative number.

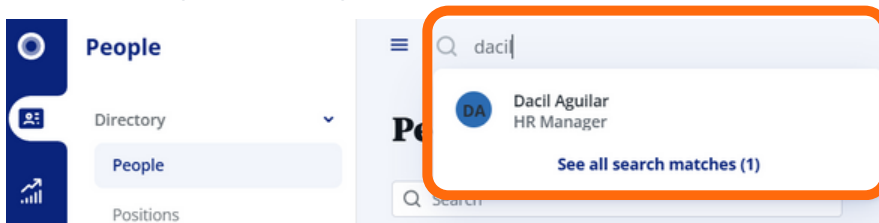


At the bottom of the request, you can approve or decline the request. Once you have approved/declined the request the employee will receive a notification.

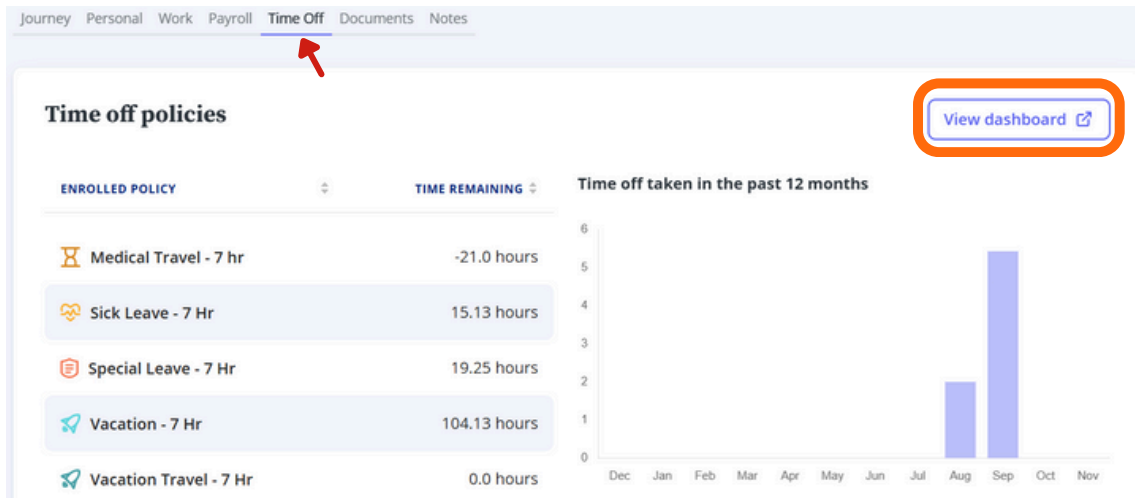
How to Add Time-off Requests on Behalf of Your Employees (Web Only)

If one of the employees you manage is out sick or otherwise unable to submit their own Leave request, as their manager, you may submit on their behalf by following these steps:

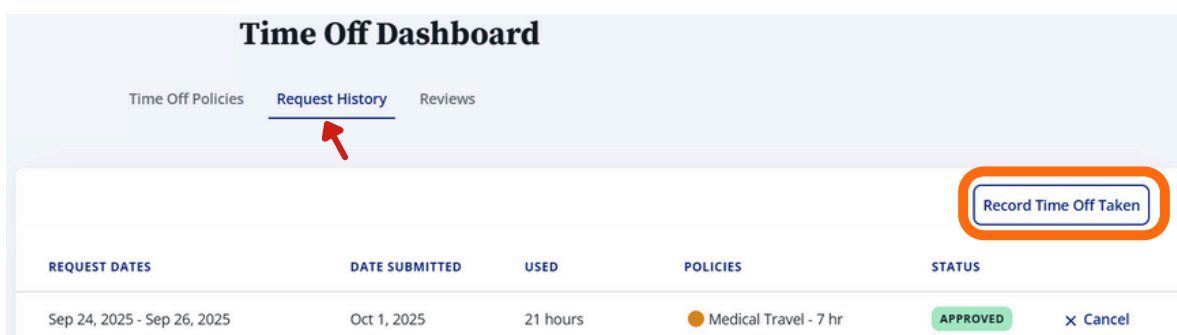
- Log-in to Rise on a desktop. On the home page, search the name of the employee for which you need to enter the leave request. Click their name to open their profile.



- Once in their profile, select the Time Off tab and click View Dashboard in the top-right corner.



- Select the Request History tab and press Record Time Off Taken in the top right corner.



- Record the Time Off Taken within the dropdown box. Make sure to edit the following:
 - Type of time off (vacation, sick time, special leave, etc.)
 - Select the start date of the Leave request
 - Specify if it is a full day request or only for part of the day. If it is only for part of the day then add how many hours they are away from work.
 - Select the end date of the request. For example, if someone is out sick for one full day then the start date and end date would be the same.
 - Click "Add"

Policy
 Vacation - 7 Hr

Start
 Wed, Dec 10 All Day

Hours
 7

End
 Mon, Dec 15 All Day

Hours
 7

Cancel **Add**

- In the pop-up that appears write in the comment section "Manager added" or if it is a Special Leave request write the type of Special leave that is being requested for example "Manager added – Fishing"

Time Off Requested

● Special Leave - 5 days (7hr)

Start	End	Total
August 27	August 27	7 hours

Comments
 Manager - Fishing

Cancel **Submit request**

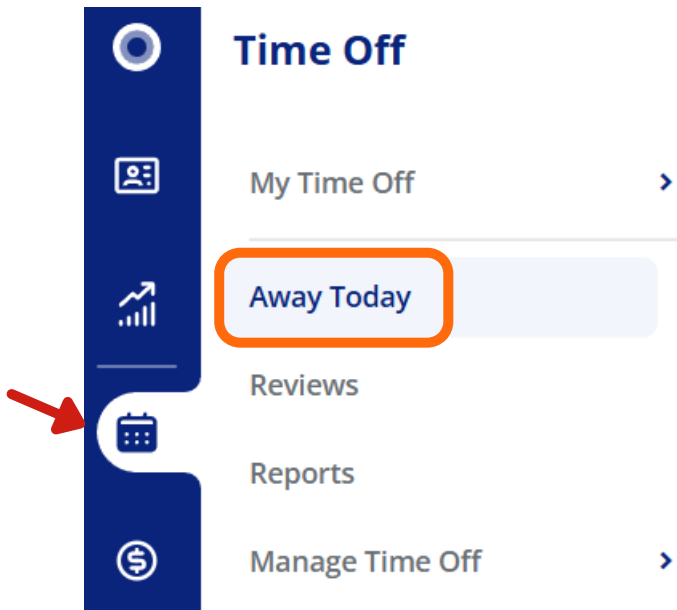
Click "Submit Request" to automatically approve this time off.

Viewing Who Is Away Today

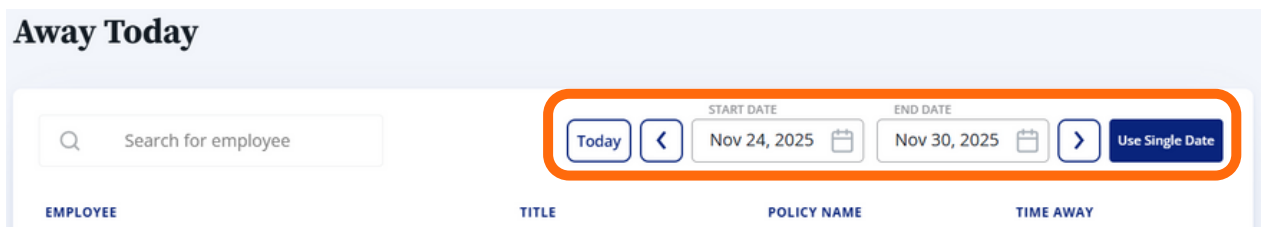
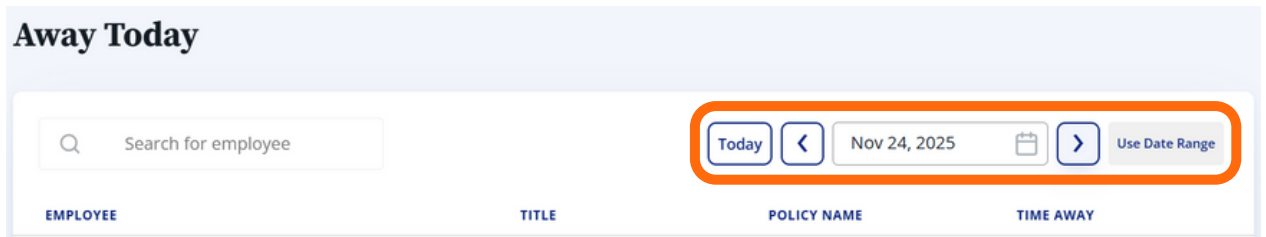
If you would like to see who is out on a specific day or for part of the day follow these steps:

Web

- Log-in to Rise, on the left hand menu click Time Off (calendar icon).. Then select Away Today.



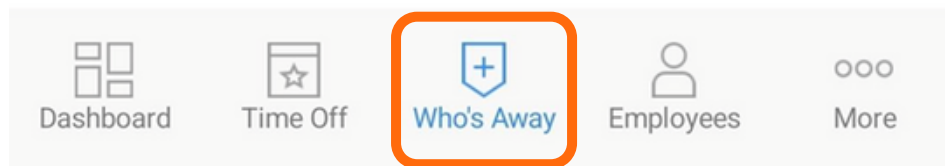
- If you would like to check a date that has passed or in the upcoming days you can click on the arrows in the top right corner or input a date range.



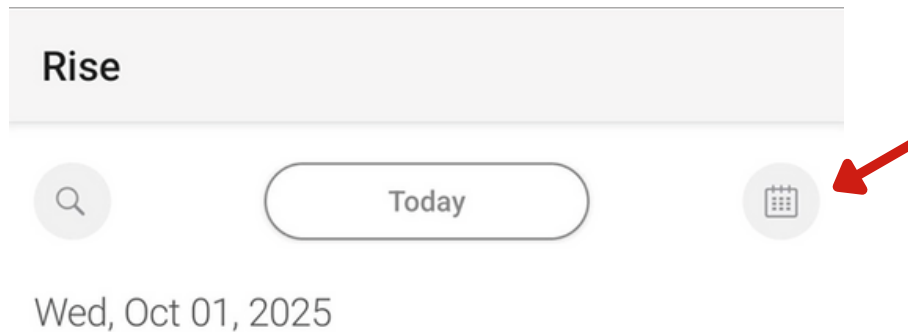
Viewing Who Is Away Today

App

- To check who is away through the app go to the menu at the bottom of the screen and select "Who's Away"



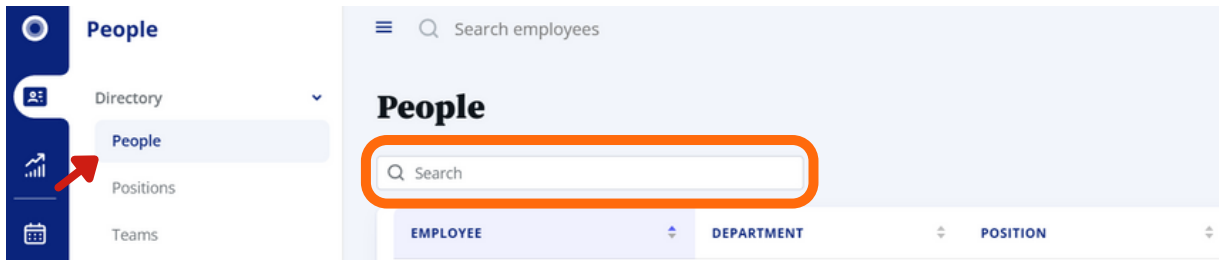
- If you would like to check a date that has passed or in the upcoming days you can click on the calendar in the top right corner and select the day you want to check.



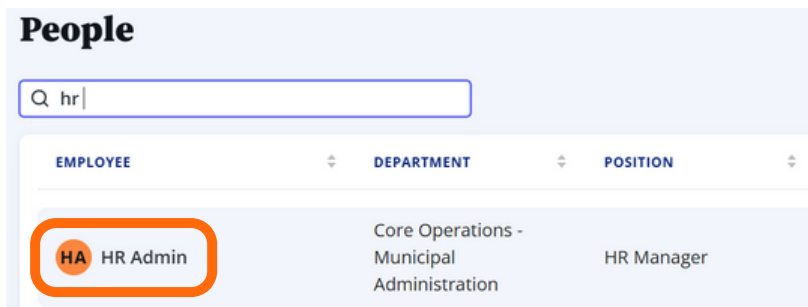
How To Check My Employee's Leave Balances (Web Only)

Managers are able to view their direct reports balances, to aid in decision making regarding employee leave requests.

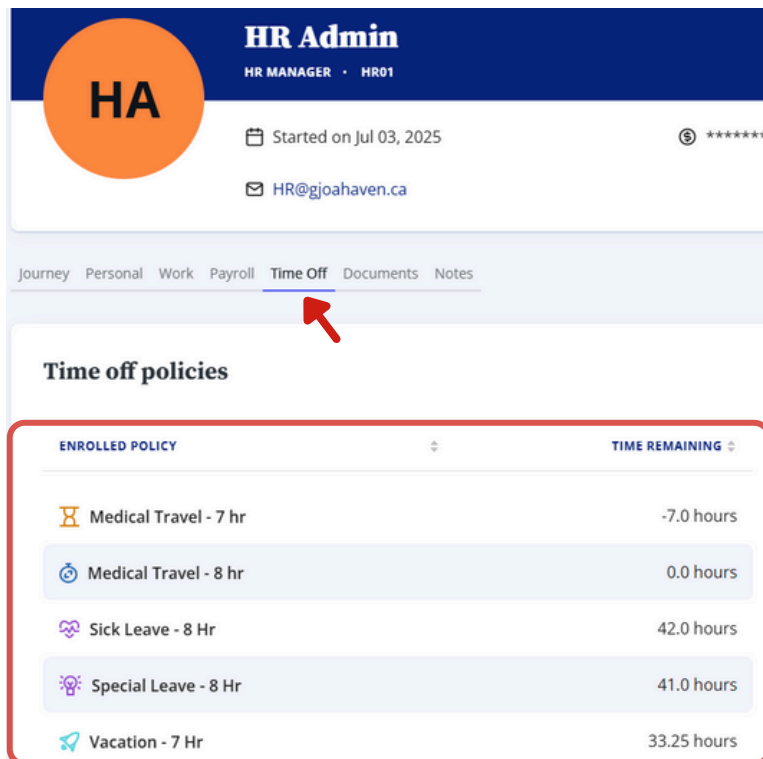
- Log-in to Rise, then in the People tab search the name of your employee



- Click on their name to open their profile



- Then click on Time Off in their profile



Here you will see the Time Off policies and how much time the employee is still able to use.