



Payroll, made easy

Part 8 Swag FAQs

How can I tell which Swag Work version I am using?

For HR Only and HR + Payroll, you'll see Home, Notifications and Announcements along the top of the Work section. If you are using Payroll only you will not see the Notification and Announcement icons but may have the option to clock in/out, depending on your settings. For more information, read: [What Swag account type do I have?](#)

How do I switch organisations?

If you want to switch between all of your organisations, you can do this by completing the following:

1. Log into the Swag app.
2. Tap on the Work icon.
3. Tap on the company name underneath your name.

For more information, read: [I have more than one organisation, how can I see all Work dashboards?](#) | [WorkZone](#)

What are the InstaPay eligibility features?

If you are an employee, read: [Am I eligible for InstaPay?](#) | [FAQ - Money](#).

If you are an employer, read: [Is my organisation eligible for InstaPay? - Money](#) | [FAQ](#).

What can I do in app versus what do I need to do via the web portal?

This will depend on whether you are accessing Swag as an employer, manager or employee. We have detailed information here: [What actions can I perform in the Swag app as an employee?](#)

And here: [What actions can I perform in the Swag app as an employer or manager?](#)

How do I reset my password? Is my profile the same for both Swag and WorkZone?

If you are using HR Only or HR + Payroll, you will need to follow the instructions [here](#).

For those using Payroll only, see [here](#).

How can I get involved in the Beta program?

If you are wanting to sign up for our Beta program, please complete this [form](#).



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Is Swag replacing WorkZone?	Yes, that's correct.
My employee cannot see their roster in Swag, why is that?	In order for employees to access the roster via Swag they will need to be granted Employee Portal Access in the payroll platform. If you are using HR, ensure the email address used is exactly the same as their HR portal login.
My employees cannot see the role or notes in their roster in Swag. How do I fix this?	This is currently a limitation in the Swag app however, the employee will be able to see these details in the web portal.
Can my employees access Learning via Swag?	Not at this stage. Our Learning Management System is powered by Go1 who do not currently have a mobile version.
Can employees clock in and out on Swag if we're using both HR and Payroll?	We've just released a Beta features where WorkZone has been combined with Swag including the ability to clock in and out. If you are wanting to sign up for our Beta program, please complete this form .
Can managers edit the roster from within Swag?	Not at this stage; this will need to be done via the web portal. However, we are always looking to improve so have taken on board the feedback.
Is there a chat or broadcast message function in Swag or is that only available for HR add-on?	The Announcements function is available only on the HR platform and is available in Swag, however if you are payroll only then you won't have this functionality
Will there be anyway for managers to add shifts or adjust times via the app rather than having to log onto the web?	We hope that in future the functionality on the desktop will be matched in the app.



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My employee can't see a leave type, why is that?

The visible leave categories are based on the employee's configuration either in the HR or payroll platform (if payroll only). Review their leave allowances or leave allowance template to ensure the appropriate options are enabled.

A manager can't see a leave request/timesheet for an employee in Swag, why is that?

This may mean the manager does not have the appropriate level of access. In HR, ensure the manager is listed as the employee's primary manager in the employee's employment details. In Payroll, ensure the manager has the appropriate access in the Manage Users section, e.g. do they have access to the correct employee group and settings.

How do I get access to my roster, as an employee?

1. Tap on the Work icon on the Swag home screen.
2. From the dashboard or home screen you can see the Rosters option in the menu along the top of the screen. Then select 'My Roster'.

For more information, read: [Employee rosters and unavailability | Work - WorkZone](#)

Additional Resources

[Swag Help Centre](#)

Access all things Swag here, including knowledge base articles and instructional videos.

[Employment Hero Help Centre](#)

The Employment Hero Help Centre provides a suite of articles, videos and additional resources covering both the HR and Payroll platforms.

[Payroll Support Help Centre](#)

Customers using Your Payroll software can access the help centre here.

[Swag Video Tutorials](#)

Are you a visual learner? Access the Video Tutorials here.

[Swag resources for employers](#)

We've created several educational assets to help you launch Swag to your organisation.

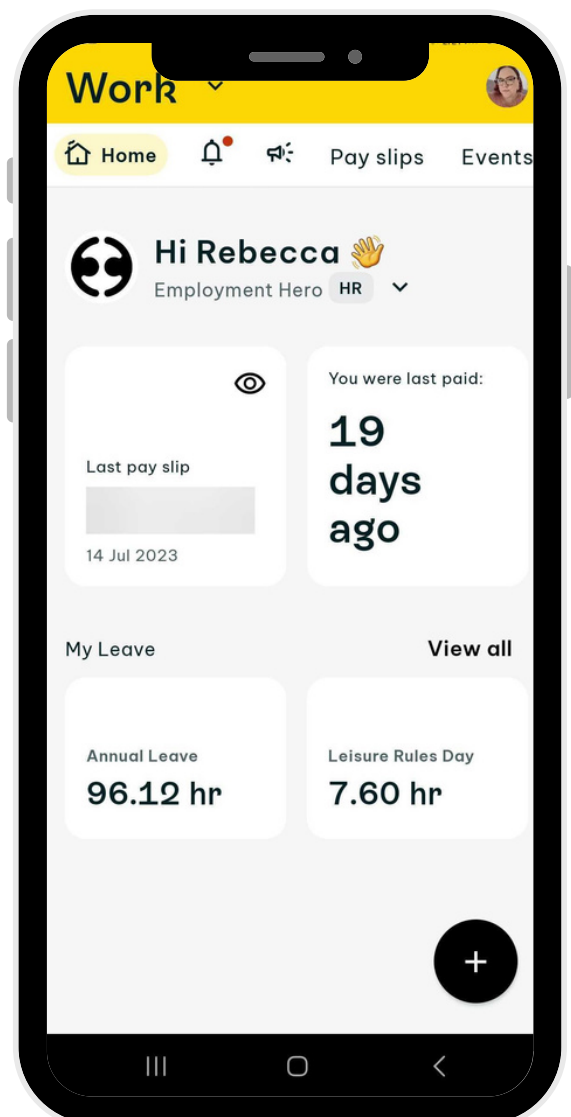
Payroll, made easy

Persona – HR Only or HR+PY



HR Only or HR+PY Swag Work

Events	Induction content
Leave management	Goals
Timesheets (HR Version)	Surveys
Rosters (if PY connected)	Peer feedback
Expenses	Safety
Certifications	Staff directory
Policies	My Profile
Recognition approval	



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Persona – Payroll Only



Payroll Only Swag Work

Leave management

Timesheets

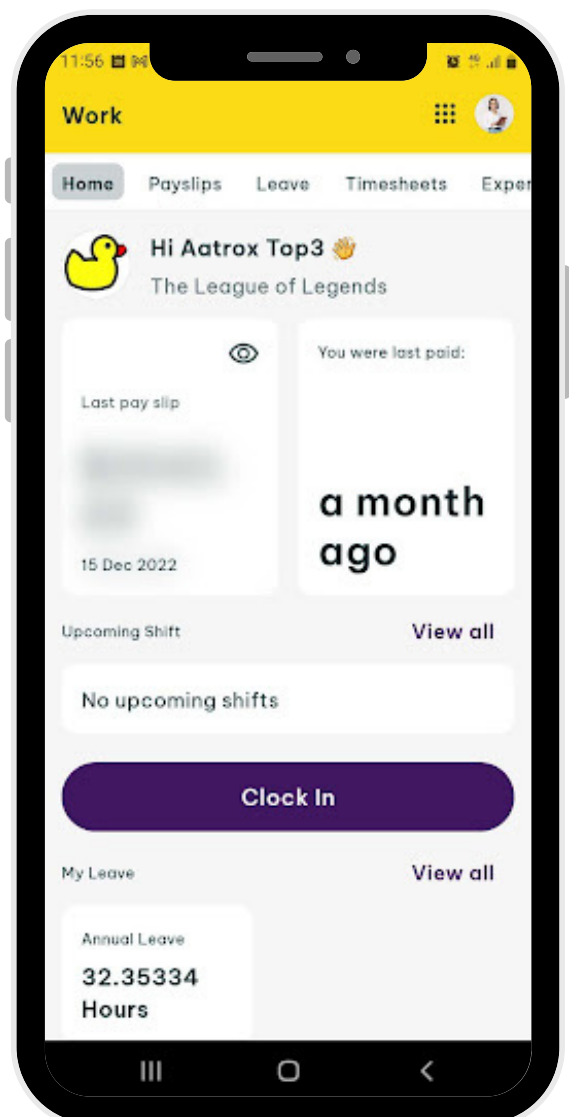
Expenses

Clock in and out and Geo Tagging

My Profile

Payslips

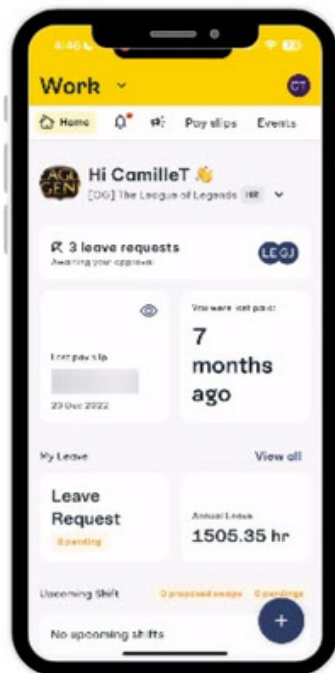
Rostering





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Persona - Beta (HR+PY singular app)



Swag app/EH HR portal

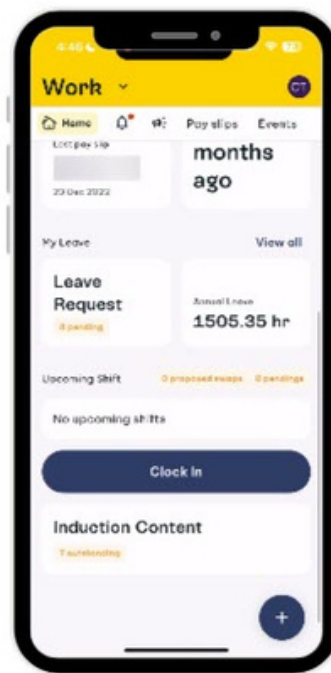
Submit, edit and view Leave

View, acknowledge Policies

Set, view and edit goals

View Documents

+More



WorkZone/Payroll

Clock in via mobile device

Approval by managers in Payroll portal or in app

Capture image for each clock on / off event

Apply rostered start and end time to timesheet

Geotagging