

THE BASICS

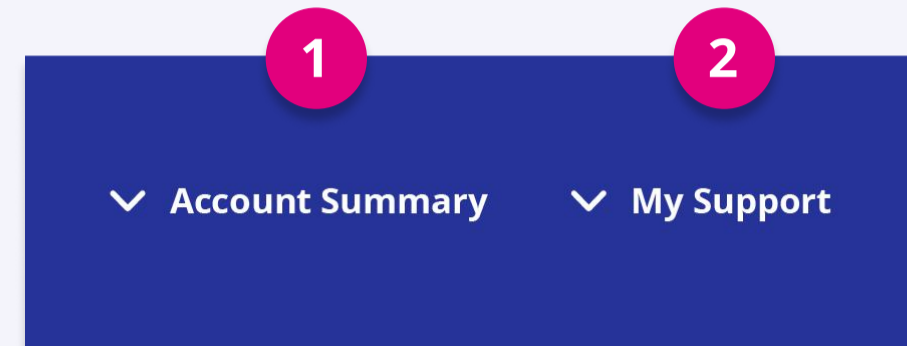
Login to your account

1. Go to www.myvirtualwallet.co.uk and click on My Virtual Wallet - Sign In. Enter your email address and password when prompted.

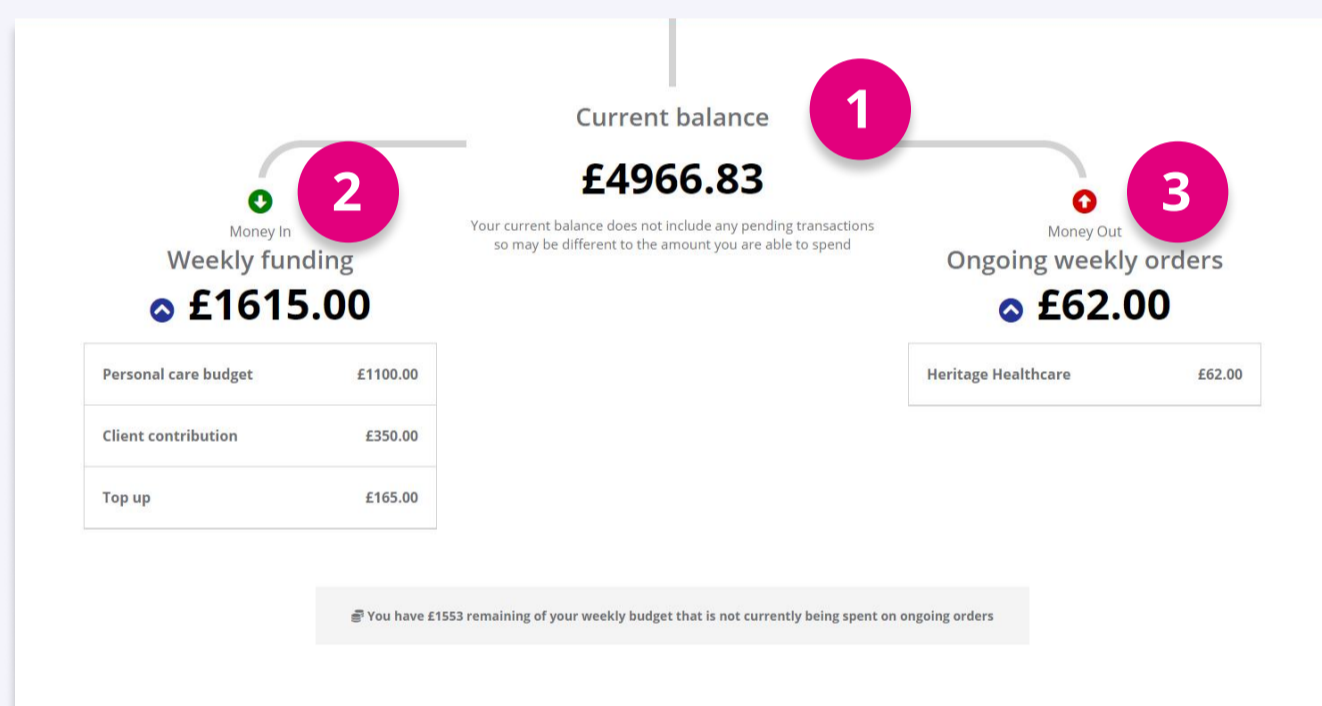
Navigation

There are two main areas, which are shown in the header at the top of the page.

1. **Account Summary** – You can check your balance, budget and all your financial activity.
2. **My Support** – Allows you to plan and manage your support arrangements.



ACCOUNT SUMMARY

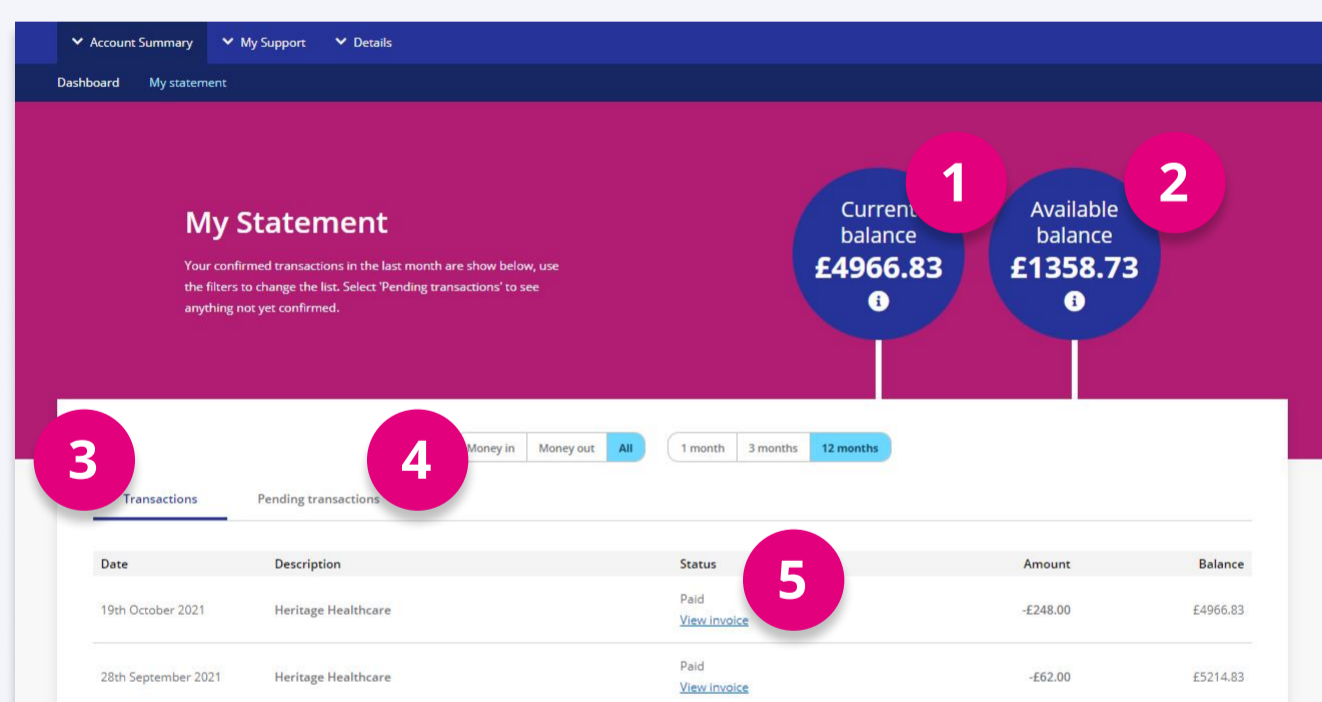


Check your balance and funding

1. The Current Balance is the amount of money within your Virtual Wallet account right now.
2. Weekly Funding will show the money you get from the council or NHS, along with any contributions or 'top-ups' that you make.
3. Ongoing Weekly Orders shows any recurring orders with providers that you have scheduled in Virtual Wallet.

Check your statement

1. The current balance is the amount of money in your Virtual Wallet account right now.
2. Available balance also includes payments in or out that haven't yet been processed.
3. Transactions shows all payments in the time frame selected, either 1, 3, or 12 months.
4. The Pending transactions tab shows the payments waiting to be made.
5. Click View Invoice to see a breakdown of all the services and appointments that the payment covers.



FIND OUT MORE

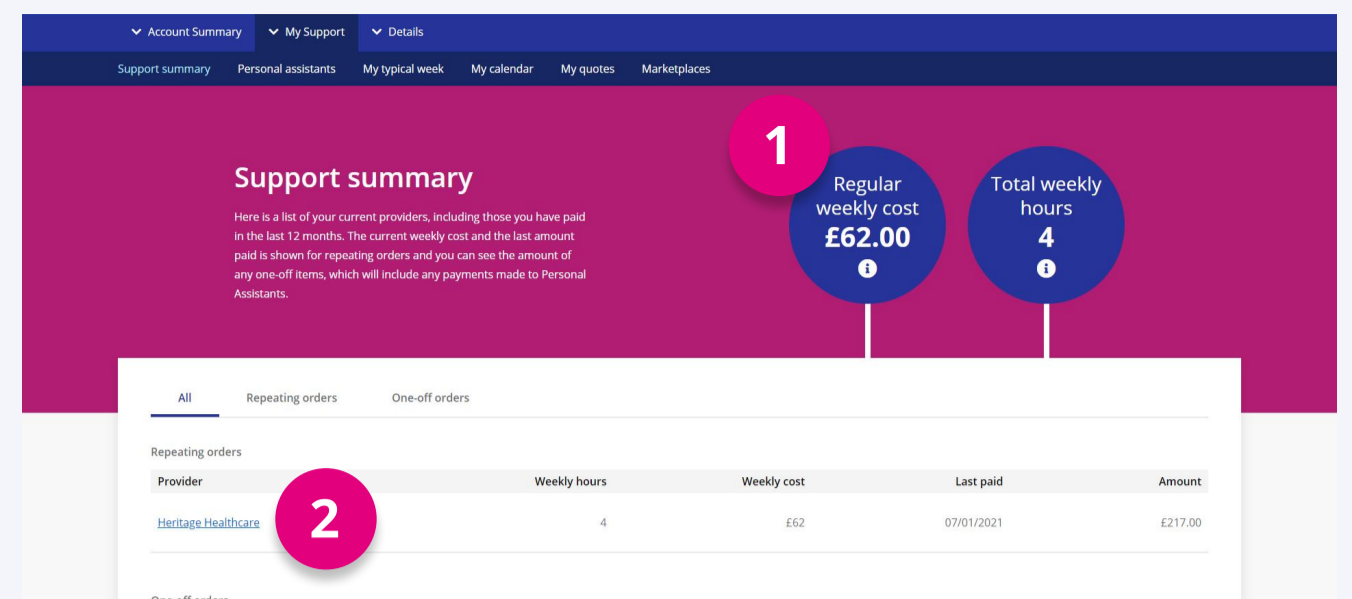
Go to the website support.myvirtualwallet.co.uk for videos and further information about Virtual Wallet.

If you can't find what you need, use live chat to contact us directly. There is a link at the bottom of every page on the website.

MY SUPPORT

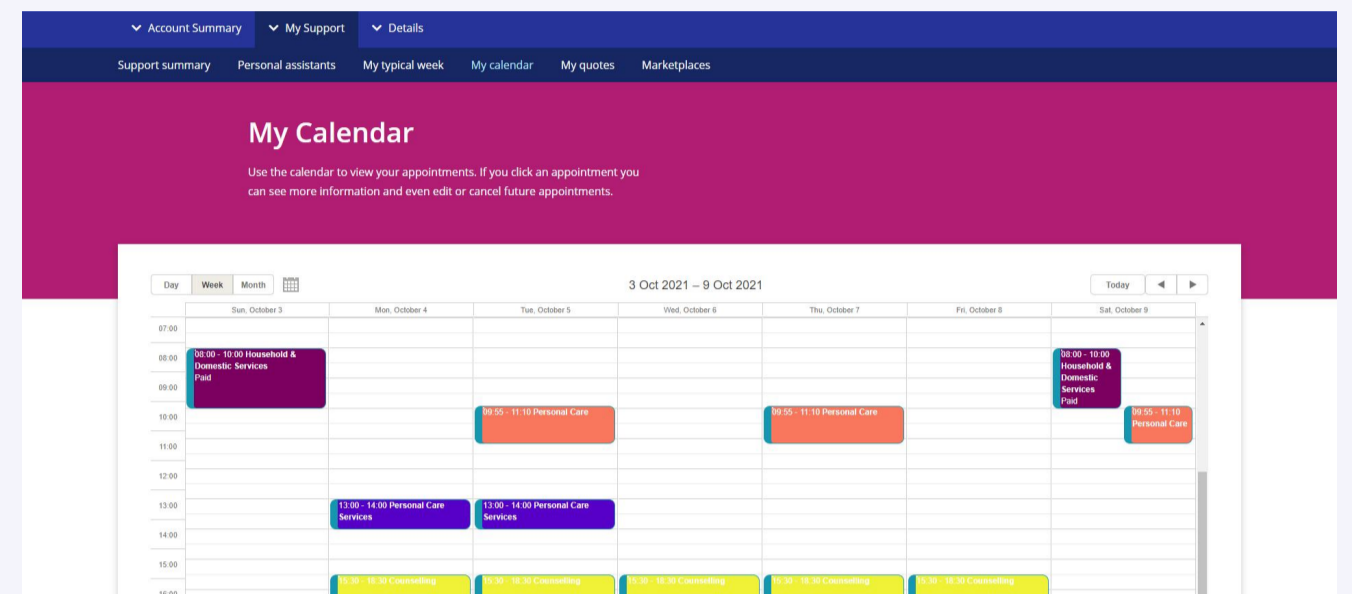
View your Support Summary

1. You can see a breakdown of the your regular weekly support here.
2. Clicking on the provider name allows you to drilldown to see more info.



View your support in My Calendar

This shows you a breakdown of all the support that you receive in a calendar-view, where you can choose to view in Day, Week or Month view.



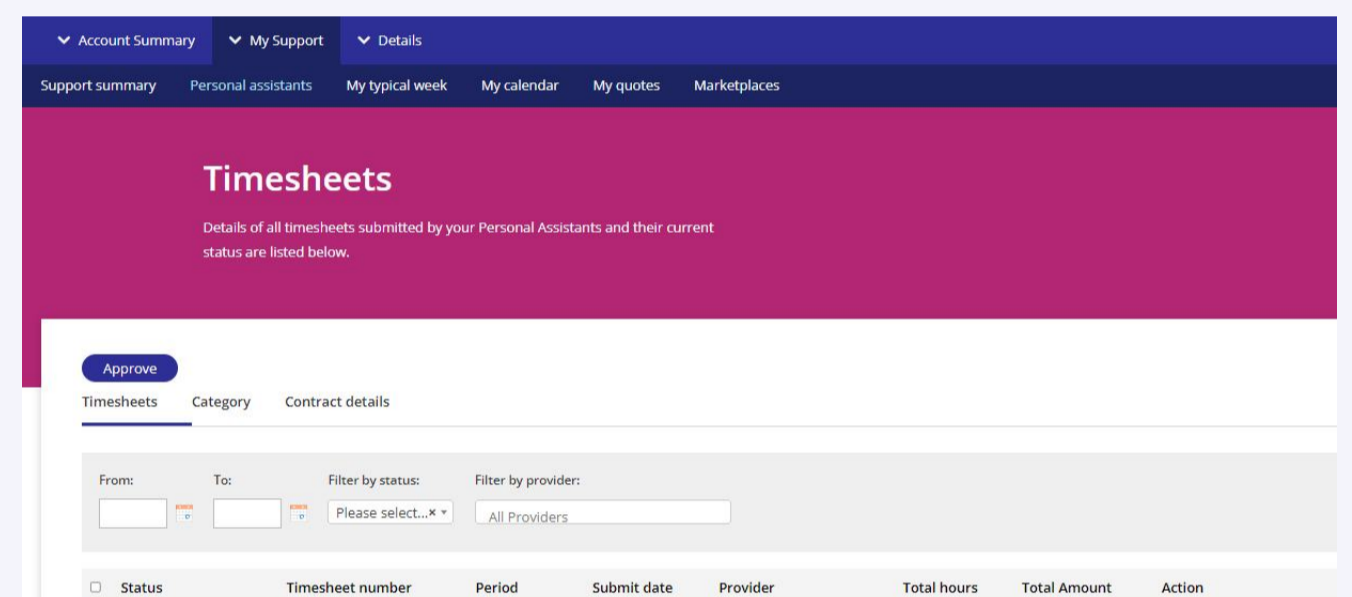
PA timesheets

If you are using a personal assistant(s), they can submit weekly timesheets for your approval. You would view, approve and reject their timesheets here.

Do you know we offer a payroll service?

Find out more by contacting us on the following:

- virtualwalletpayroll@peopleplaceslives.co.uk

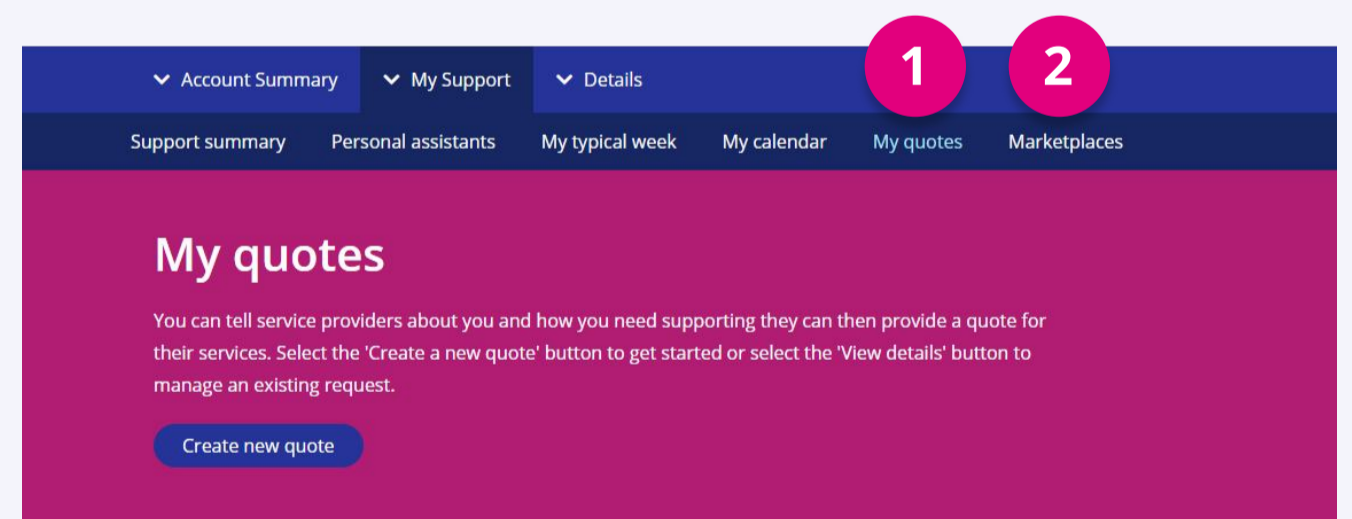


Self service payments

Self service payments can be made available, subject to agreement with your funding authority. If this is something you need, please contact your case manager or practitioner who will raise the request on your behalf if approved.

Find new providers or services

1. Use My Quotes to enter the kind of service you are looking for, and invite providers to send personalised quotes.
2. Marketplace enables you to browse catalogues and to order services from your chosen providers.



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FOCUS ON TIMESHEETS

Who should use timesheets in Virtual Wallet ?

The timesheets in Virtual Wallet make it very simple for your personal assistant(s), to submit their weekly hours for your approval, and provides an audit trail of the services they provide you. This is most useful in these situations:

- When you use VW Payroll as your payroll provider
- When you are acting as your own payroll provider
- When your PA is self-employed

NOTE: If you use a party payroll provider other than VW Payroll, then you should follow their instructions for submitting timesheets. They will send the Virtual Wallet finance team details of payments to make for each payslip.

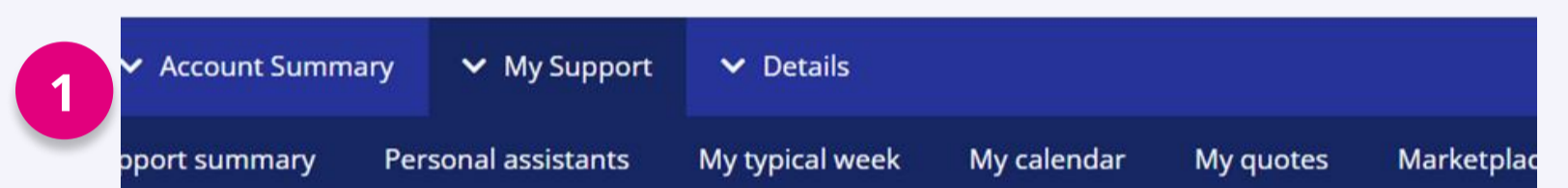
How will you know when there is a timesheet to approve?

You will receive a notification sent by email to the address you have provided us. If you know the amount claimed on is correct, you can approve the timesheet from the email directly. If you are not sure, then log into your Virtual Wallet account.

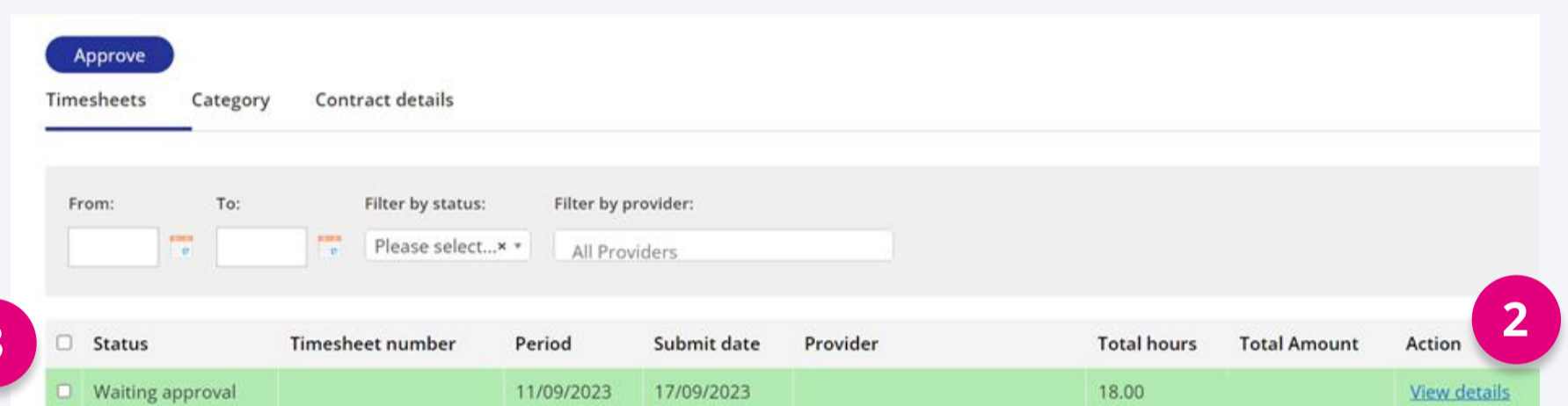
View and approve a timesheet

To ensure that there is no delay in paying the PA's wages, you have 1 day to approve or reject a timesheet. If you don't approve/reject within the time limit, the timesheet will be automatically approved.

1. To review timesheets click on My Support and then click Personal Assistants.



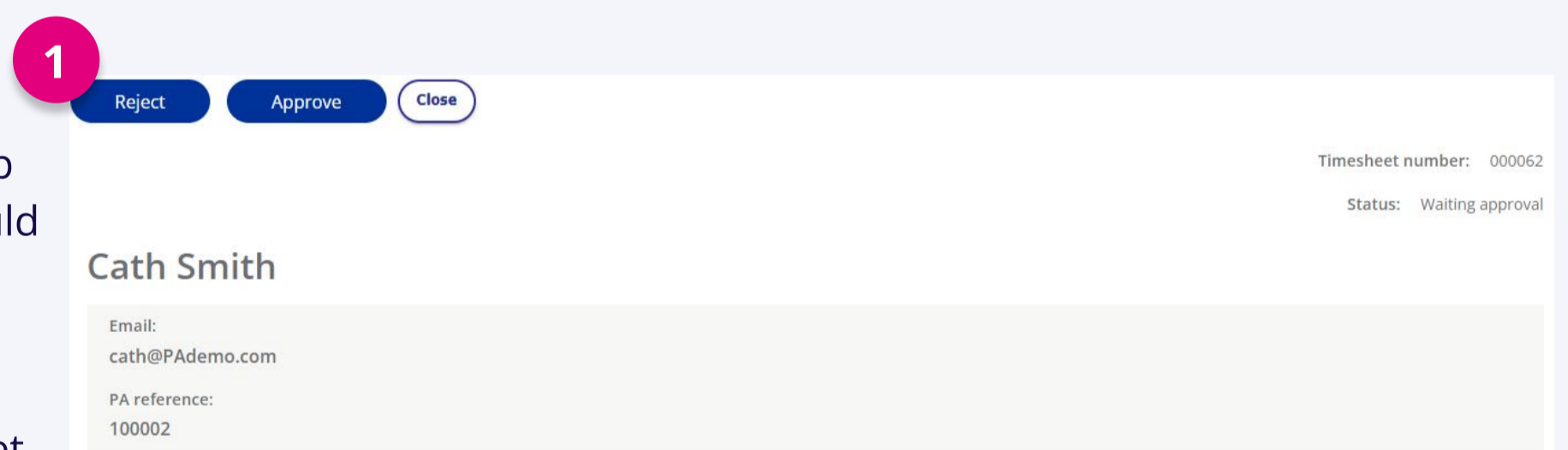
2. You can now either, click to view the timesheet. The open timesheet will show the hours that your PA is claiming and you can approve from there or,



3. alternatively check the box(es) and then click "Approve" to complete the process.

Reject a timesheet

1. If you notice a mistake in the hours that are being claimed, click "Reject". A pop-up box will then appear into which you should enter the reason for rejecting the timesheet.



Your PA will be notified that the timesheet has been rejected so that they can change and re-submit it.

If you use VW Payroll, all wages for approved timesheets will be automatically paid from your Virtual Wallet account. Follow the link below to the support hub where you will find more information about VW Payroll and VW Payroll Plus, which includes PA insurance cover.

FIND OUT MORE

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