



Frequently Asked Questions (FAQs) - eSchedule

1. What is the Employee Portal?

The employee portal is an online, self-service portal where you can confirm your schedules via eSchedule, access important Kelly Service websites, and contact your Kelly Representative – anytime and anywhere. You can find the employee portal online at www.kellyservices.us/infinityfoods

2. How do I confirm my schedule?

Step 1: To confirm your schedule at Infinity Foods, select the eSchedule button on the employee portal homepage. You will be taken to an alphabetical (by last name) list of all Kelly employees at Infinity Foods. You can scroll through the listing to find your name and schedule. Review the schedule listed and select Confirm on the right.

Step 2: You will be taken to an eSchedule Confirmation page where you will enter your Full Name and Clock Number (Last 4 digits of your Social Security Number). By checking the checkbox you are confirming your scheduled shifts at Infinity Foods. You understand that failure to report for all confirmed shifts may result in disciplinary action up to and including termination. Once you've completed the confirmation form select Confirm. Your confirmation will be submitted to your Kelly Representative immediately and you will be expected to report for all shifts as scheduled.

3. What is the timeframe that I can confirm my schedule?

The eSchedule is updated daily for employees to review and confirm between the hours of 11:30am and 11:00pm. Failure to confirm your hours by 11:00pm will result in removal from any unconfirmed shifts.

4. How many days are available to view on the eSchedule?

Employees can view a 4 day window on the eSchedule. Those days shaded in Grey have been previously confirmed, but are available for reference. Employees are confirming the 4th day always which will be unshaded.

5. How to do I view the eSchedule from my smartphone or tablet?

A PDF Viewer application is required to access the eSchedule. Most new devices (Apple, Android, Windows) come standard with a PDF Viewer application integrated into their web browser. We recommend using Google Chrome to access the eSchedule. If your device will not load the eSchedule, you can download the free Google PDF Viewer from your applications store as well as Google Chrome if not already installed. These two applications work together to support the eSchedule.

6. It is loading an old version of the eSchedule. How to view the most current version?

Some web browsers store files of recent webpages, called cookies, to reduce load times and data usage. Unfortunately, because the eSchedule is updated frequently cookies can cause issues when viewing the current eSchedule. If you find that you are viewing an outdated eSchedule you'll want to clear your cookies from your device. For instructions on how to do this visit <https://help.yahoo.com/kb/SLN14733.html>.