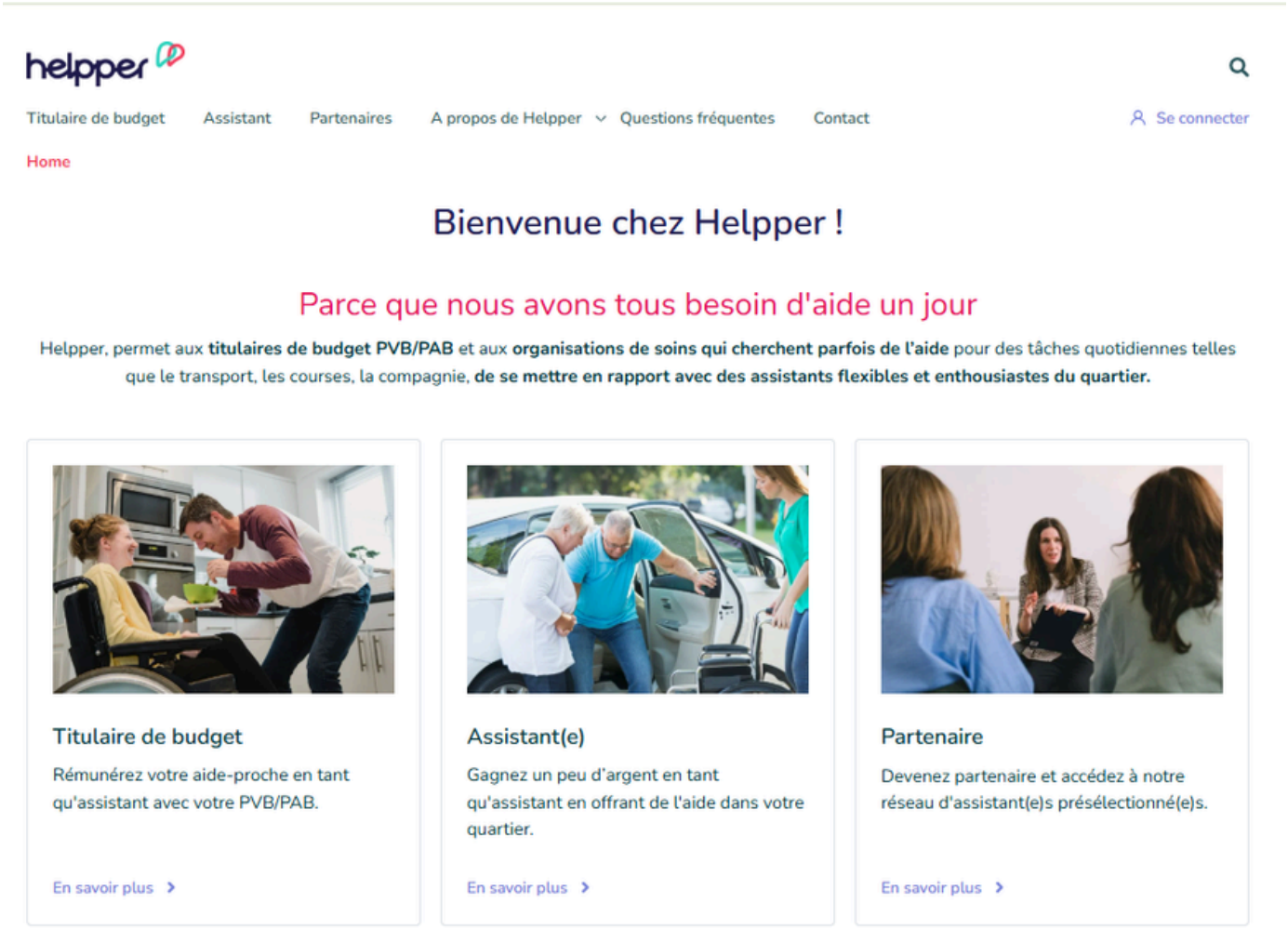
How-to: Using Helpper



Helpper is a Belgian platform that connects people who need assistance with people willing to provide it.

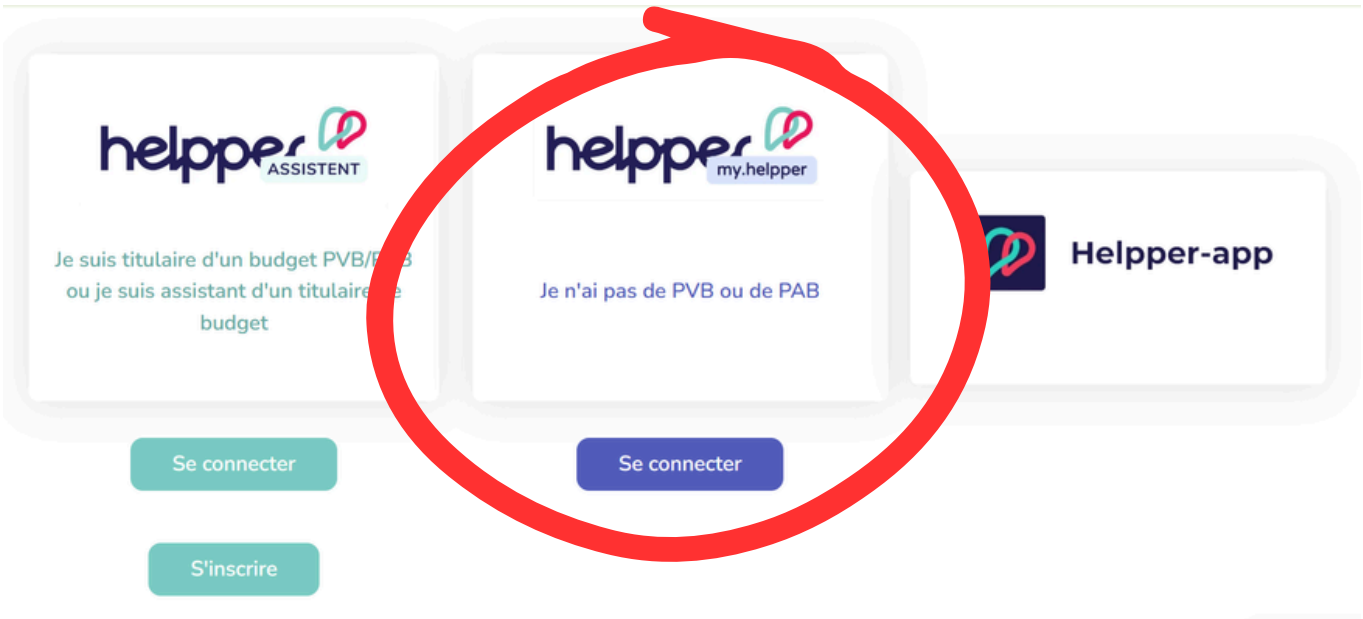
Helpper is currently available only in French or in Dutch.

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Signing up on Helpper



The PVB/PAB is the personal budget granted to people officially recognized as disabled by the Belgian state. Since European Solidarity Corps (ESC) volunteers are not Belgian and are in Brussels only temporaily, they do not receive it. Therefore, you should select the middle option, “Je n’ai pas de PVB ou de PAB”, and click “Se connecter”.

Keep in mind that, since you will need to create an account in your name (even if ENIL will cover the cost of your Personal Assistants), you might be able to keep the personal budget your home country is providing you with and use it for the support you receive through Helpper. Make sure to ask before you leave your home country.

Signing up on Helpper

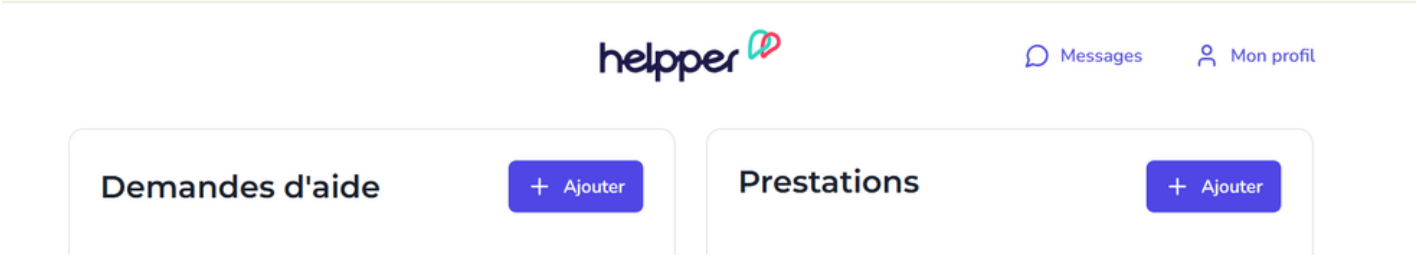


In the next window, put your email address (your personal one) and set up a password.

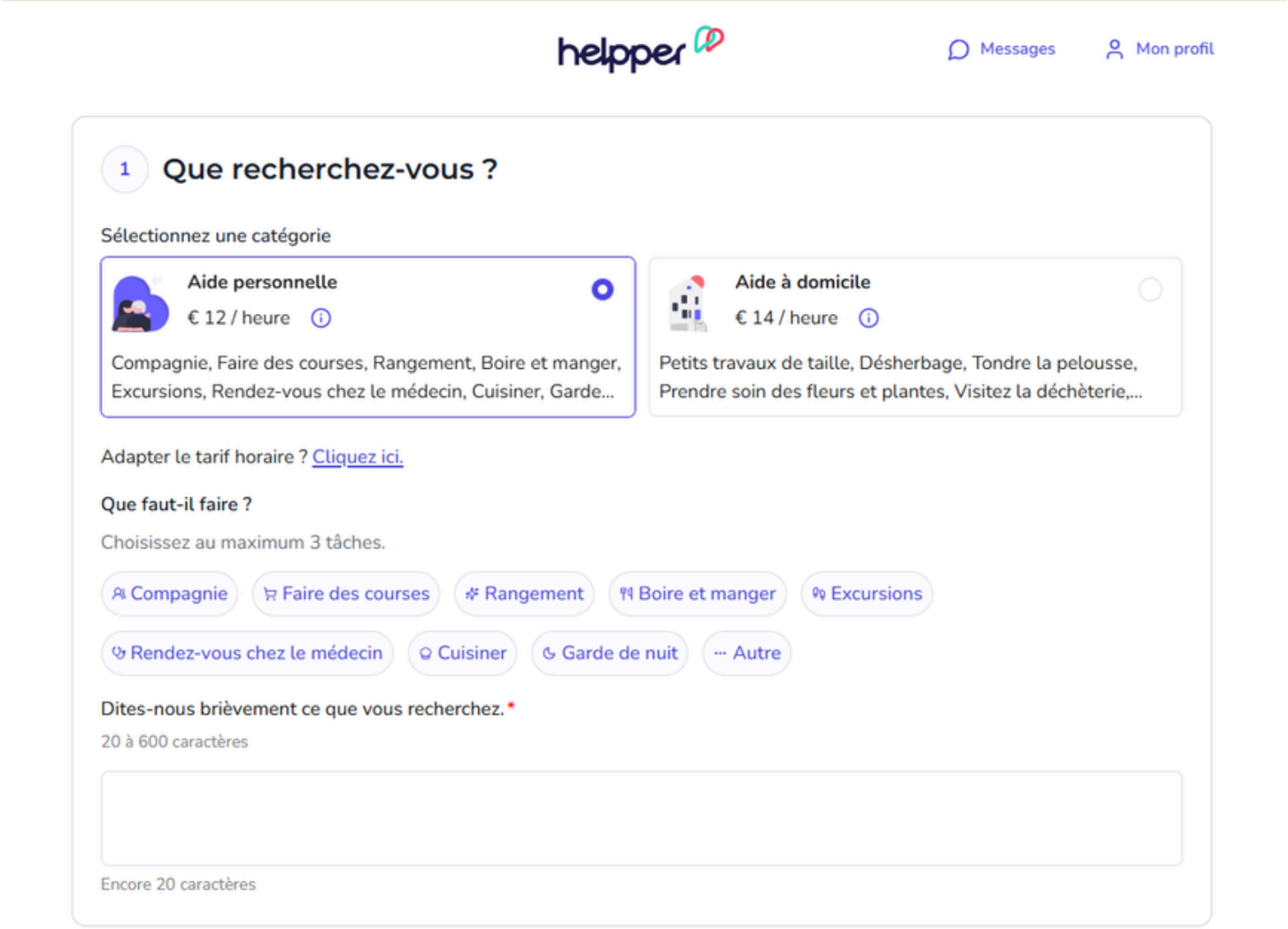
Remember!

You need to enter a Belgian phone number in order to finalize your account. You can ask permission to use ENIL's, and then send an email to hello@helpper.be asking them to put a note on your account with your actual phone number. You can also write to them in English.

Creating a “Demande d’aide”

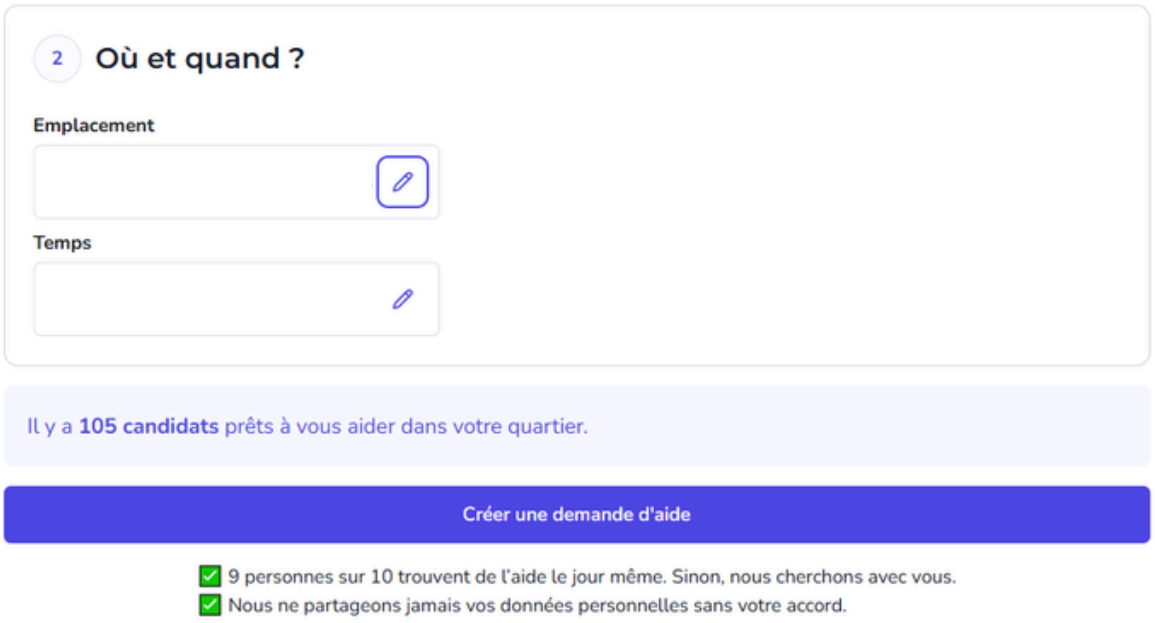


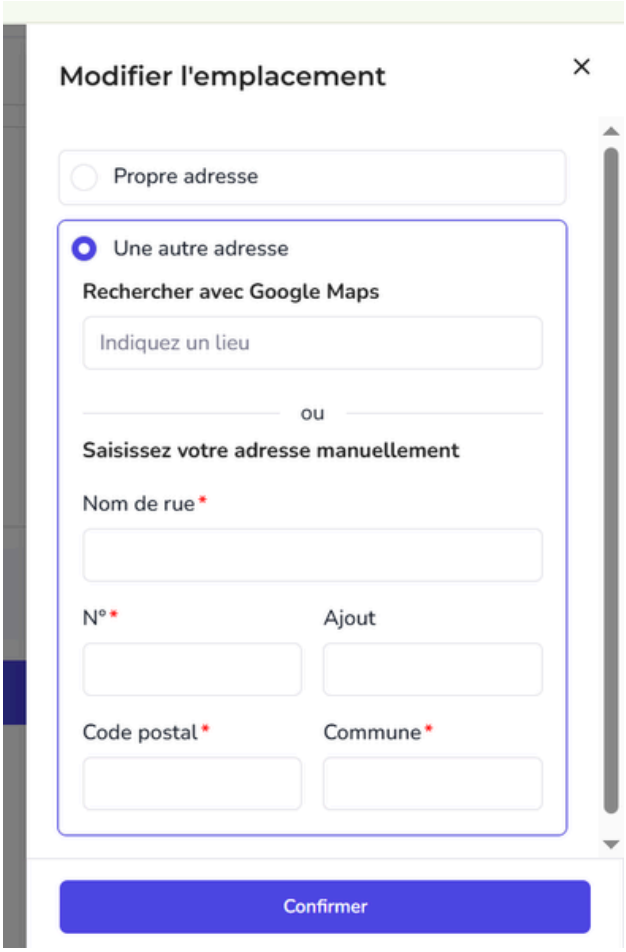
Once you have created your account, you have two options. The first is to create a “helping request”. To do so, you have to use the box in the upper left corner of the screen and click “Ajouter”.

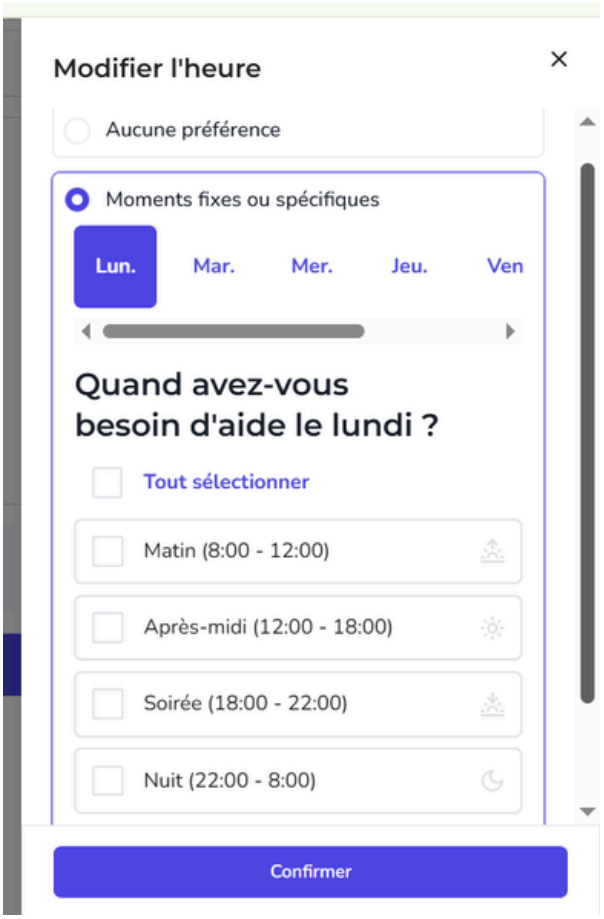


Creating a “Demande d’aide”

After adding the details of your request, you need to specify where (“Emplacement”) and when (“Temps”) you need support by clicking on the “pen” icon.







Creating a “Demande d’aide”

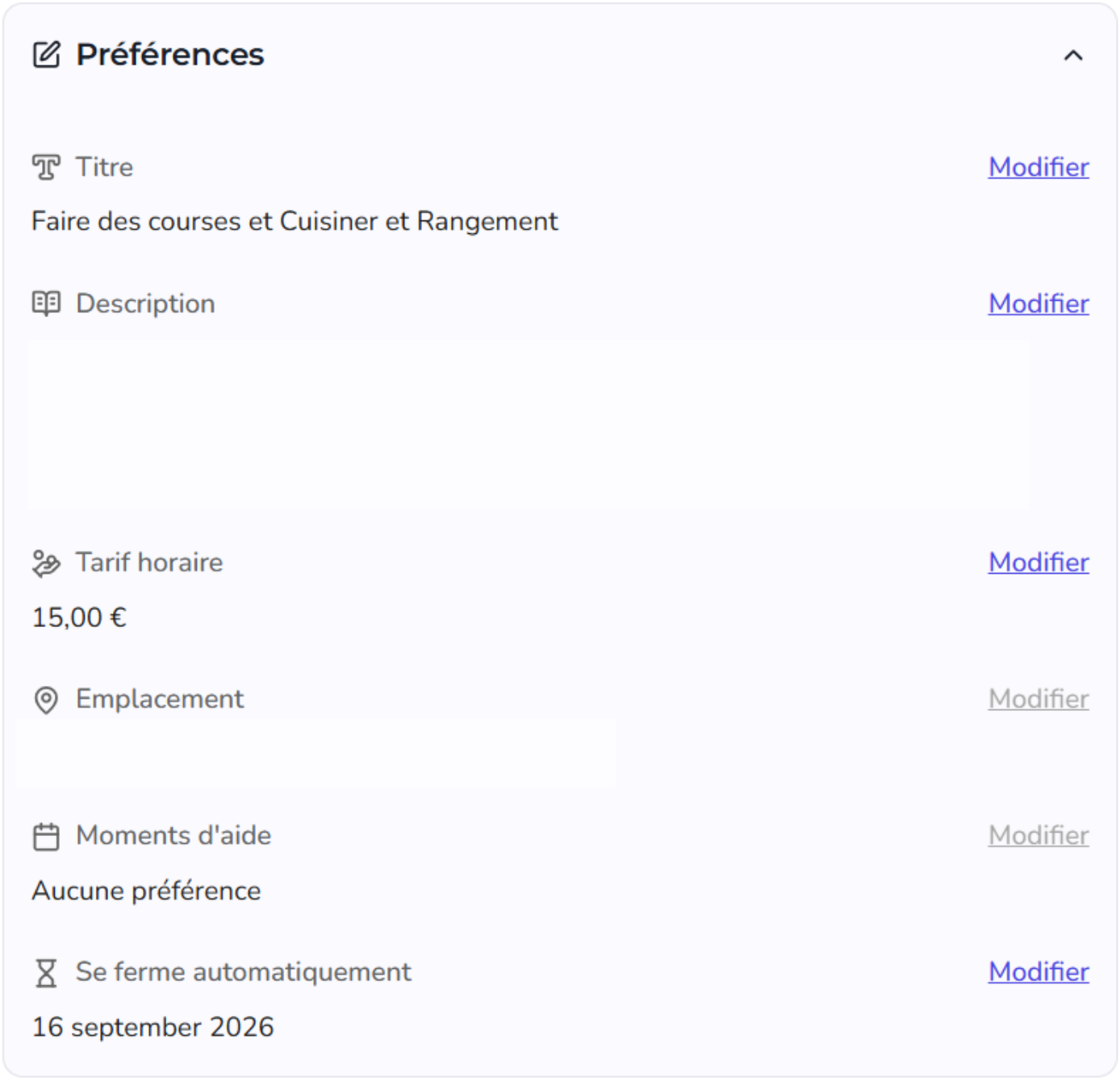
Once you have filled in all the details, click “Créer une demande d’aide”. Your request will be automatically sent to all the people who have an “assistant” account in your surrounding area.

You can create more than one helping request. You can see them all by clicking “Consultez toutes vos demandes d’aide” from the homepage.

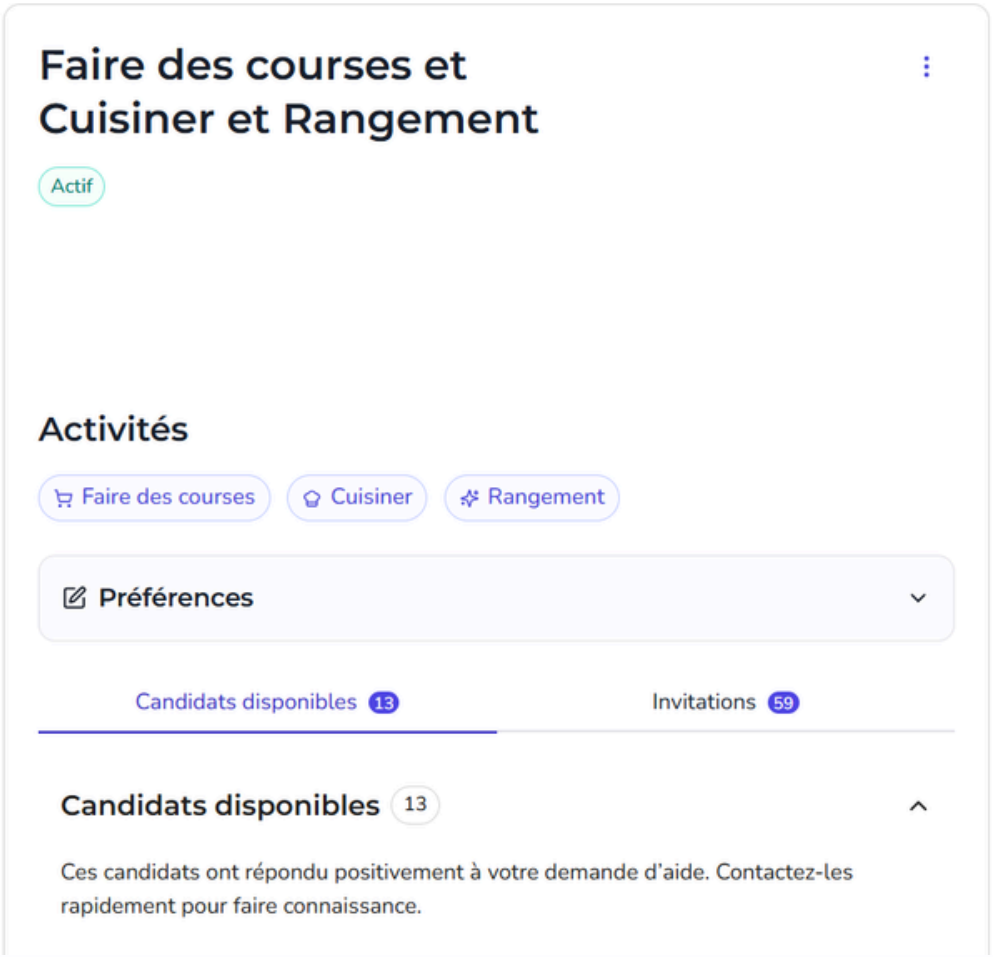


Creating a “Demande d’aide”

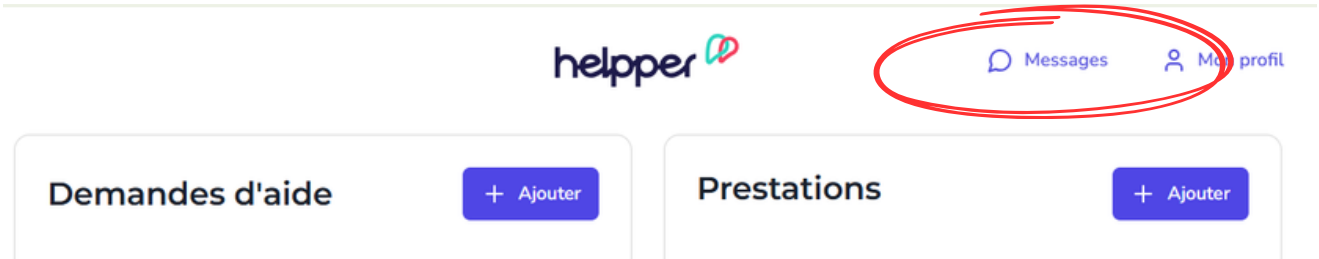
By clicking on your request and then on the three dots in the upper right corner or on “Préférences”, you can also modify some of its details after creating it.



Creating a “Demande d’aide”

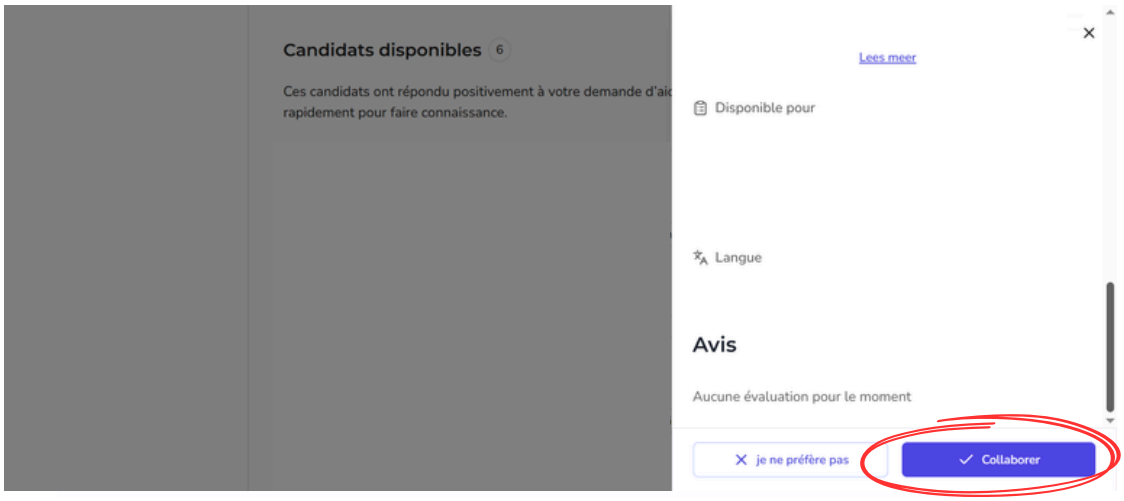


Below the “Préférences” section, you can also see how many people responded positively to your request. You can learn more about them by clicking on “Plus d’info” and get in touch with them by clicking “Discuter” under their name. You can find all your conversations in the “Messages” section on the homepage.

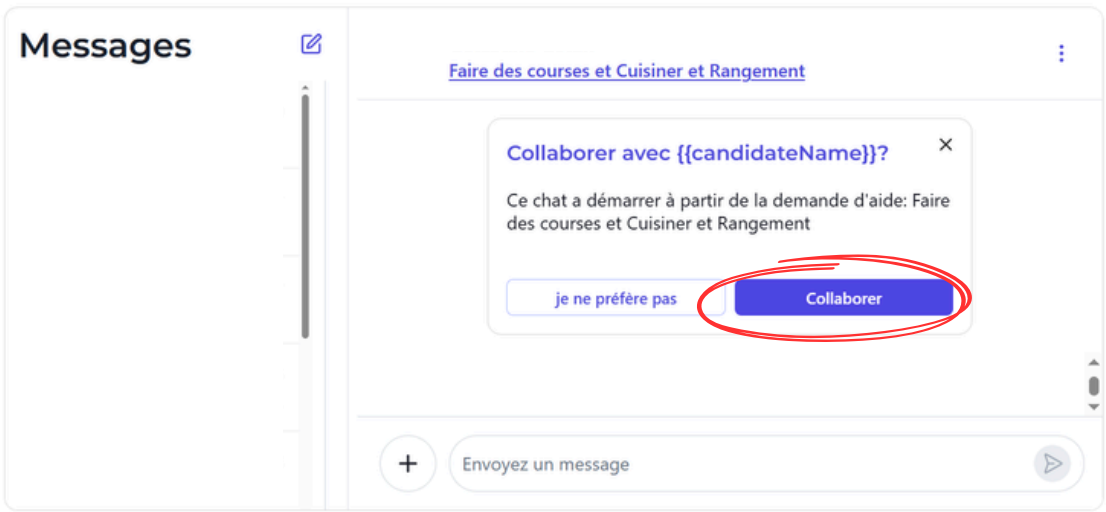


Starting a collaboration

Once you have found a candidate that you like and with whom you would like to start a collaboration, you can click on “Plus d’info”. In the lower right corner of the window that opens, you just need to click on “Collaborer”.

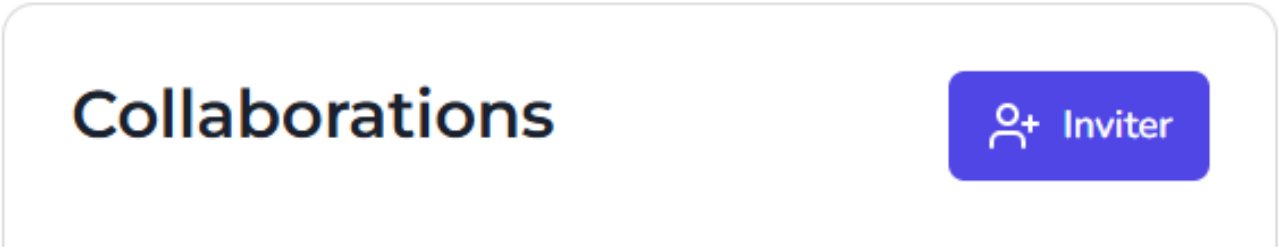


If you would like to start a collaboration with a candidate with whom you have messaged, you can also go to the “Messages” section, open the conversation with that person, and click “Collaborer” in the window that automatically opens.

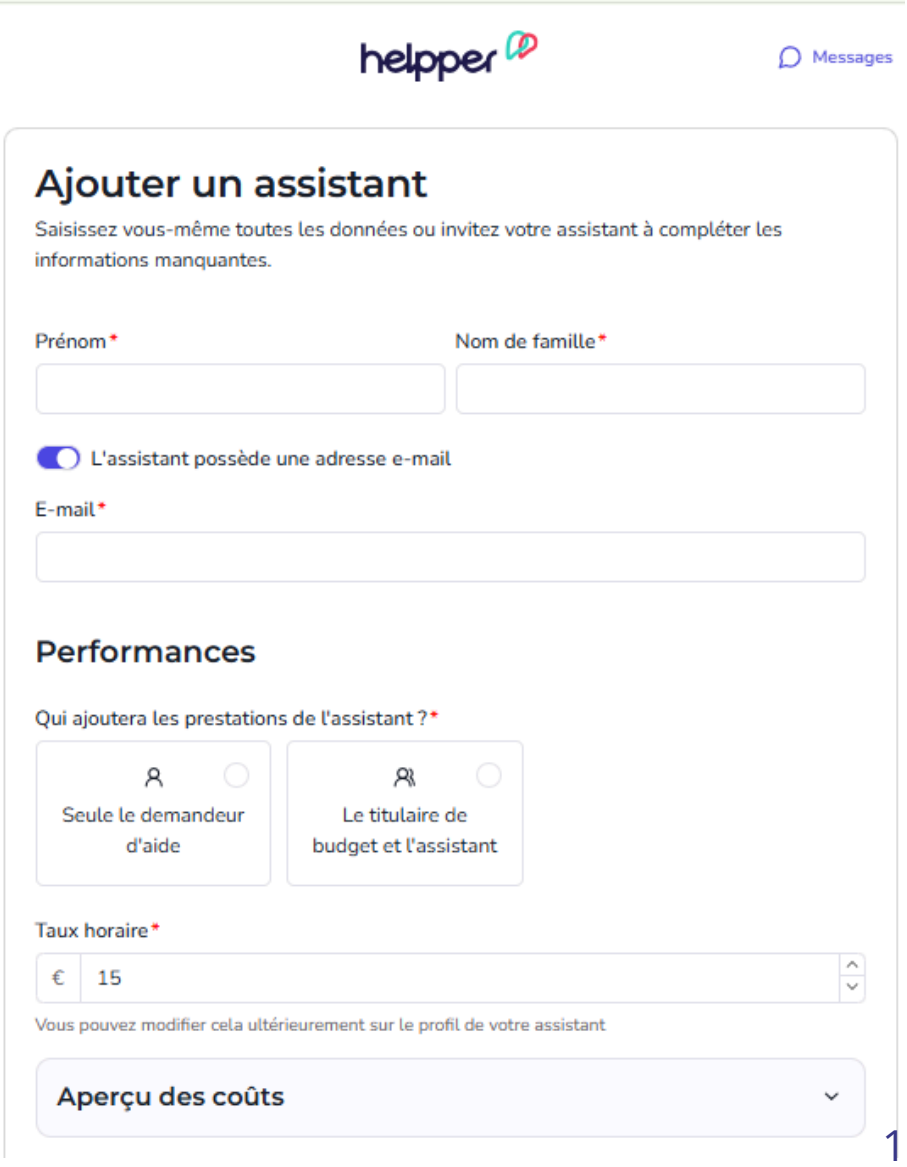


Inviting someone to be your PA

The second option you have is to invite someone you know to be your PA on Helpper - for example, someone you interviewed after posting an ad on other channels (e.g. Facebook groups). We would actually recommend that you look for your PA(s) using both methods.



Go to the homepage, click “Inviter” in the “Collaborations” section - which is below the “Demandes d’aide” section - and fill in the details of the person you would like to invite.

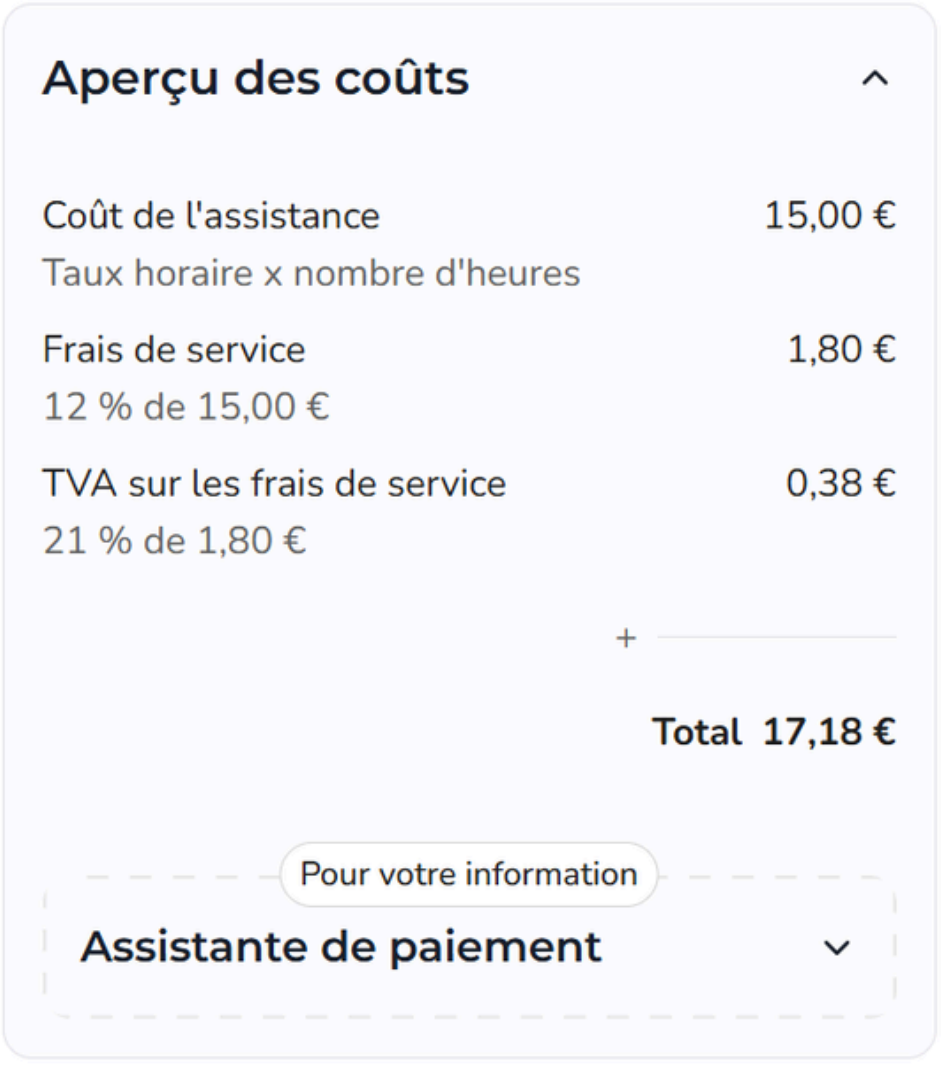


Inviting someone to be your PA

Remember that it is up to you as the “user” to decide if you are the only one who can add service sessions or if your PA can also add them. Once you have made that decision, you need to set the hourly rate for your PA (you can also modify it later).

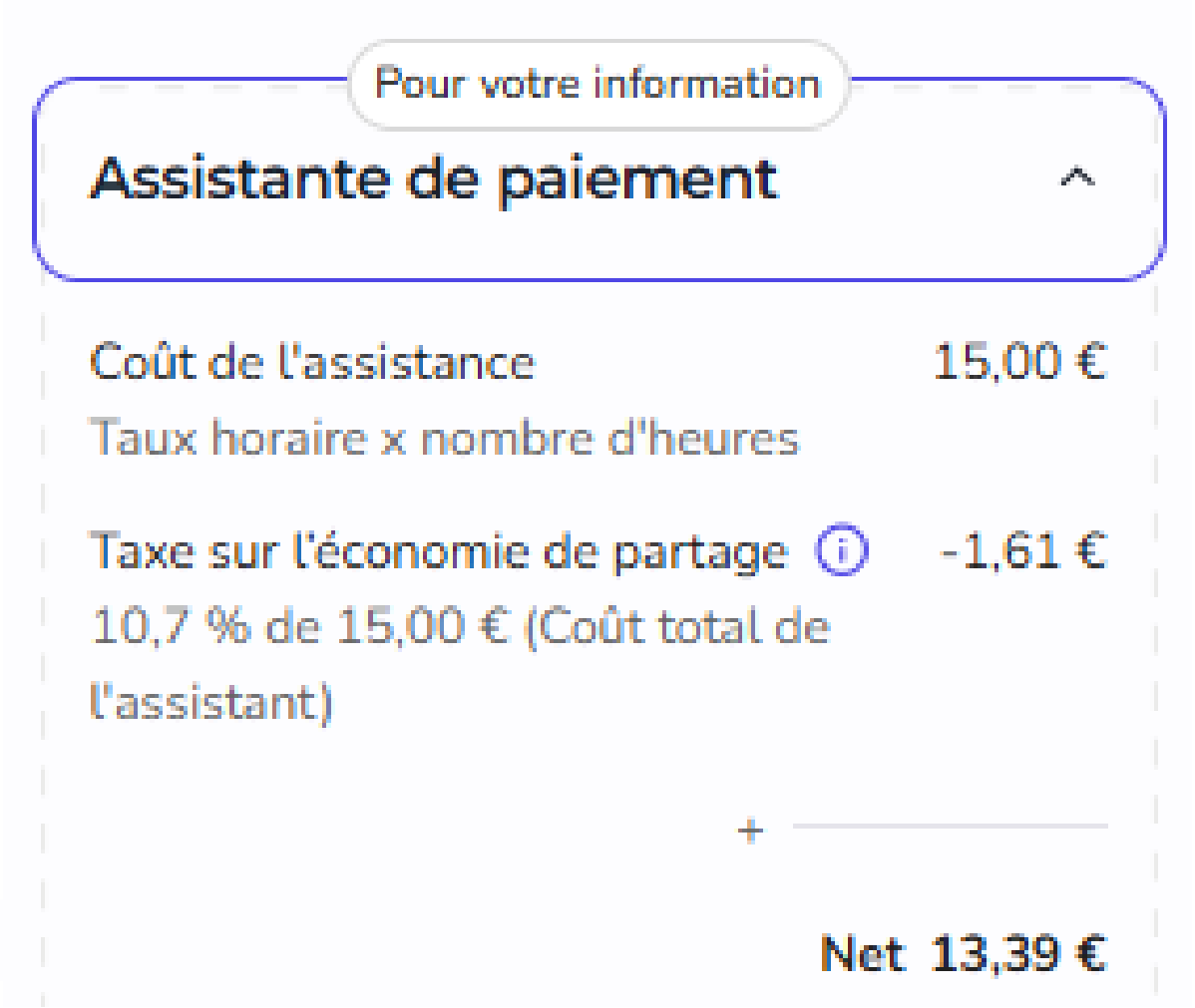
If you do not have an active paid subscription to Helpper, platform fees will be added to the hourly rate.

For example, if you pay your PA(s) €15/hour, your actual cost will be €17.18/hour." Click “Aperçu des coûts” to view your actual total cost.



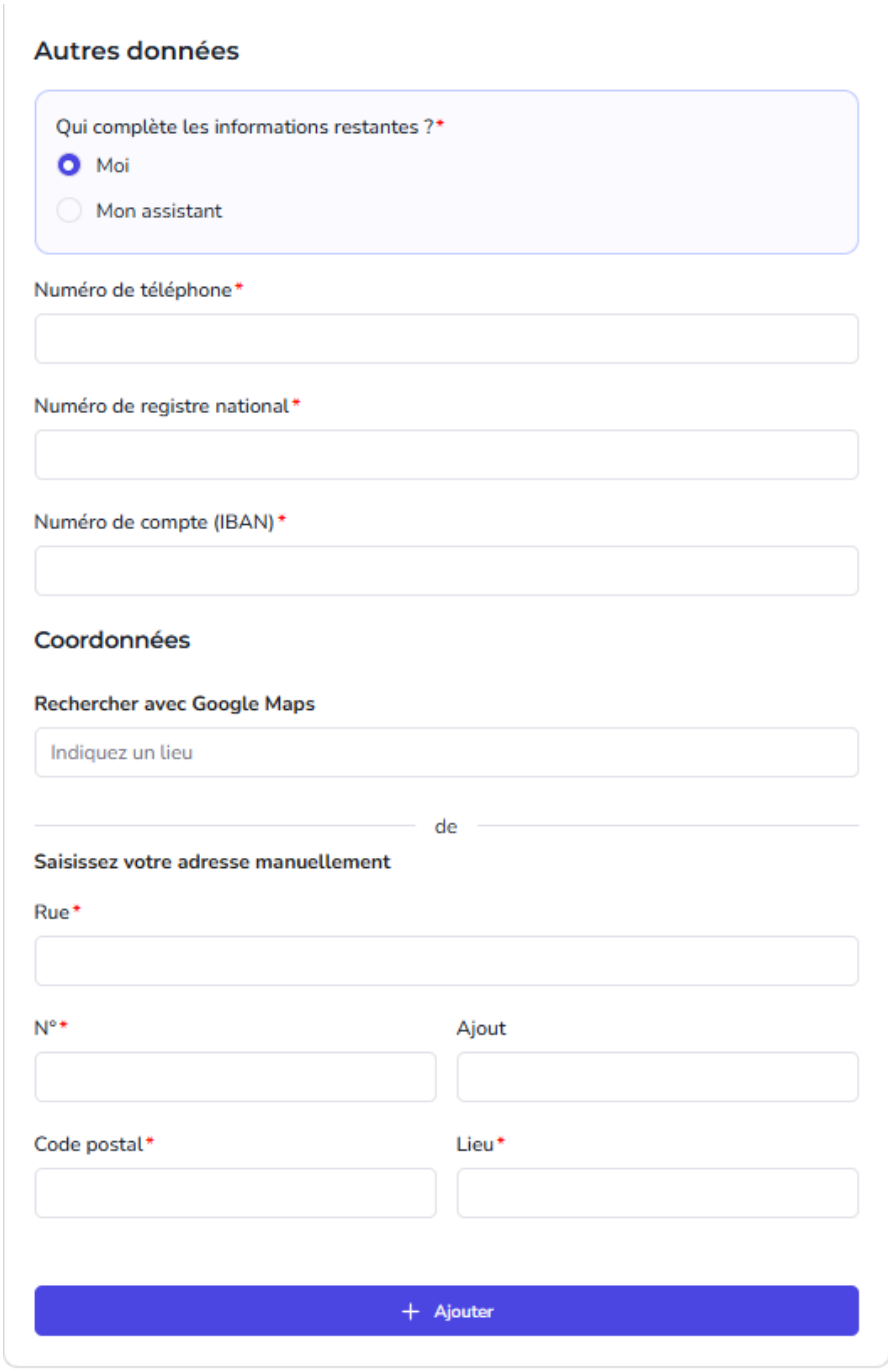
Inviting someone to be your PA

Keep in mind also that your PA(s) will not receive this exact amount, as taxes (10.7%) will be deducted by Helpper. The total will vary depending on whether or not you have a paid subscription to Helpper.



For example: if you decide to pay your PA(s) €15 (and you have a paid subscription!), they will actually receive €13.39.
You can see how much your PA(s) will actually receive by clicking “Assistante de paiement”.

Inviting someone to be your PA



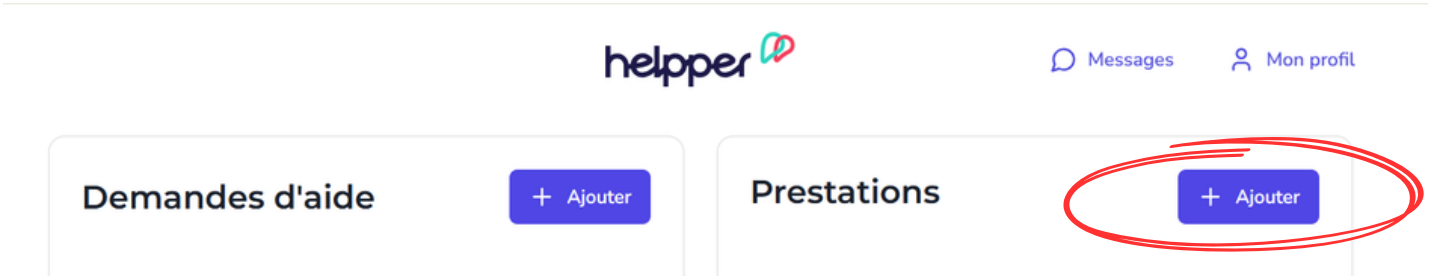
Next, you can decide whether you want to fill in your PA's remaining details yourself, or if you prefer to let them do it. Once you are done, click "Ajouter". Your invited PA will receive an email with a link to finalize their account. If they sign up using that link, the two of you will be automatically "matched".

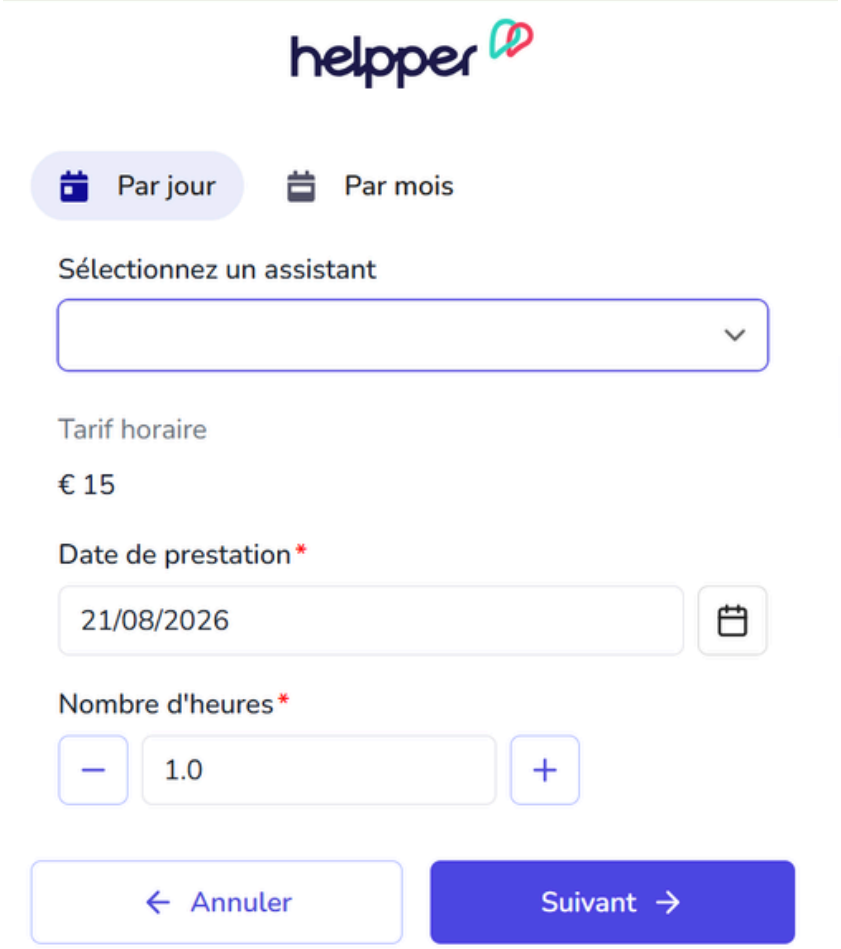
Just as you needed a Belgian phone number to finish setting up your account, your PA will need one as well. If your PA does not have a Belgian phone number or bank account, email hello@helpper.be with their details. The Helpper team will manually create the account and link it to yours.

Logging a service session

Once you have started a collaboration, whether it is with a Helpper candidate or with one of your invitees, it is time to log your service sessions (especially if you have not given your PA permission to do it).

First, go back to the homepage and click “Ajouter” in the “Prestations” section on the right.

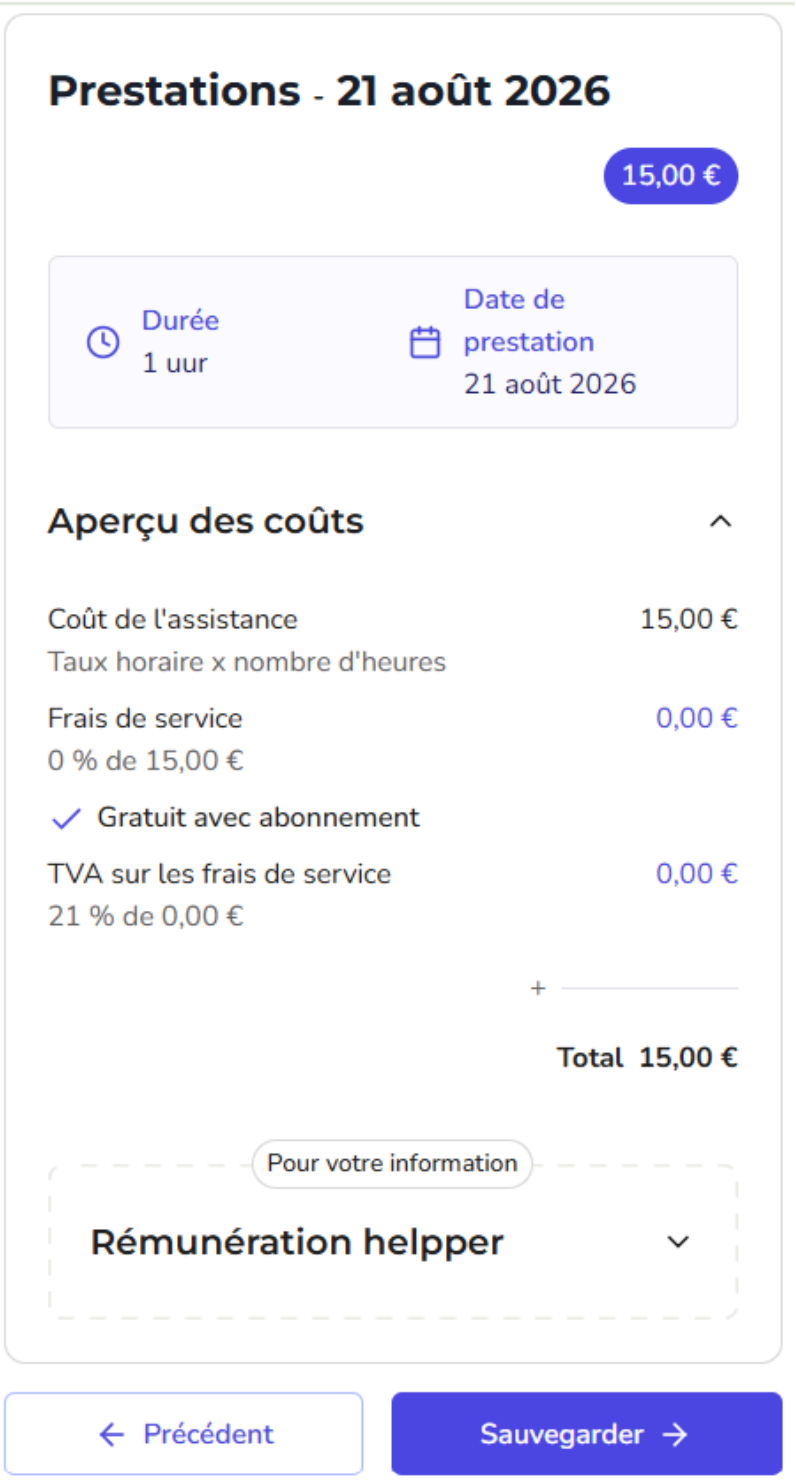




You can add service sessions one by one or once a month (but this means that you and your PA(s) need to take track of their shifts elsewhere. If you decide to do this, we advise you and your PA(s) to sign and countersign the shift records).

Logging a service session

Keep in mind that the minimum session lenght on Helpper is half an hour and that you can also add sessions that are, for instance, 1.5; 2.5; etc. hours long.



Once you have filled in all the details, Helpper will show you a summary. If everything is correct, you can confirm the session by clicking “Sauvegarder”.

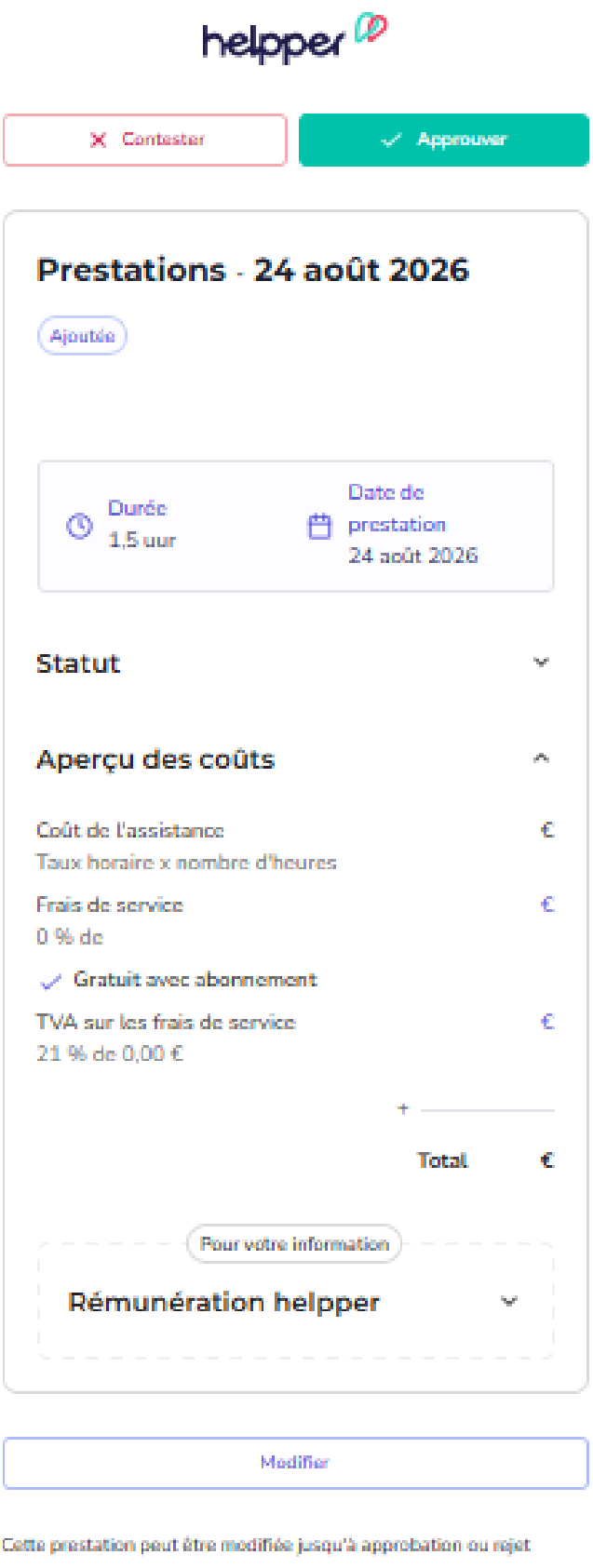
Approving a service session

Sessions you log yourself are confirmed automatically. However, if you've allowed your PA(s) to submit sessions, you will need to manually approve them. You will receive a homepage notification—and an email follow-up—whenever a session is pending your approval.



You can confirm pending sessions by clicking “Consultez-les ici” in the notification or by selecting any session labeled “Ajouté”.

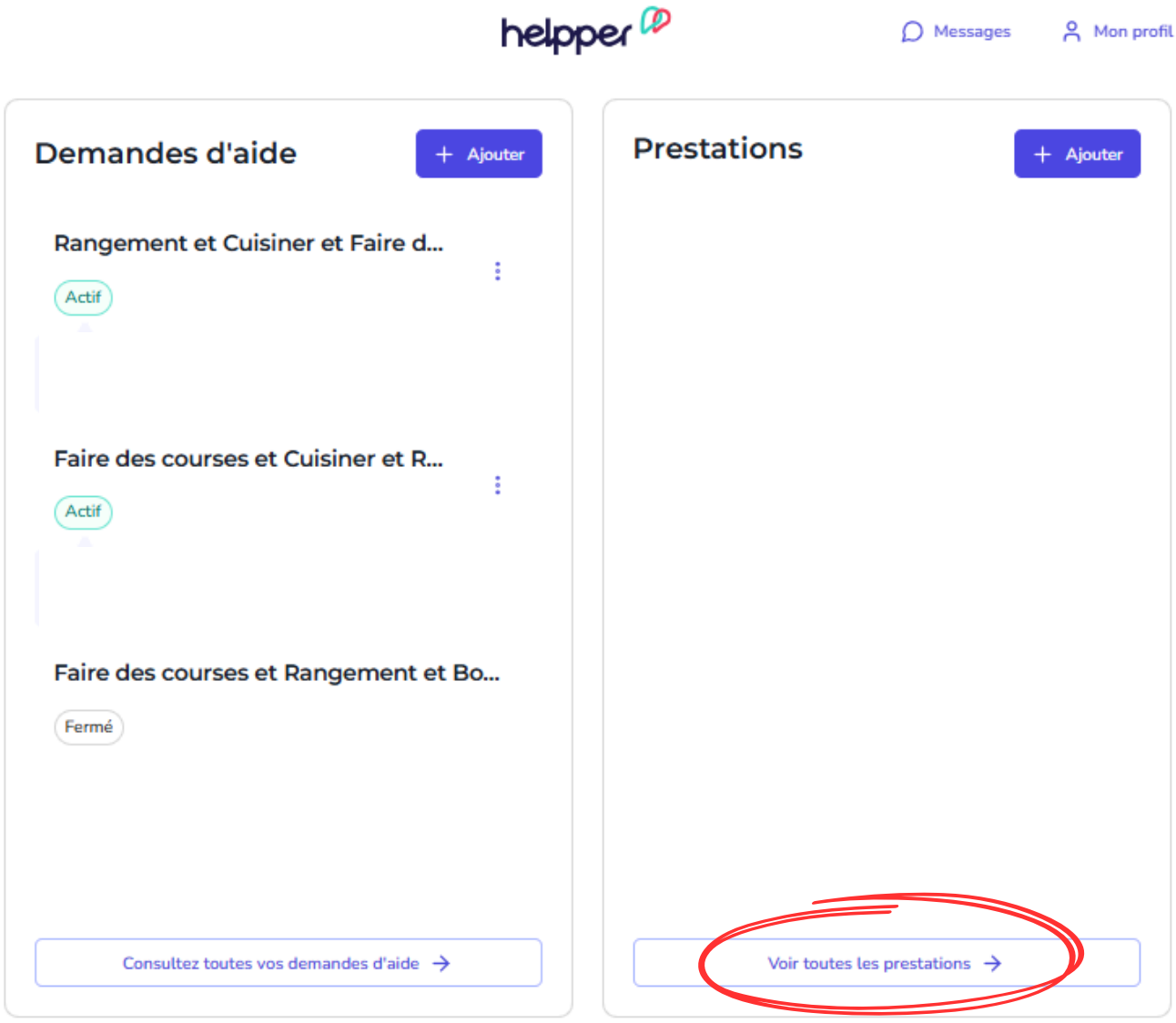
Approving a service session



Helpper will now display a summary of the selected pending session. You can reject it (“Contester”), edit the date and time (“Modifier”), or approve it (“Approuver”). If you make any edits, be sure to click “Approuver” afterward to finalize the changes.

TIP! Letting your PA log their own service sessions is a great way to stay aligned on working hours. It fosters collaboration while ensuring you always retain final approval!

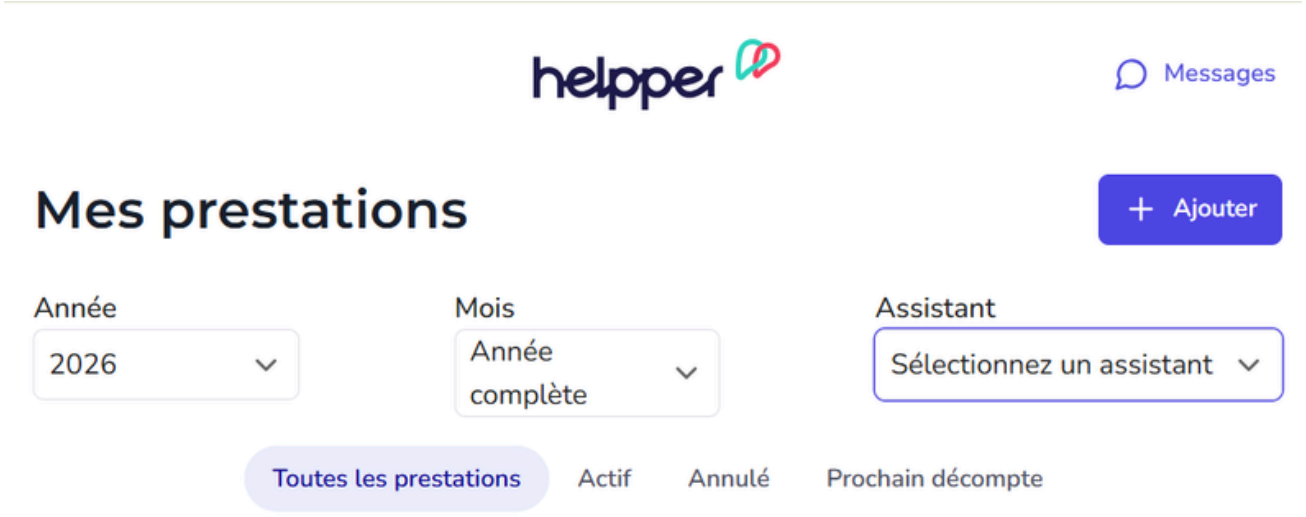
Monitoring your service sessions



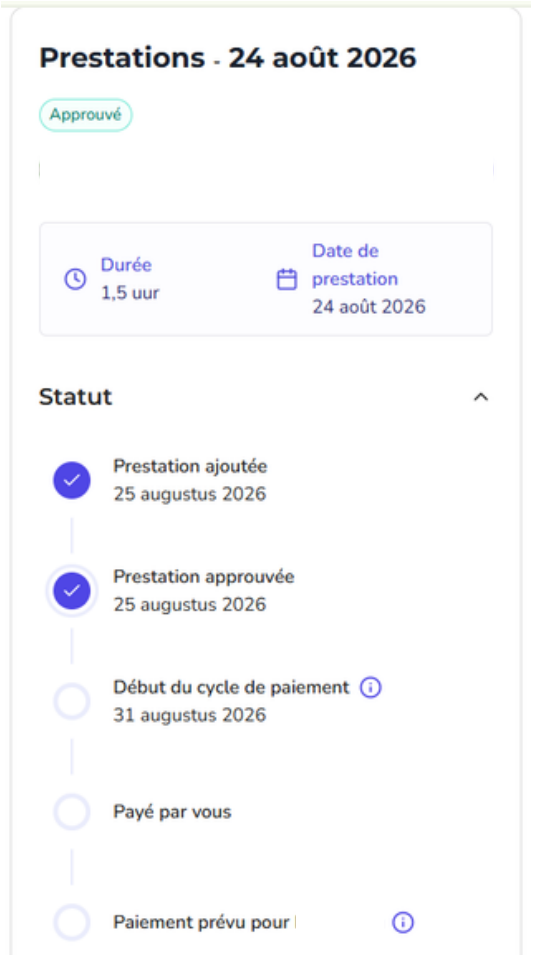
To see the complete list of service sessions, click “Voir toutes les prestations” at the bottom of the “Prestations” section on the homepage.

Monitoring your service sessions

Here you can also filter them by year, month, and assistants.

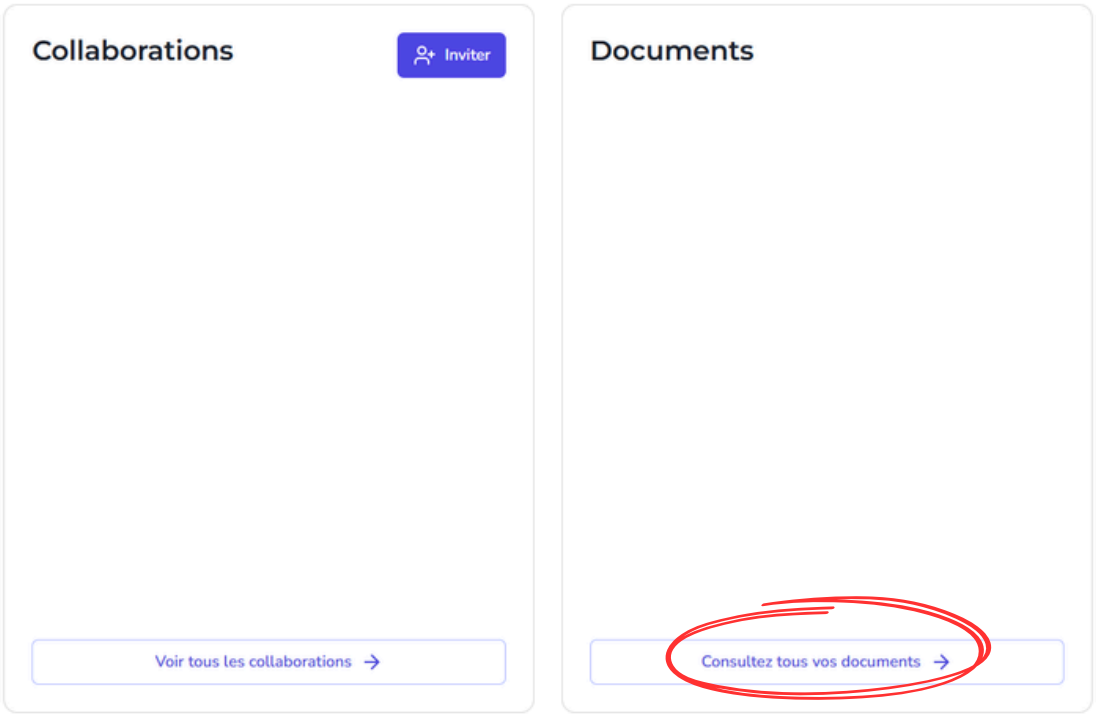


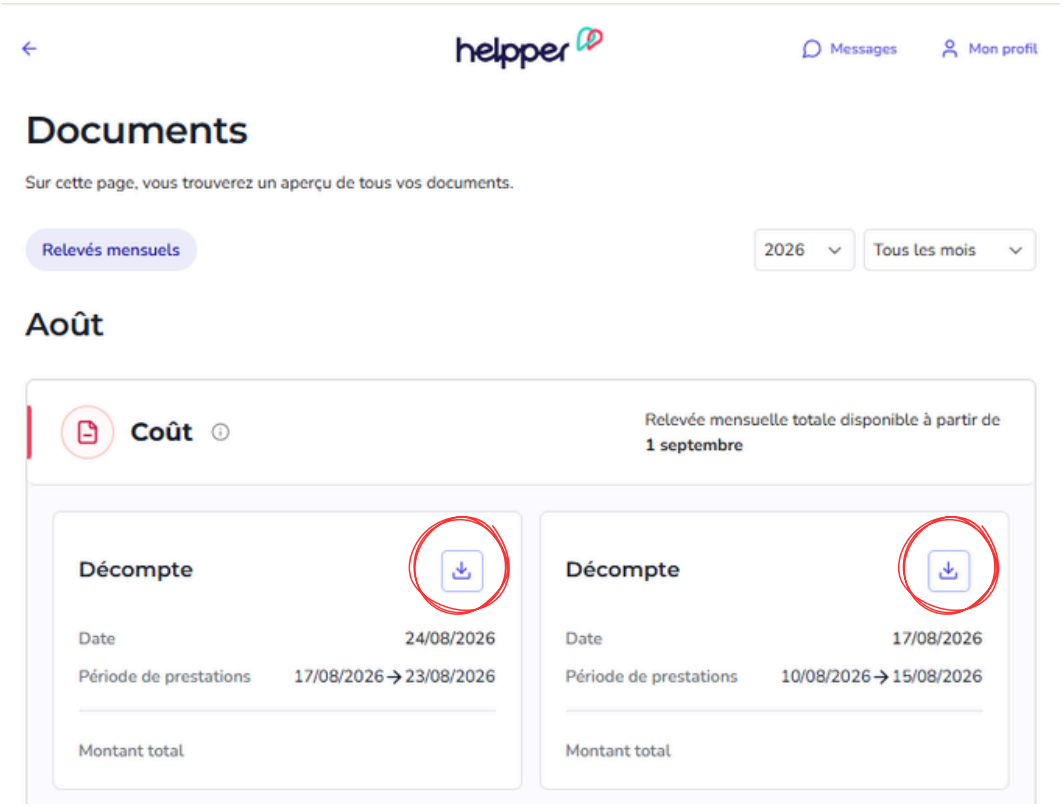
Click “Prochain décompte” to view the service sessions included in your next invoice. If you log sessions one by one, you will see your current week's entries here prior to weekly processing every Monday.
You can also tell which sessions will be processed during the next payment cycle by looking for sessions that have been approved but do not yet have the label “En cours de traitement”. You can see the precise date on which the payment cycle will start by clicking on these sessions.



Managing payments

To see your invoices, go to the “Documents” session which is below the “Prestations” one on the right and click “Consultez tous vos documents”.

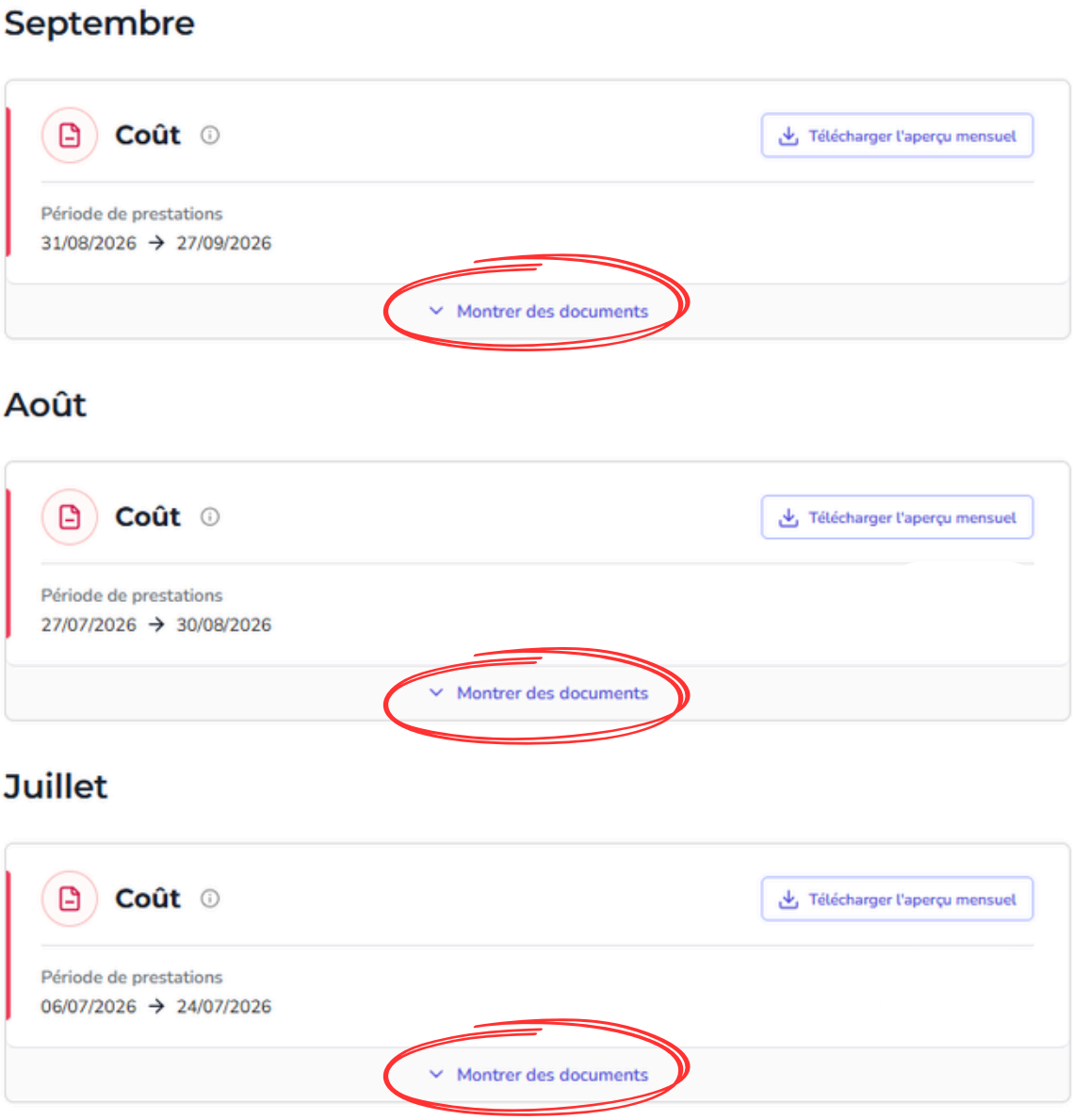




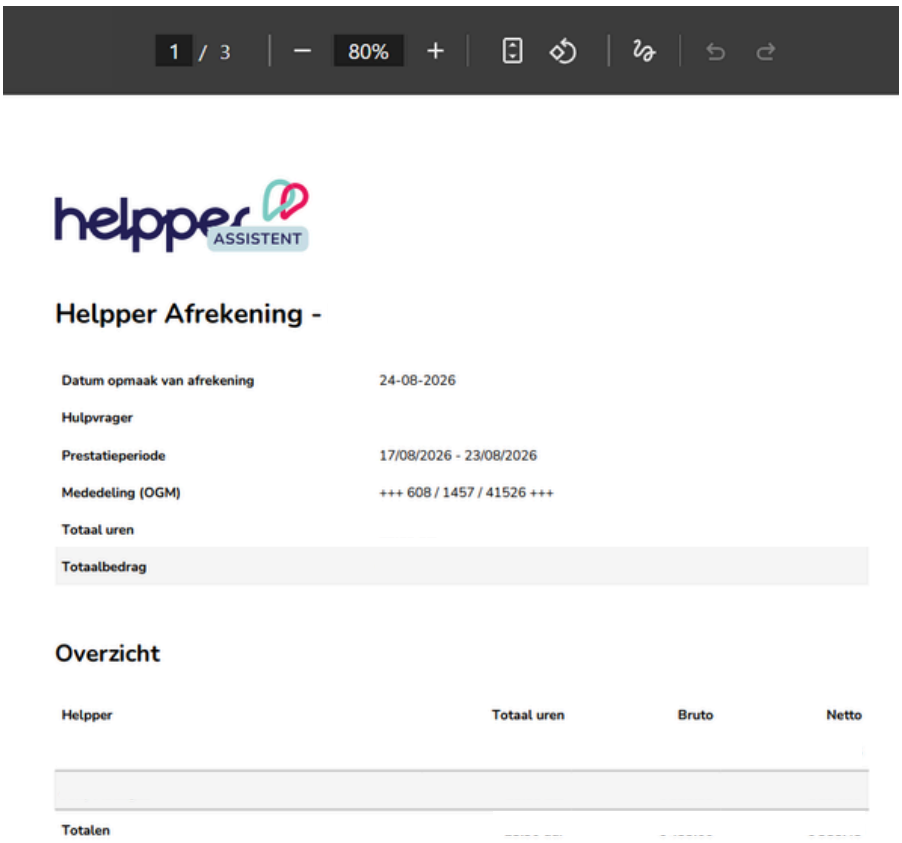
To download the invoice, you just need to click the “Download” icon near every “Décompte”.

Managing payments

A recap document combining all monthly invoices is created at the end of each month. You can download it by clicking “Télécharger l’aperçu mensuel”. You can still view all the single invoices via “Montrer des documents”. Please remember to send these documents to ENIL’s financial officer towards the end of your ESC.



Managing payments



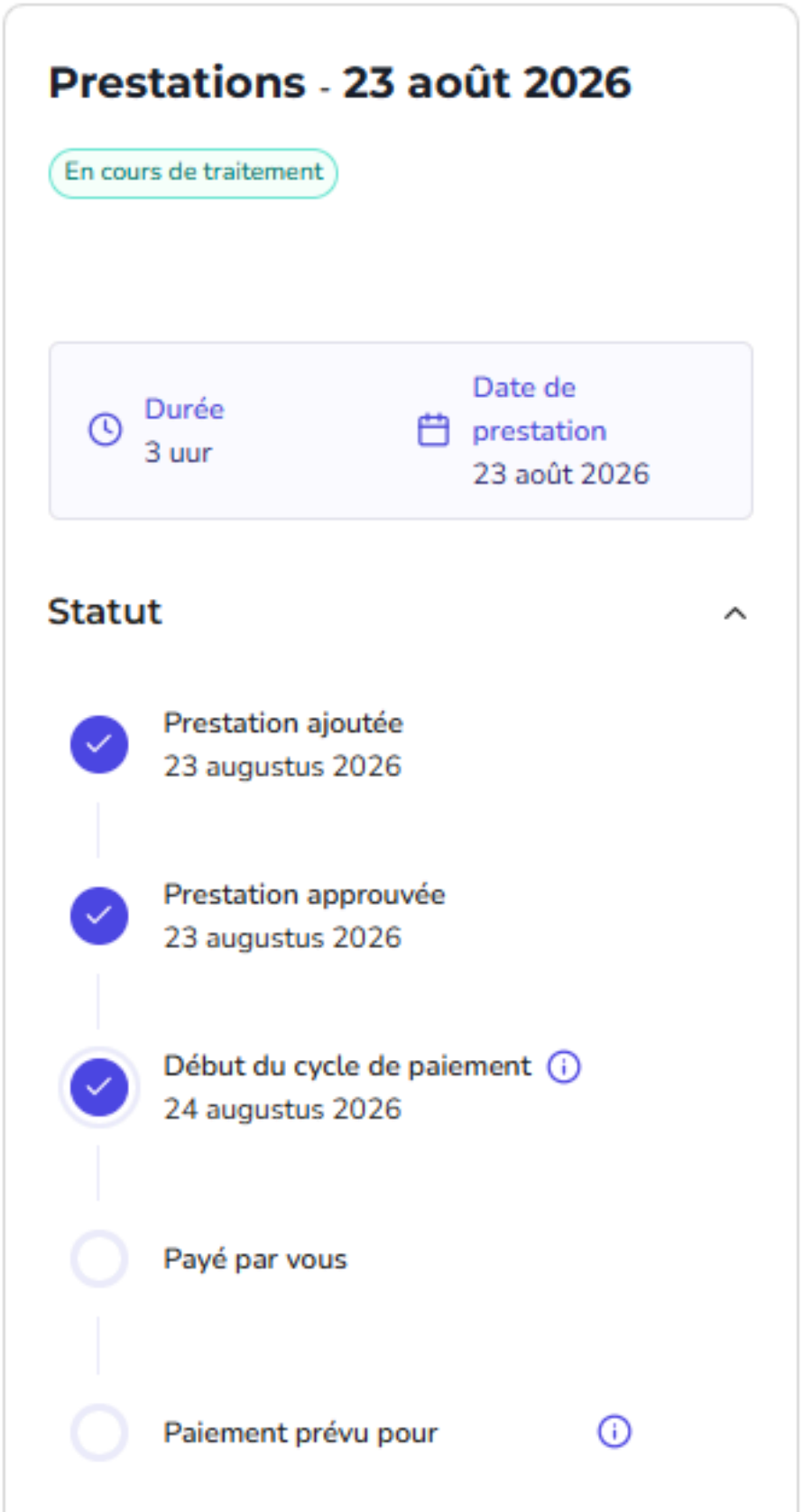
In the invoice, you can see the billing dates, the total number of hours, and the amount you have to pay. Below, you will see details on how many hours each of your PA(s) worked and how much they earned (gross and net).

After this summary page, there are as many pages as PA(s) who worked with you during the period covered by the invoice. There, you can see all their service sessions in detail.

Please note that invoices are currently available only in Dutch. The 12-digit number after “Mededeling (OGM)” is the reference number needed to process the payment. However, you should always forward ENIL’s office manager the invoice itself.

Managing payments

Note that the payment is made to Helpper, which will then forward the respective amount to each of your PA(s). This means that if the payment is made on the day the invoice is issued, your PA(s) will likely receive the money about a week and a half later. To check the status of a payment, simply click on any service session labeled “En cours de traitement”.



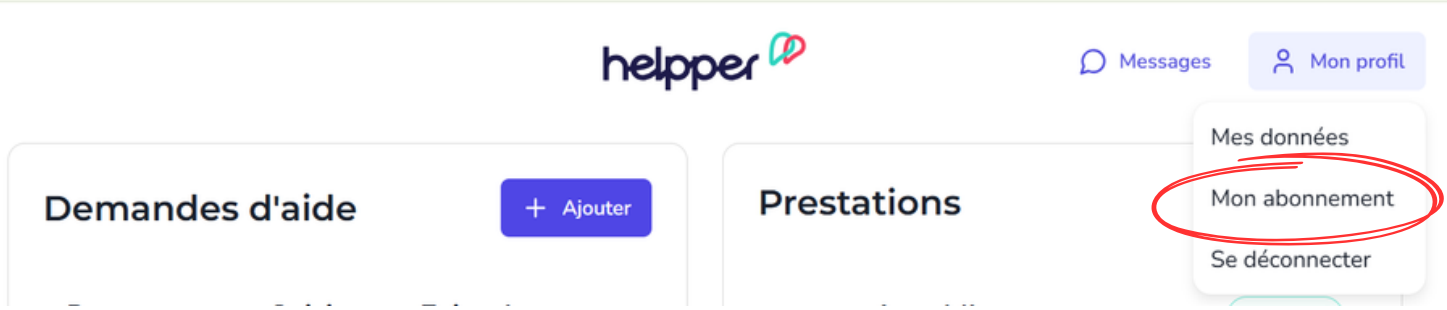
Subscribing to Helpper

After your free one-month trial, you will need a paid subscription to keep using Helpper. There are two options:

- A three-month subscription for €44.97 (€14.99/month)
- A yearly subscription for €119.88 (€9.99/month)

Since you are staying in Brussels for six months, we recommend purchasing two three-month subscriptions.

To manage your subscription, click “Mon profil” in the upper right corner of the homepage. Select “Mon abonement” from the menu that opens.



Once you have selected which subscription you would like to purchase, select the option to pay by a bank transfer (“Virement”). A “Référence” number, similar to the one on the weekly invoices, will be generated. Forward it to the office manager.

Subscribing to Helpper

Once you purchase the subscription, platform fees and their taxes will no longer apply. For example, a session that previously cost ENIL €17.18/hour (for a €15 base rate) will now cost exactly €15/hour. Your PA(s) will also earn slightly more, as the 10.7% tax deduction is calculated on the **total hourly cost.**

