

Create a staff member

Add a staff member with their name and email, choose whether to email them a login setup link, then complete their profile when you have the details.

WHO IT IS FOR Owner, Admin, Manager	TIME NEEDED About 3 minutes	LAST REVIEWED 6 October 2026
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Who this is for

Permissions: You need permission to create staff. If you cannot see the Add staff button, ask an Owner or Admin to check your role. The Send staff setup email switch shows only for people with the Can manage staff login access permission (Owners and Admins by default).

Before you begin

- You are signed in to BondiByte on a computer.
- You have the person's first name, last name and email address. Their mobile number is optional.
- To complete the profile later, any site and Pay Level you want to choose already exist. See Create a site and Pay Levels.



Steps

1 Go to Staff > Add staff

- 1 In the left menu, choose **Staff**. The **Staff Records** list opens.
- 2 At the top right of the list, choose **Add staff**. The **Add staff** window opens. It says **Create the staff record now. You can complete their profile later.**

The screenshot shows the BondiByte interface. On the left, the 'Staff' menu item is highlighted with a circled '1'. The main content area displays the 'Staff Records' table. At the top right of the table, the '+ Add staff' button is circled with a '2'.

NAME	STATUS	CONTACT EMAIL	JOB TITLE	DATES	ACTIVE	ACTIONS
Olivia Brooks Liv	Active	olivia.brooks@example.com	Respite Coordinator	05/01/2026 to -	Active	Deactivate
Michael Brown Michael	Active	michael.brown@example.com	Senior Support Worker	01/02/2026 to -	Active	Deactivate
Emma Clarke Em	Active	emma.clarke@example.com	Team Leader	10/11/2025 to -	Active	Deactivate
Grace Edwards Grace	Active	grace.edwards@example.com	Community Access Lead	05/01/2026 to -	Active	Deactivate
Daniel Foster Dan	Active	daniel.foster@example.com	Disability Support Worker	05/01/2026 to -	Active	Deactivate
Noah Green Noah	Active	noah.green@example.com	Disability Support Worker	05/01/2026 to -	Active	Deactivate
Marcus Hill Marcus	Active	marcus.hill@example.com	Team Leader	10/11/2025 to -	Active	Deactivate
Sarah Johnson Sarah	Active	sarah.johnson@example.com	Support Worker	15/01/2026 to -	Active	Deactivate
Samuel King Sam	Active	samuel.king@example.com	Team Leader	02/03/2026 to -	Active	Deactivate
Hannah Lewis Hannah	Active	hannah.lewis@example.com	Senior Support Worker	02/03/2026 to -	Active	Deactivate
Zoe Martin Zoe	Active	zoe.martin@example.com	Community Support Worker	02/03/2026 to -	Active	Deactivate
Liam Nguyen Liam	Active	liam.nguyen@example.com	Disability Support Worker	10/11/2025 to -	Active	Deactivate
Demo User demo.user@example.com						

Choose Staff in the left menu (1), then Add staff (2).



2 Enter the essentials

Fields marked * are required.

- 1 In **First name**, type the person's first name.
- 2 In **Last name**, type their last name.
- 3 In **Email**, type the person's own email address. Login details are sent here.
- 4 In **Mobile**, type their mobile number if you have it. It is optional.

First name: Required.

Last name: Required.

Email: Required. Each email address can belong to one staff member in your organisation.

Mobile: Optional.

Site: Shown only if your own access is limited to certain sites. Choose one of your sites. If you have just one site, it is filled in for you and the window says **The new staff member is added to your site.**

Tip: Everything else, such as job title, employment type, sites and Pay Level, is added later with **Edit staff** (step 5).

Add staff Close

Create the staff record now. You can complete their profile later.

Fields marked * are required.

First name * 1 Ellis

Last name * 2 Sample

Email * 3 ellis.sample@example.com

Mobile (optional) 4 0400 000 005

☐ Send staff setup email
Send an invitation to set up their login. The link expires after 12 hours.

Create staff Cancel

Type the first name (1), last name (2) and email (3), and the mobile number if you have it (4).



3 Choose whether to send the setup email

- 1 To email the person a link to set up their login now, turn on **Send staff setup email**. The line under it says the link expires after 12 hours.
- 2 The button at the bottom changes to **Create and send invitation**.

Leave the switch off to create the record only. You can send login details later from the person's **Login access** tab. See Give a staff member login access.

Permissions: The switch shows only for people with the Can manage staff login access permission. Owners and Admins have it by default.

Tip: Staff sign in to the BondiByte Staff App on their phone. Ask the person to install **BondiByte Staff** before you send the email, so they can use the link straight away.

Add staff Close

Create the staff record now. You can complete their profile later.

Fields marked * are required.

First name *

Last name *

Email *

Mobile (optional)

☒ Send staff setup email 1
Send an invitation to set up their login. The link expires after 12 hours.

2 **Create and send invitation** Cancel

Turn on *Send staff setup email* (1). The button changes to *Create and send invitation* (2).



4 Choose **Create staff** and check the result

- 1 Choose **Create staff**, or **Create and send invitation** if the switch is on. Choose **Cancel** instead to close the window without saving.
- 2 A message confirms **Staff member created**. The window closes and the new person appears in **Staff Records** as **Active**.

With the switch on, the message says **Staff member created. Setup invitation sent.** or **Staff member created. Setup invitation queued.**

If it says **Staff member created, but the invitation could not be sent.**, the record is saved.

Choose **Retry invitation** in the message, or send login details later from the **Login access** tab.

Staff							
Hannah	Active	hannah.lewis@example.com	Senior Support Worker	1 ✓ Staff member created.			
Zoe Martin Zoe	Active	zoe.martin@example.com	Community Support Worker	02/03/2026 to -	Active		Deactivate
Casey Morgan -	Staged	casey.morgan@example.test	Support Worker	- to -	Active		Deactivate
Liam Nguyen Liam	Active	liam.nguyen@example.com	Disability Support Worker	10/11/2025 to -	Active		Deactivate
Demo User Demo	Active	demo.user@example.com Login UPN: demo.user@example.com	Support Worker	- to -	Active		Deactivate
Ava Patel Ava	Active	ava.patel@example.com	Senior Support Worker	10/11/2025 to -	Active		Deactivate
Ethan Ross Ethan	Active	ethan.ross@example.com	Community Support Worker	02/03/2026 to -	Active		Deactivate
Ellis Sample -	Active	ellis.sample@example.com	-	- to -	Active		Deactivate
Jordan Sample -	Active	jordan.sample@example.com	Support Worker	05/10/2026 to -	Active		Deactivate
Riley Sample -	Staged	riley.sample@example.com	Support Worker	05/10/2026 to -	Active		Deactivate
Rowan Sample -	Active	rowan.sample@example.com	-	- to -	Active		Deactivate
Mia Santos Mia	Active	mia.santos@example.com	Disability Support Worker	05/01/2026 to -	Active		Deactivate

The confirmation message (1) and the new staff member in the list (2).



5 Complete the profile later with **Edit staff**

Add the rest of the person's details when you have them. The **Edit staff** window has six sections: **Basic Details**, **Contact Details**, **Emergency Contact**, **Employment Details**, **Rostering Preferences** and **General Notes**. Every field in them is optional.

On the person's row in **Staff Records**, choose the pencil icon. The **Edit staff** window opens on **Basic Details**.

- 1 Type a **Preferred name** if the person goes by another name.
- 2 Add their **Date of birth**.
- 3 Type your **Internal staff reference / employee number**, if you use one.
- 4 Check **Status**. A new staff member is **Active**.

You can also open the person's record and choose **Edit staff** at the top. A new record's **Overview** shows a **Complete the profile** card, and its **Complete profile** button does the same.

Preferred name: The name the person goes by. It is shown under their name in the staff list.

Date of birth: Optional.

Gender: Optional. Choose from the list.

Internal staff reference / employee number: Your own reference for the person, such as a payroll number.

Profile photo: Optional. Upload a JPG, PNG or WebP image from your device.

Status: **Active**, **Inactive** or **Terminated**.

Edit staff

Capture the starter onboarding details used for employment and rostering.

Close

Basic Details

First name

Ellis

Last name

Sample

Preferred name

Date of birth

dd/mm/yyyy

Gender

Select

Internal staff reference / employee number

EMP-1024

Profile photo

Choose File No file chosen

Status

Active

Preview

No photo

Type a preferred name (1), the date of birth (2) and your internal reference (3), and check the status (4).



6 Add contact and emergency contact details

- 1 Check **Staff contact email**. It is the email you typed in **Add staff**.
- 2 Check **Mobile**, or type it now.
- 3 If you have their address, start typing it in **Residential address line 1** and choose a suggestion to fill the address fields.
- 4 In **Emergency contact name**, type the name of someone to call in an emergency.
- 5 In **Emergency contact relationship**, say how they are related, for example friend or parent.
- 6 In **Emergency contact phone**, type their phone number.

Staff contact email: The email address for the person. Login details are sent here. Each email can belong to one staff member in your organisation.

Phone: Optional.

Mobile: Optional.

Preferred contact method: Choose **Email**, **Phone** or **Mobile**.

Residential address line 1: Start typing an Australian address and choose a suggestion to fill the address fields.

Emergency contact email: Optional.

Can contact after hours: Tick this if the emergency contact can be called outside business hours.

Emergency contact notes: Anything others should know when they call.

The screenshot shows a web form titled 'Contact Details' and 'Emergency Contact'. The 'Contact Details' section includes fields for 'Staff contact email' (1), 'Phone', 'Mobile' (2), 'Preferred contact method' (a dropdown menu), 'Residential address line 1' (3), 'Residential address line 2', 'Suburb', 'State' (a dropdown menu), 'Postcode', and 'Country' (a dropdown menu with 'Australia' selected). The 'Emergency Contact' section includes fields for 'Emergency contact name' (4), 'Emergency contact relationship' (5), 'Emergency contact phone' (6), 'Emergency contact email', and a checkbox for 'Can contact after hours'.

Check the email (1) and mobile number (2), start the address (3), then type the emergency contact's name (4), relationship (5) and phone number (6).



7 Set the employment details

- 1 In **Job title**, type the person's role or choose one from the list. It starts empty.
- 2 Choose the **Employment type**. It starts as **Not set**.
- 3 Set the **Start date**.
- 4 Choose the **Primary site / house** if you have set up sites.
- 5 Choose the **Pay level** if you have set up Pay Levels.

Job title: Type a new title or choose an existing one from the list.

Employment type: Choose **Casual**, **Part Time**, **Full Time** or **Contractor**.

Right to work in Australia: Optional. Choose **Australian citizen**, **Permanent resident** or **On a visa**. A visa holder also needs a work-rights expiry date.

Manager / supervisor: Choose a current staff member who supervises this person.

Login UPN: The sign-in name used later to match the person to their login. It must be unique in your organisation.

Start date and End date: The end date cannot be earlier than the start date. Leave it blank if the person has no end date.

Primary site / house: The site where the person mainly works. An Active person is also assigned to this site.

Pay level: The default Pay Level for the person.

Ordinary hours per week: Their usual hours, from 0 to 168.

Important: If your own access is limited to certain sites, **Primary site / house** is required and you can only choose one of your sites.

The screenshot shows the 'Employment Details' form with the following fields and values:

- Job title (1):** Support Worker. Below the field is the text: 'Type a new tenant-specific title or choose an existing one.'
- Employment type (2):** Part Time (dropdown menu).
- Right to work in Australia:** Not recorded (dropdown menu). Below this is the text: 'Feeds the right-to-work readiness check. Visa holders need a work-rights expiry date.'
- Manager / supervisor:** Select manager (dropdown menu).
- Login UPN:** name@example.com. Below this is the text: 'Used later for login/identity matching.'
- Start date (3):** 05/10/2026 (calendar icon).
- End date:** dd/mm/yyyy (calendar icon).
- Primary site / house (4):** Willow Park Supported Living House (WIL-SIL-0) (dropdown menu).
- Pay level (5):** Support Worker Level 2 (dropdown menu).
- Ordinary hours per week:** (empty text field).
- Employment notes:** (empty text area).

Type the job title (1), choose the employment type (2), set the start date (3), then choose the primary site (4) and Pay Level (5).



8 Set rostering preferences and notes, then save

- 1 In **Rostering Preferences**, untick anything the person cannot work, such as **Can work weekends** or **Can work sleepover shifts**. All of them start ticked.
- 2 If the person has a limit on rostered hours, enter it in **Max rostered hours** (hours per fortnight). Leave it blank to use the site capacity setting.
- 3 Add anything others should know in **Onboarding notes**.
- 4 Choose **Update staff**. The buttons at the bottom of the window stay in view as you scroll. A message confirms **Staff record updated**.

Tip: You can change these details at any time with **Edit staff**.

The screenshot shows a web form for creating a staff member. It has two main sections: 'Rostering Preferences' and 'General Notes'. The 'Rostering Preferences' section contains a grid of checkboxes for various work capabilities, all of which are currently checked. A blue box with a '1' callout highlights the 'Can work weekends' checkbox. Below this is a 'Max rostered hours' section with a dropdown menu set to 'Use site default' and a text input field. A blue box with a '2' callout highlights this section. The 'General Notes' section has a text area for 'Onboarding notes' containing the text 'Starts with a week of shadow shifts.' A blue box with a '3' callout highlights this text area. At the bottom right of the form are two buttons: 'Update staff' (highlighted with a blue box and a '4' callout) and 'Cancel'.

Untick anything the person cannot work (1), set a limit on rostered hours if needed (2), add onboarding notes (3), then choose **Update staff** (4).

What happens next

The new staff member appears in the **Staff Records** list. Choose their name to open their record. Until the profile is complete, its **Overview** shows a **Complete the profile** card that names what is still missing.

From their record you can add documents, set availability and capabilities, assign sites and review contracts and pay.

If you left **Send staff setup email** off, nothing is sent. Give them login access later from the **Login access** tab of their record, or with **Bulk invite** on the **Staff Records** list. See Give a staff member login access.



Important notes

Important: Only **First name**, **Last name** and **Email** are required. Add the rest when you have it, using the pencil icon on the staff list or **Edit staff** on the staff member's record.

Tip: To add many people at once, use **Import** on the **Staff Records** list instead of creating them one by one.

Good practice

- Search **Staff Records**, with **Include inactive** ticked, before you add someone. A person who left and came back may already have a record.
- Use the person's own email address, not a shared one. It is where their login details go.
- Turn on **Send staff setup email** only when the person is ready to open the email, because the link lasts 12 hours.

Troubleshooting

I cannot see **Add staff**.

Why it happens: Your role does not include permission to create staff.

What to do: Ask an Owner or Admin to check your role, or to add the staff member for you.

A message under **Email** says **A staff member already uses this email. Use a different email, or open the existing staff record.**

Why it happens: Each email address can belong to one staff member in your organisation.

What to do: Search **Staff Records** for the person, and turn on **Include inactive** in case their record was deactivated. Use a different email if this is a different person.

I cannot see the **Send staff setup email** switch.

Why it happens: Your role does not include the Can manage staff login access permission.

What to do: Create the staff member, then ask an Owner or Admin to send their login details from the **Login access** tab.

A message says **Staff member created, but the invitation could not be sent.**

Why it happens: The record was saved, but the setup email could not be sent.

What to do: Choose **Retry invitation** in the message. If it fails again, ask an Owner or Admin to check **Configuration > Email**, then send login details from the person's **Login access** tab.

A message under **Site** says **Choose one of your sites for this record.**

Why it happens: Your access is limited to some sites, and a staff member must be created at one of them.

What to do: Choose a site in **Site**, then choose **Create staff** again.

In **Edit staff**, a message says a staff record with this UPN already exists.

Why it happens: Each login UPN must be unique in your organisation.

What to do: Check the **Login UPN** you typed, or find the existing record in **Staff Records**.



In **Edit staff**, the end date cannot be earlier than the start date.

Why it happens: **End date** is before **Start date**.

What to do: Correct the two dates, or clear **End date** if the person has no end date.

Need more help?

Guides: bondibyterobotics.com.au/guides | Support: support@bondibyterobotics.com.au

*Screens show a demonstration organisation with made-up names and may differ slightly as BondiByte is updated.
Last reviewed 6 October 2026.*