

A Guide to Your TempStars Membership Status



Our Commitment to You

TempStars is committed to remaining the fastest, easiest and most predictable way for dental offices to find and book amazing dental hygienists and assistants for temporary shifts. Likewise, our passion is helping dental hygienists and assistants empower their professional lives by providing fast, easy and predictable ways to book temping shifts and have great experiences at those shifts.



Setting You Up For Success

We do everything we can to set up dental professionals for success, and part of that is explaining a bit about how we work "behind the scenes", so that our members can make the best decisions for themselves and know how to align themselves with the reputation and values of our community of TempStars members.



Understanding our Members

To accomplish this and ensure the high quality of our connections for everyone using TempStars, we analyze the Reliability and Feedback track records of the more than 15,000 Dental Hygienists and Dental Assistants who use TempStars (spanning over tens of thousands of shifts) to determine and manage everyone's membership status.

For example, we know that the Top 20% of TempStars members have completed over 50 shifts without a single cancellation and receive more than 80% 5-star ratings. We use this fact to award TempStars Pro and Elite status badges and certificates.

On the other hand, we know that anyone who cancels more than 5% of shifts, short-notice cancels shifts, no-shows or receives more than 3% 2-star ratings, is in the Bottom 20% of members for Feedback and Reliability. We use this fact to assign Temporary Limited status and to Deactivate memberships when needed.

What about Dental Offices?

We use the same analysis with dental offices to remove any offices who have a track record for poor feedback, cancelling shifts or not paying on time. It's equally important that we make sure our dental hygienist and assistant members are having consistently great temping experiences when they book a temping shift through TempStars.

Can I have my membership reviewed?

Upon request, TempStars Membership Review team will manually review membership statuses and blocks. They also review any doctor's notes, COVID test results, etc., and can sometimes, at their discretion, provide a pathway back to Active Membership if a membership is Deactivated due to a Dental Hygienist or Dental Assistant member cancelling shifts.

Insta-Booking Shifts



Because they have a proven track record of excellence and reliability, Pro and Elite Members have the option to "Insta-Book" a temping shift, which allows them to instantly book shifts without review/approval from the dental office.

Insta-Book Scheduling

Top TempStars members can also set their schedule in advance, along with their hourly rate, allowing offices to browse their profiles and give them priority booking for temping shifts.



Elite Status



HOW? Complete 10+ shifts and remain in the top 20th percentile of great feedback and reliability (achieve many 5-star ratings and don't cancel bookings)

Exclusive Perks

- ★ Elite Status badge on profile visible to dental offices when you are temping and applying for jobs on our Job Board.
- ★ Certificate of Excellence to add to your resume proving you have a track record of reliability and professionalism.
- ★ Ability to Insta-Book shifts.
- ★ Ability to set your own customized Insta-Book schedule so offices can book you at your own rate.



Complete 10+ shifts with top reliability and getting consistently great feedback

Certificate of Excellence

TempStars Pro and Elite status members receive a printable Certificate of Excellence, verifying they have a proven track record for reliability and professionalism. You can include this with your resume when applying for jobs!



Payment Integrity Team

Ensures TempStars Dental Hygienist and Dental Assistant members get paid on time.

They also follow up with offices for any late/delayed payments.

In addition, they enforce our Dental Office Short Notice Cancellation policy (if an office cancels a temping shift within 24hrs of the shift start, and a replacement shift is not picked up, the office pays 50% of the shift earnings).



Pro Status



HOW? Complete 5-9 temping shifts and remain in the top 20th percentile of great feedback and reliability (achieve many 5-star ratings and don't cancel bookings)

Exclusive Perks

- ★ Pro Status badge on profile visible to dental offices when you are temping and applying for jobs on our Job Board.
- ★ Certificate of Excellence to add to your resume proving you have a track record of reliability and professionalism.
- ★ Ability to Insta-Book shifts.
- ★ Ability to set your own customized Insta-Book schedule so offices can book you at your own rate.



Complete 5-9 shifts with top reliability and getting consistently great feedback

Membership Review Team

TempStars Membership Review Team manually audits the statuses of our members.

They also perform manual membership status reviews upon request, and make adjustments if/where applicable.



Re-establish good track record of keeping shift commitments and receiving consistently positive reviews and feedback from dental offices.

Active Status

HOW? New members, and those members that don't fall into any other category

Perks

- ★ Access to TempStars Temping Board for booking temping shifts.
- ★ Access to TempStars dental specific Job Board for applying to permanent/contract positions.



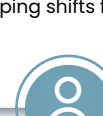
14 days pass and block is automatically removed and Active Status re-instated

Membership Temporarily Blocked

HOW? Cancelling a booked temping shift places a 14-day block on your account.

Effect on Membership

You can access all your completed temping shifts and TempStars Job Board, but you can't book any additional temping shifts for 14 days.



Possible Membership Status Review and reactivation of membership

Temporarily Limited Status

HOW? If you are starting to show signs of a pattern of negative feedback from dental offices or cancelling booked shifts, your membership is put on "Temporarily Limited" status.

Effect on Membership

You can still book temping shifts and access TempStars Job Board, but you are limited to one temping shift booked at a time until you can re-establish your membership track record for great feedback and keeping booking commitments. This is very achievable and we have many members go from "Temporarily Limited" all the way to "Elite Status"!

And as a reminder...

Anyone with Temporarily Limited status who cancels another shift or receives additional negative feedback has their membership Deactivated.



Membership Review Team

TempStars Membership Review Team manually audits the statuses of our members.

They also perform manual membership status reviews upon request, and make adjustments if/where applicable.



Membership Deactivated

HOW? Damaging the reputation of TempStars members for reliability, professionalism, and excellent clinical skills. This is typically because of a pattern of negative feedback, cancelling a high % of shifts, a no-show, short-notice cancelling, or exhibiting unprofessionalism that is not part of the Community Values of TempStars members.

Effect on Membership

Access to TempStars Temping Board and Job Board are removed. You can still access records from past temping shifts, and we will still ensure you are paid for any shifts you have completed.

And as a reminder...

If your membership is deactivated due to cancelling booked shifts, our Membership Review team may, at their discretion, offer reinstatement of your membership via donation to a charitable organization.

NOTE: As a rule, we don't remove a member for a single incident (ie. one cancellation or one instance of negative feedback), unless it's exceptionally bad. We understand things can happen to even the most reliable, professional and skilled dental professionals and we take this into consideration.

