



PEOPLE-FORWARD
Inspiring People & Teams



How you want to be treated.

HOW TO REVIEW SEARCH FOR SHIFT NOTIFICATIONS



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PEOPLE STAFFING SERVICES

ANDGO USER GUIDE – HOW TO REVIEW & SEARCH FOR ALL SHIFTS NOTIFICATIONS

INTRODUCTION:

The Smart Call and Prebooking modules are Andgo’s method to callout and offer shifts. Smart Call are shifts scheduled zero (0) to six (6) days and Prebooking are shifts seven (7) to 112 days. Staff are notified about shifts using the notification preferences they set in their Employee Portal (MySchedule). Smart Call and Prebooking also records and tracks all shifts and blocks that staff are eligible to receive, including those shifts that staff are not eligible to receive for various reasons such as paid sick leave, long term disability, etc. This document outlines how to review and search for shift notifications using different search criteria and will help staff understand why they may or may not receive shift notifications.

Time to Shift Start	Smart Call or Prebooking Module	Notification Type
Today (0)	Smart Call	Email, Text Message (SMS), Call
Tomorrow (1)	Smart Call	Email, Text Message (SMS), Call
2-7 days	Smart Call	Email, Text Message (SMS), Call
8-30 days	Prebooking	Email
31-112 days	Prebooking	Email

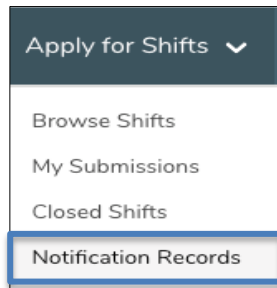
INSTRUCTIONS:

1. Go to Andgo <https://andgo.phcnet.ca> and log in with your network account login (e.g. Infosys\JSmith) and your current network password. This is the same log in information used to view online job postings and electronic pay statements. The preferred browser is Google Chrome.

Don’t know your Network Account Login? Contact Service Desk at vchservicedesk@phsa.ca or call 604-806-9333

Sign in with your organizational account

2. Click on **Apply for Shifts** menu located near the bottom left of the screen:
3. Click on **Notifications Records**:



4. In the **Search Shifts** screen, specify the notification records you wish to view by entering one of the below search options. To see all your notification records, just click on **Search**.



Here is a brief explanation of each Search criteria option:

Shift Date	The start date of the shift or block
Result Date	The date notifications were sent about the outcome of applications
Notification Date	The date the notification was sent (or logged as unsent)
Facility	The facility the shift or block belongs to
Unit	The unit the shift or block belongs to

Search Notifications

Shift Date

Result Date

Notification Date

Facility

Unit

- A list of all Smart Call shift notification records for your search criteria will appear. Below is an example of one of these records:

Here is a brief explanation of each column:

Employee	Your name should appear here
Department	The Facility and Unit information will appear here
Occupation	The occupation type that the shift belongs to will be listed here
Shift Info	Details about the shift including the hours of work and shift icon will be listed here – this can be clicked to review more detailed information
Notifications	The button here will either list the notifications sent, or that notifications were unsent – click this button for details
Date Posted	The time and date that the shift opened for applications
Result	The result of your applications, whether Granted or Denied (including the time notifications were sent), Processing if the application has not been finalized, or a dash if you did not apply on this shift



- For shifts labelled as **Unsent**, click the **Unsent** button to view the reason(s) why you did not receive notification for the shift.

Employee	Department	Occupation	Shift Info	Submission	Notifications	Date Posted
JANE DOE	Andgo Test Unit Providence Health Care	Resp Therapists 1 (L7) HSA	Day (D) May 20, 2021 07:00 - 15:00 PDT		Unsent For 1 Reason	May 17 2021, 13:30 PDT
<p>You did not receive any notifications for this shift because: Notification preferences set incorrectly.</p>						

- For notifications details, click the **Notifications** button – the employee in this example bid on this shift by text message.

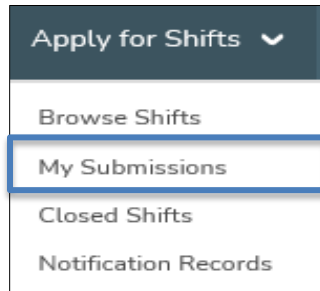
JANE DOE	Andgo Test Unit Providence Health Care	Resp Therapists 1 (L7) HSA	Day (D) May 15, 2021 07:00 - 15:00 PDT	Full Shift	0 Calls, 1 Text, 0 Emails	May 13 2021, 10:22 PDT
	604-123-4567		Sent: May 13 2021, 10:22 PDT			Result: Submitted

Questions?

If you have questions or concerns about the information available, go the **Notifications Records** tool, please speak to your manager/leader.

HOW TO VIEW SHIFT SUBMISSIONS:

- On the home page, click on the **Apply for Shifts** menu located near the top left of the screen, click on **Notifications Records** in the drop down menu:



- On the **Search My Submissions** page, select preferred filters. If you select the dashed line, no filter will be applied and all results will be presented. See below for details on each filter.



Search My Submissions

Resolution status
----- ▾

Submission method
--- ANY --- ▾

Facility
----- ▾

Unit
--- Select A Facility --- ▾

Shift start date
 Omit submissions for shifts before this date.

Shift end date
 Omit submissions for shifts after this date.

Search

- a. **Resolution status** – view your submissions you made by status of the following:
- **Pending** – view your submissions for shifts that are still classified as processing (no awards have been made by the scheduler)
 - **Withdrawn** – view shifts that you had made a submission before but withdrew from the submission
 - **Granted** – view shifts that you have successfully been awarded to you
 - **Denied** – view shifts in which you entered a submission for, however due to various reasons, were not awarded.

Resolution status

Pending

Withdrawn

Granted

Denied

- b. **Submission Method** – view your submissions from the platform were entered:
- **Call**
 - **Text**
 - **Web** – submissions made directly from your MySchedule Account
 - **Automatic** – submissions automatically made on your behalf through your Smart Call preferences.



Submission method

--- ANY ---
Call
Text
Web
Automatic

c. **Facility** – allows you to view specific worksites for your search

Facility

Saint Paul's Hospital

d. **Unit** – allows you to view specific units for which your submissions were entered

Unit

Emergency Department

e. **Start and End Date** – allows you to view your submissions for a specific period of time, if dates are entered, shifts before the start date and after the end date will not be seen

Shift start date

Omit submissions for shifts before this date.

Shift end date

Omit submissions for shifts after this date.

Search



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3. Once you have completed your filter, you will be able to view your shifts.

My Submissions

PREM	Date	Occ	Unit	Close	Shift Info	Resolution	Method
-	May 20, 2021 05:30 - 13:30 PDT Full Shift	CLK	Providence Health Care Staff Scheduling Svcs P	May 18 2021, 13:45 PDT Closed	Day (d530) Time Category: 2-6 days	Pending	Web
-	May 20, 2021 05:30 - 13:30 PDT Partial: May 20, 2021 05:30 - 10:00 PDT	CLK	Providence Health Care Staff Scheduling Svcs P	May 18 2021, 14:11 PDT Closed	Day (d L) Time Category: 2-6 days	Pending	Web
-	May 20, 2021 11:00 - 19:00 PDT Full Shift	CLK	Providence Health Care Staff Scheduling Svcs P	May 18 2021, 14:11 PDT Closed	Day (d11) Time Category: 2-6 days	Withdrawn	Web

4. If the shift was denied, you can click on the red Denied box in the resolution column for details

My Submissions

PREM	Date	Occ	Unit	Close	Shift Info	Resolution	Method
-	May 13, 2021 15:00 - 23:00 PDT Full Shift	ASCA	Providence Health Care Andgo Test Unit	May 13 2021, 12:58 PDT Closed	Evening (E) Time Category: Today	Denied >	Web by Scheduler
Denied Reason: Leave Policy- need manager approval.							
-	May 13, 2021 16:00 - 00:00 PDT Full Shift	ASCA	Providence Health Care Andgo Test Unit	May 13 2021, 12:58 PDT Closed	Evening (E*) Time Category: Today	Denied >	Web by Scheduler
Denied Reason: Shift no longer available							