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Inspiring People & Teams



How you want to be treated.

## HOW TO WITHDRAW SUBMISSIONS:

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## PEOPLE STAFFING SERVICES

# ANDGO USER GUIDE – HOW TO WITHDRAW SUBMISSIONS

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### INTRODUCTION:

If you have applied for a shift or a block of shifts and you are no longer able to work those shifts, you can withdraw your submissions in Andgo as long as the window to apply to the shift or block is still open. All submissions can be withdrawn online in your Employee Portal (MySchedule); if you bid on the shift or block by SMS text message, you can also withdraw your submission by SMS text message.

### INSTRUCTIONS:

How to withdraw a shift bid in the online Employee Portal (MySchedule). Flow sheets should be printed daily from ESP.

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.

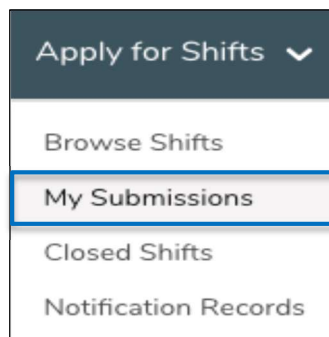
**Don't know your Network Account Login?** Contact Service Desk at [vchservicedesk@phsa.ca](mailto:vchservicedesk@phsa.ca) or call 604-806-9333

Sign in with your organizational account



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

3. Click on **My Submissions**:



4. In the **Search My Submissions** screen, narrow your search by entering one of the following search options, or click on **Search** to see all of your submissions.

Below is a brief explanation of each Search option:

<b>Resolution Status</b>	<p>Identifies the status of the shift/block of your search</p> <ul style="list-style-type: none"> <li>• Pending – shift/block closed for submissions and are in processing</li> <li>• Granted – shifts/blocks you were granted</li> <li>• Denied – shifts/blocks you were denied</li> <li>• Withdrawn – shifts/blocks you withdrew your submission</li> </ul>
<b>Submission Method</b>	The method you used to submit the initial submission
<b>Facility</b>	The facility your units belong to
<b>Unit</b>	The units you can work in within your selected facility
<b>Shift Start Date</b>	Shift start date to include in the search
<b>Shift End Date</b>	Shift end date to include in the search

5. After entering your search criteria, you will see the **My Submissions** screen, which displays the information for each submission:



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Date	Occ	Unit	Close	Shift Info	Resolution	Method
May 10, 2021 07:00 - 15:00 PDT Full Shift	BCIT	Providence Health Care Andgo Test Unit	May 07 2021, 15:30 PDT Closed	Day (D) Time Category: 2-6 days	Withdrawn	Web
May 19, 2021 07:00 - 15:00 PDT Full Shift	RT 1	Providence Health Care Andgo Test Unit	May 19 2021, 12:36 PDT Closed	Day (D) Time Category: Today	Withdrawn	Web

Here is a brief explanation of the columns:

<b>Date</b>	The starting date & time of the shift/block, and the ending date & time of the shift/block
<b>Occ</b>	The occupation type of the shift/block
<b>Unit</b>	The facility and unit where the shift/block is located
<b>Close</b>	The time & date that the shift/block closed/will close for submissions
<b>Shift Info</b>	The type of shift (Day/Evening/Night) and the shift icon
<b>Resolution</b>	The resolution status of your submission; Pending, Withdrawn, Granted, or Denied
<b>Method</b>	The method of submission; Web, Text, Call, Automatic

- Identify the shift or block that you want to withdraw from and check to see if there is a **Withdraw** button beside the shift information. If this button is available, click it to withdraw your submission. If you do not see a Withdraw button, submissions have closed and the submission can no longer be withdrawn.

May 26, 2021 06:00 - 14:00 PDT Full Shift	CLK	Providence Health Care Staff Scheduling Svcs P	May 19 2021, 14:10 PDT Open for Submissions	Day (d) Time Category: 7-29 days	Pending	Web	
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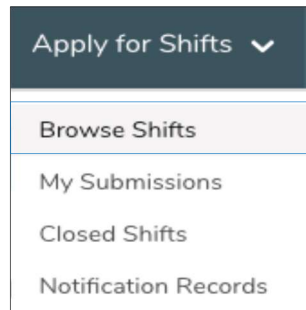
- If the shift or block was successfully withdrawn, the Resolution status will change from Pending to Withdrawn.



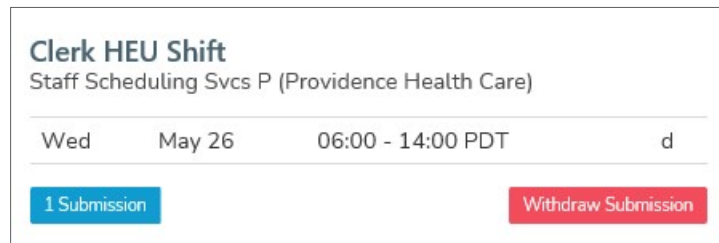
May 19, 2021 07:00 - 15:00 PDT Full Shift	RT 1	Providence Health Care Andgo Test Unit	May 19 2021, 12:36 PDT Closed	Day (D) Time Category: Today	Withdrawn	Web
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8. Another way to withdraw a shift submission is through the same menu you use to apply for shifts. Click on the **Apply for Shifts** menu located near the top left of the screen.

9. Click on **Browse Shifts**:



10. Find the submission you would like to withdraw, and click on the **Withdraw Submission** button.



11. The application window will open – select **Withdraw Submission**.



### Clerk HEU Shift x

Staff Scheduling Svcs P (Providence Health Care)

Day	Date	Time	Icon
Wed	May 26	06:00 - 14:00 PDT	d

**Actions** ^

Withdraw Submission

[Closes in an hour](#)

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**1 Submissions** ^

Created At	Requested Hours	Sorting Rank
May 19th, 12:52 PDT	Full Shift	1

My Seniority: 556.00 hrs

Sorting Method: seniority

12. The window will update to indicate you've successfully withdrawn your application:

### Clerk HEU Shift x

Staff Scheduling Svcs P (Providence Health Care)

Day	Date	Time	Icon
Wed	May 26	06:00 - 14:00 PDT	d

🗑️ You've Withdrawn Successfully

**Actions** ^

Request Full Shift  
 Request Partial Shift

Request Full Shift

[Closes in an hour](#)

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**0 Submissions**

There are no submissions.

My Seniority: 556.00 hrs

Sorting Method: seniority



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## HOW TO WITHDRAW BY SMS TEXT MESSAGE

1. If you apply for a shift by SMS, you will receive a confirmation message including a code to withdraw. This is the same code you used to apply to the shift, preceded by the letter “w”.
2. To withdraw your application, reply to the SMS text message with the code to withdraw (e.g. w123456).
3. If your application is successfully withdrawn, you will receive a confirmation SMS text message with instructions on how to reapply, if you wish.
4. If the window to apply/withdraw has closed, you will receive an error message. If you receive this error message, it means that the shift is no longer accepting submissions or withdrawals. If the shift is already awarded, you will need to follow standard protocols and cancel your shift through EARL.

**Please contact your Portfolio Clerk (Monday to Friday during daytime business hours) using their office phone number or email if you have any questions or concerns about your schedule information.** Contact your Leader if you are unsure of who your Portfolio Clerk is.

**After daytime business hours or on Saturday and Sunday, contact Short Call at 604-806-9664.**

Contact [andgo@providencehealth.bc.ca](mailto:andgo@providencehealth.bc.ca) if you have questions navigating the Andgo Employee Portal (MySchedule) and Smart Call module.