



# Q&A

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# Andgo

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## Background

### 1. Why is Providence Health Care (PHC) changing to Andgo?

Moving to Andgo is the first of several steps PHC is taking to upgrade our outdated (and disconnected) staffing systems and processes into one consolidated online portal.

This move replaces the current ASC system and pre-booking by email process, and integrates staffing services that will create efficiencies for People Staffing to reinvest back into providing better service to the organization.

### 2. What are the benefits of this change?

Benefits for Employees	Benefits for PHC
<ul style="list-style-type: none"> <li>• <b>One platform</b> to manage all your scheduling needs</li> <li>• <b>Quickly and easily</b> view your schedule at any time</li> <li>• <b>View your schedule</b> and shift statuses in real time <b>up to 16 weeks</b> in advance</li> <li>• <b>More options to set your contact preferences</b> (how and when you'd like to receive shift notifications)</li> <li>• <b>Improve your staffing experience</b></li> </ul>	<ul style="list-style-type: none"> <li>• Uses the <b>best technology</b> to simplify complex scheduling processes (cloud-based system)</li> <li>• PHC remains <b>competitive</b> with health authorities</li> <li>• Enhanced <b>metrics</b> and <b>reports</b></li> <li>• <b>Time efficiencies</b> for staffing clerks</li> <li>• <b>Cost savings</b> by consolidating systems to reinvest back into our people</li> </ul>

### 3. What happens if we don't change?

Our staffing systems will be outdated. We will not be consistent with other health authorities and provide the same service and technology. Therefore, as the workforce changes and senior staff retire, PHC may run into a shortage of health care and specialized workers leading to burnout and turnover.

### 4. What is Andgo?

Andgo is the new online scheduling system that PHC unionized staff will use to view their schedule, update their contact preferences and to see and bid on all available shifts in the near future as well as weeks in advance.

Andgo consists of six components that will replace the current systems and paper-based processes:

1. **MySchedule:** employee portal where you can view your schedule and update contact information
1. **Smart Call:** online short-term shift callout functionality (shifts 0-6 days)
2. **Prebooking:** online long-term shift callout functionality (shifts 7 days to 112 days)
3. **Annual Vacation:** online selection and process of vacation leave
4. **Quick Dial:** online sick leave system
5. **Smart Leave:** online leave request system



## 5. What is going to change?

	Current State	Future State	Replacing
1	ASC employee portal	MySchedule	Update system
2	Automated Shift Callout (ASC)	Smart Call	Update system
3	Prebooking: phone or emailed	Prebooking (new system)	Phone or spreadsheets
4	Annual vacation form	Annual vacation	paper
5	Early Absence Reporting Line (EARL)	Quick Dial	Update system
6	Leave of absence forms	Smart Leave (new System)	Paper

## 6. What will stay the same?

- Andgo will use the same computer network login called single sign-on (SSO) which is the same as the online job postings and electronic pay statement systems.
- Andgo will award employees for shift offers in the same way as Automated Shift Callout (ASC).
- Collective agreement scheduling rules still apply and will be followed in determining shift awarding.

## 7. What does this mean for me?

1. It means that starting from April to June, as Andgo will go live in phases, you will be invited to online training sessions to learn how to:
  - Quickly and easily view your schedule at any time through the internet
  - View your schedule and the shift statuses in real time up to 16 weeks in advance
  - How to bid for shifts for Smart Call and Prebooking
2. You will also see posters at your unit or site and receive emails with specific communication well in advance of each go-live.
3. You will be expected to log into MySchedule (employee portal) to see if your login works and update your contact information with your Portfolio Clerk.
4. In the training sessions, you will learn how to access Andgo modules from a computer, laptop, tablet or mobile device (at work or on a public computer at your local library or community centre). You will also learn how to use each module before the go-live dates.

You don't need to buy a new personal device, as any cellphone, tablet, smart device or computer with Internet access will work. However, having a personal device with access to the Internet, will allow you to have quicker and easier access to bid on shifts.

5. Email [andgo@providencehealth.bc.ca](mailto:andgo@providencehealth.bc.ca) or speak with your Manager/Leader for more details.

## 8. Do I have to learn this new technology all at once?

Andgo's six modules will be rolled-out to staff in phases, so you can learn one by one with enough time between phases to enjoy its benefits.

The first module to go-live is MySchedule, where staff will test signing in to Andgo (from work, home or mobile device) using single sign-on (SSO). From here, staff will be able to view their schedule and check their contact preferences are up-to-date.

Here the roll-out of the six modules:

	Future State	When
1	MySchedule	April – May 2021
2	Smart Call	May – June 2021
3	Prebooking (new system)	May – June 2021
4	Annual vacation	October 2021
5	Quick Dial	TDB - 2022
6	Smart Leave (new System)	TBD - 2022

## 9. Which staff will use Andgo?

All staff who receive shift offers (straight-time or overtime) by telephone or through ASC from PHC's Centralized People Staffing Office will make the switch to using Andgo. Check with your Manager/Leader for more information.

## 10. Will all scheduling offices at PHC use Andgo?

Some PHC units do their own scheduling and may or may not use Andgo. Please check the employee memos sent to your work email or with your Manager/Leader for more details.

## 11. Which shifts will be offered through Andgo?

Andgo will be used to offer both straight-time and overtime shifts.

## 12. Will the person with the most seniority always receive a shift?

Employees are awarded shifts based on their Union and the applicable collective agreement scheduling rules.

## 13. Can I choose more than one way to be notified?

Yes. To ensure you always receive a shift offer, it is best to have more than one method of communication. This avoids any delays should one of the systems not work.

Staffing recommends that staff have at least 2 (two) methods of communication to receive shift offers. You can choose to receive a phone call, a text message and/or an email for every offer.

You can also choose only one channel or any combination of two.



## Learning and Support

### **14. I would like to know more about Andgo, where can I find learning materials?**

Employees can find training videos and user guides by visiting <https://andgo.providencehealthcare.org/andgo>.

### **15. Can I try Andgo to see how it works?**

We are working on a training site, please check our website for more details. <https://andgo.providencehealthcare.org/andgo>.

## Setting up the Employee Portal (MySchedule)

Please visit <https://andgo.providencehealthcare.org/andgo> for the Employee Portal (MySchedule) user guide.

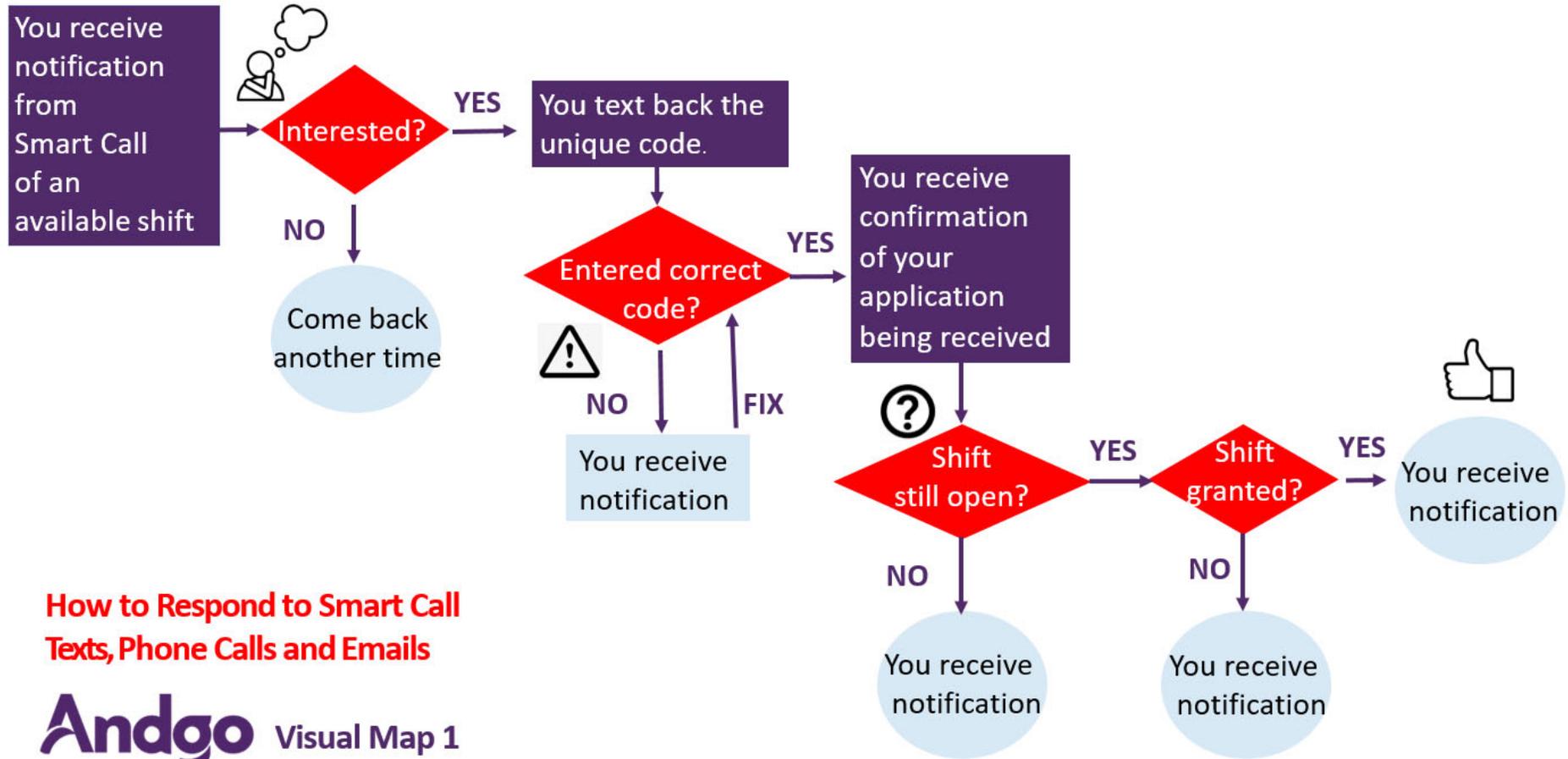
## Troubleshooting

### **16. What happens if Andgo System goes down?**

In the event of a system downtime, Staffing will temporarily revert to the manual callout process using the primary contact number the employee lists in Andgo. Employees are expected to ensure this number is up to date.

### **17. Who do I contact for more information about Andgo?**

If you require more information or need further support for Andgo visit [andgo.providencehealthcare.org/andgo](https://andgo.providencehealthcare.org/andgo) or email [andgo@providencehealth.bc.ca](mailto:andgo@providencehealth.bc.ca).



## Smart Call and Prebooking

### *What determines who is awarded the shift?*

Andgo does not change how shifts are awarded to employees; collective agreement rules and seniority determines who is awarded shift opportunities.

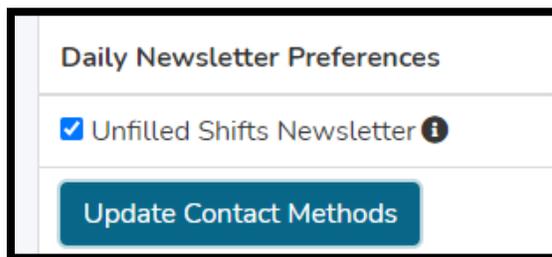
### *What is Smart Call?*

Smart Call describes the process of how an employee will receive notification of open/vacant shifts occurring between zero (0) hours to six (6) days, through the Andgo.

Shifts in the Smart Call range are sent out by email, text messages or phone call depending on the employee's preferred contact method(s). Employees can respond directly to phone and text message notifications they receive. Smart Call emails contain a link that takes employees to the Andgo website where they can apply for shifts.

### *What is the difference between Smart Call and Prebooking?*

The primary difference between Smart Call and Prebooking is that Prebooking shifts (unfilled) are farther out (6 days to 112 days) and employees are notified differently for these shifts. Employees will receive the Unfilled Shifts Newsletter on a nightly basis by default; however, they can opt out of receiving this newsletter if they choose. If employees opt out of receiving the nightly newsletter, they can still access the shifts at any time via MySchedule (<https://andgo.phcnet.ca>) and in the Unfilled Shifts Calendar.



Prebooking emails contain a link that takes employees to the Employee Portal (MySchedule) website where they can apply for shifts.

<b>Time to Shift Start</b>	<b>Smart Call or Prebooking Rules</b>	<b>Notification Type</b>
Today (0 days)	Smart Call	Email, Text Message (SMS), Call
Tomorrow (1 day)	Smart Call	Email, Text Message (SMS), Call
2-6 days	Smart Call	Email, Text Message (SMS), Call
7-30 days	Prebooking	Email
31-112 days	Prebooking	Email



## ***How long do I have to respond to a shift offer?***

This depends on how far away the shift is and whether others respond, but you will always have at least 15 minutes.

<b>Time to Shift Start</b>	<b>Submission Window</b>
Today	15 minutes
Tomorrow	30 minutes
2-6 days	3 hours
7-30 days	24 hours
31-112 days	5 days

Please visit <https://andgo.providencehealthcare.org/andgo> for more details.

## ***What is a submission window?***

A “submission window” is a period of time during which bids for a shift(s) offer are guaranteed to be considered. The submission window for any given offer begins from the time the offer was sent and lasts for 15 minutes or up to five (5) days depending on how far away the shift is.

## ***What happens when the submission window closes?***

When the shift offer’s submission window closes, all bids for the shift are compared and the shift is awarded per the appropriate collective agreement language. If the submission window has closed, you cannot bid for the shift unless it is sent out again.

## ***Am I still able to bid late for Andgo shifts?***

No. While Andgo cannot accept late bids, the priority window for shifts starting beyond 24 hours has been increased to allow more time for employees to bid. If a shift is not filled, it will be resent.

## ***How do I know if I’ve been awarded a shift?***

If you are awarded a shift, you will receive an award notification in the same way that you received the original shift offer.

## ***Will Andgo be used to offer blocks of shifts?***

Yes, you will receive offers of single shifts and blocks of shifts from Andgo. When bidding on a block of shifts, you are bidding on the entire block. This means that you must be able to work all of the shifts offered in the block.



### ***Can I tell Andgo that I'm only available to work part of the shift?***

Yes, employees can make partial submissions on individual shifts that are eligible for a partials in the Smart Call or Prebooking timeframe. This can be done by text, phone, or through the Employee Portal (MySchedule) website.

Text notifications will note if a shift is partial-eligible by adding (P) following the date of the shift. The shift offer by phone and/or website will provide options to make partial submissions as well.

Visit <https://andgo.providencehealthcare.org/andgo> for more info.

### ***Am I always able to bid partial?***

Although blocks may contain "(P)" displayed next to the date of the shifts offered, partial bids are only accepted for individual shifts and will not be accepted for blocks

### ***Will I receive shift offers while I'm at work?***

Yes, you can control when and how you received shift offers, which might be when you are at work. As per the screenshot below, shift offers will be sent to you based on the contact preferences you set in the Employee Portal (MySchedule) under My Account, Smart Call tab.

**My Account - Smart Call**

My Info My Positions **Smart Call** Notifications Change Password

Smart Call Preferences

Do Not Notify Me Between:

-  Add

I Want to Work These Shift Types:

Day  
 Evening  
 Night

I Want to Work On These Days:

### ***Can I pre-set my account to bid for me?***

Yes, Andgo offers the opportunity for employees to set a Smart Call preference to automatically apply to shifts that start within 48 hours (today and tomorrow). This will, automatically bid for shifts on your behalf and by selecting one of the auto submit checkboxes, you are agreeing to work any and all shifts awarded to you.

### ***Do I get confirmation for shifts I bid on or responses I send?***

Yes, Andgo sends a confirmation notification for each of your responses. This will include granted shifts, denied shifts, withdrawn bids and partials. For example, if you withdraw from your shift, you will receive notification advising whether your response was successful or not.

### ***If I receive multiple offers, can I indicate preference for one over the other when responding?***

No, there is no way to indicate preference for one shift over another when responding to multiple offers.

### ***Can I cancel my bid for an offer after I have received the award notification?***

No, if you receive an award notification, this means that the shift/block is already in your schedule and you are expected to work it.

### ***What should I do if I want to withdraw my bid?***

You may only withdraw your bid while the submission window is still open and before the shift enters the processing stage. To cancel your bid type “w” and the reference number. For example: W123456

### ***How do I change my phone number in the Andgo System?***

To update your phone number(s), please contact your Portfolio Clerk by phone or email during regular business hours (Monday to Friday). Contact the Staffing Intake Office after hours or on weekends at **604-806-9664**. To have your contact details updated in Andgo by the next day, you must contact Staffing before 9:30 p.m. During this time, you can still bid for shifts on the Andgo website.

### ***If I change my personal email address in Andgo online, is it updated in real time?***

Yes. All changes to personal emails are made in real time.

### ***What happens if the submission window closes and nobody has bid on the shift?***

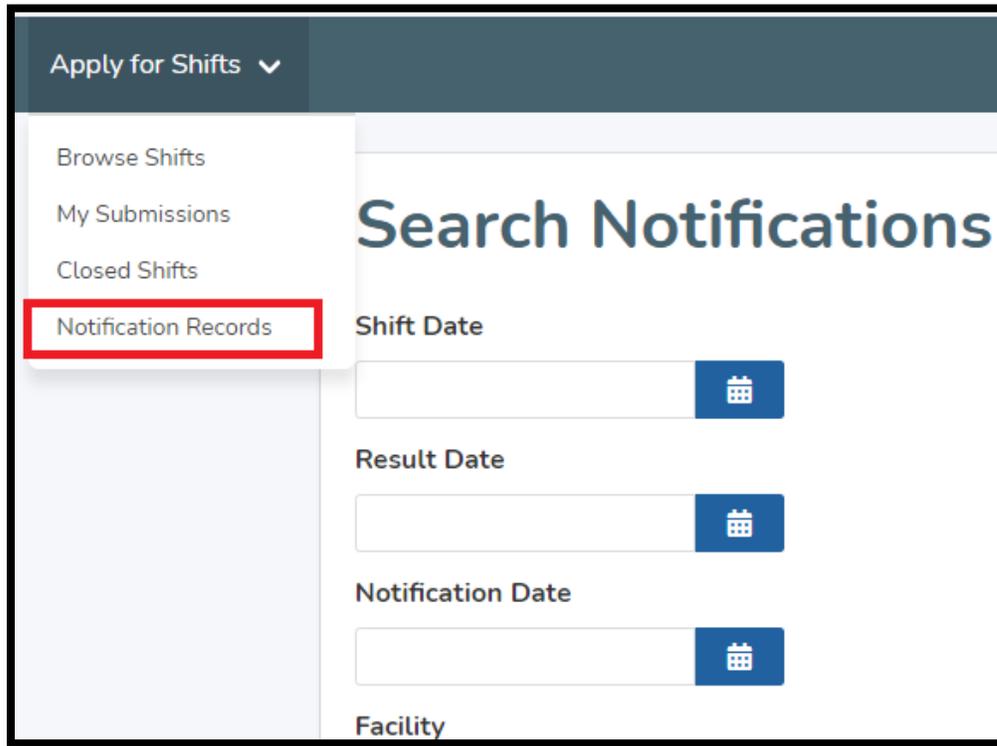
If the submission window closes, then the shift may be resent out again. You are encouraged to bid on shifts during the submission window.

### ***What happens if a shift is cancelled after I've already bid on it?***

You will receive a notification that the shift is no longer available.

### ***How can I check why I did not receive a notification for a shift call out?***

Log in to your Employee Portal (MySchedule) account. Find the tab, “Apply for Shifts” and select, “Notification Records”. Fill out the appropriate dates and times and then filter to see the reason for why you did not receive a notification for the shift.



### ***Can I pause my notifications while I am away?***

Yes. If you wish to turn off notifications, you can do so in the Employee Portal at (<https://andgo.phcnet.ca/>); however, please note that if you deactivate notifications you will not receive shifts until you reactivate notifications. Please note that you are responsible for reactivating your notifications once you have returned from vacation or leave.

Please continue to provide any dates you are unavailable to the People Staffing Office.

Visit <https://andgo.providencehealthcare.org/andgo> to learn how you can update your employee portal profile.

### ***If I no longer wish to receive text or email notifications, can I reply with the words “cancel”, “stop”, or “arrêt”?***

No. To turn off text or email notifications of shift offers, please go to the employee portal and mark those modes of communication as “Inactive”.

### ***How do I reactivate text notifications after I have made them inactive?***

To reactivate the Andgo text message offers, and be removed from the SMS (text message) blacklist, you must send one of following keywords: “start”, “commence”, “ouvre”, “begin” or “open” to any Andgo SMS number from your mobile device.



## Learning and Support

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