



**Q4. What are the new changes to the submission windows and notification times?**

**A4.** Starting Wednesday, October 27, 2021 at 8:00 a.m., Andgo’s Smart Call and Prebooking submission windows will be changed as per the chart below.

For prebooked shifts 30-112 days, the submission window will be every 5 business days:

- Starts Thursdays at approximately 1:30 a.m.
- Ends Tuesdays at approximately 1:30 a.m.

Time to Shift Start	Smart Call/ Prebooking	Notification Type	Submission Window Closes
<i>Today (0)</i>	Smart Call	Email, Text Message (SMS), Call	30 minutes
<i>Tomorrow (1)</i>	Smart Call	Email, Text Message (SMS), Call	30 minutes*
<i>2-6 days</i>	Smart Call	Email, Text Message (SMS), Call	3 hours
<i>7-29 days</i>	Prebooking	Email	31 hours*
<i>30-112 days</i>	Prebooking	Email	5 days*

Note: Asterisk (\*) notes new changes.

Andgo MySchedule Employee Portal: [Andgo.phcnet.ca](https://andgo.phcnet.ca)

