



Q2. How can I make sure that I always receive a shift offer for Smart Call?

A2. You will only receive two notifications for each shift call out via phone, text message, and/or email depending on your Smart Call Employee Preferences.

You **will not** receive any additional notifications if the **same shift** is offered a three or more times, but **you will receive the shift offer again in the MySchedule portal.**

To ensure you see all available shifts in a timely manner:

- “Shop” for shifts online by frequently checking the MySchedule Employee Portal: andgo.phcnet.ca.
- Bid within the submission window.

Note: For Smart Call, we recommend staff have at least two (2) contact methods set-up in their Employee Portal (MySchedule).

Andgo MySchedule Employee Portal:
Andgo.phcnet.ca

Time of Shift Start	Submission Window
<i>Today (0)</i>	15 minutes
<i>Tomorrow (1)</i>	30 minutes
<i>2 - 6 days</i>	3 hours
<i>7 - 29 days</i>	24 hours
<i>30 - 112 days</i>	5 days

