
mySchedule User Guide - How to Change Your Smart Call Preferences

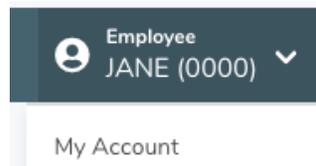
Introduction

The Smart Call feature is used for immediate shift vacancies that are 0 – 7 days out. The Smart Call feature sends out SMS texts, email, and/or phone calls to notify you of immediate vacancies. You can apply for these shifts through the method you were contacted (text/phone) or on the *mySchedule* website.

You can customize how and when Smart Call notifies you and what type of shifts you will be notified about. This document will help you understand each setting and the various options you can select.

Instructions

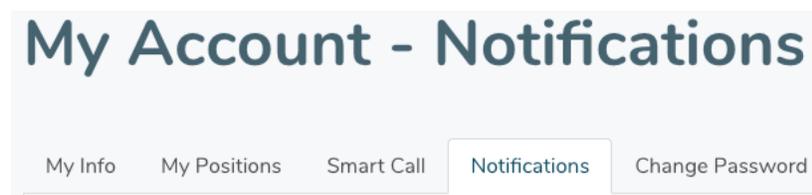
1. Log in to myschedule.northernhealth.ca with your Northern Health user account.
2. Select your employee information from the top right corner to open the menu, then select **My Account** from the drop-down menu:



Changing Notification Settings

To select how you would like to be notified of immediate vacancies, please see the following Notification settings:

1. Click on the **Notifications** tab:



2. Contact methods for each of your phone numbers (if applicable) will be displayed on the **My Accounts - Notifications** screen as shown below:

Contact Methods	
Phone 1 (250-250-2500)	<input checked="" type="checkbox"/> Text <input type="checkbox"/> None <input type="checkbox"/> Call <input type="checkbox"/> Text/Call
Phone 2 (Not Set)	

* Setting phone contact methods will result in receiving mySchedule notifications and urgent information from Northern Health. Setting phone 1 and phone 2 contact methods will result in double notifications for shifts. To update your phone numbers please contact your local Staffing Office.

Here is a brief explanation of each option on the **Contact Methods** menu:

Text	Text messages for vacant shifts will be sent to this contact number
None	No communication will be sent to this contact number
Call	Automated calls for vacant shifts will be sent to this contact number
Text/Call	Text messages and Automated calls for vacant shifts will be sent to this contact number

Please note that setting contact options on multiple phone numbers will result in being contacted on both phone numbers for each vacancy. Similarly, setting both numbers to **None** will turn off all phone-based notifications.

To update your phone number(s), please contact your local Staffing Office.

3. The **Email Notifications** option allows you to receive Smart Call email notifications for vacant shifts to your email address that is listed on this page. To turn this feature **ON**, select the Smart Call check box as shown below.

This feature is turned **OFF** by default.

The screenshot shows a section titled "Email Notifications (Jane.Doe@northernhealth.ca):" with a link "All / None" on the right. Below this, there is a checkbox labeled "Smart Call" with an information icon to its right. The checkbox is checked, and the entire "Smart Call" label and icon are circled in red.

Note: To change your email address, please go to the **My Account** screen, select the **My Info** tab, and complete the **Update Personal Email** section.

Note: *mySchedule* email notifications provide shift information only, and will never request employees to send back information (personal or business). Smart Call email notifications will be sent from noreply@mySchedule.staffscheduling.ca. This email address will not accept reply emails.

- The **Inform (formerly Broadcast)** option allows you to select whether or not you will receive one-way email communications from Northern Health. This feature is turned **ON** by default – deselect the Inform check box to turn this feature **OFF**.

Email Notifications

- Smart Call ⓘ
- Inform ⓘ

- The **Daily Newsletter Preferences** option allows you to select whether or not you will receive an email summary of vacant shifts in your units to your email address listed on this page.

This feature is turned **ON** by default.

Daily Newsletter Preferences

- Unfilled Shifts Newsletter ⓘ

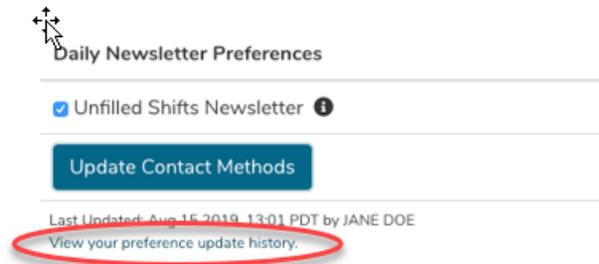
- To finalize any changes you have made, you **MUST** click the **Update Contact Methods** button near the bottom of the page:

Update Contact Methods

After selecting the **Update Contact Methods** button, you will receive the following message, confirming your changes were accepted:

The screenshot shows a web interface titled "My Account - Notifications". At the top, there is a blue banner with the text "Successfully updated contact information." Below the banner, there is a navigation bar with five tabs: "My Info", "My Positions", "Smart Call", "Notifications", and "Change Password". The "Notifications" tab is currently selected and highlighted.

- To view all the changes to your Notification settings that have been logged and tracked over time, click on the link at the bottom of the page as shown below:



As shown below, this will provide you with a list of what you changed in your Notification and Smart Call settings and when.

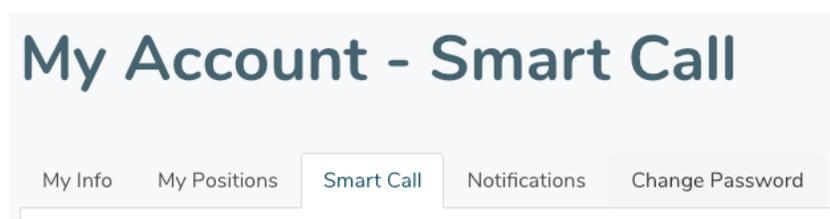
JANE DOE Preference Update History

Updated By	Phone 1	Phone 2	Smart Call Emails	Broadcast Emails	Shift Newsletters	Times	Days of Week	No Call Changes	Shift Length	Auto Sub Today	Auto Sub Tomorrow	Auto Sub Notify
JANE DOE on Aug 15 2019, 13:01 PDT	TEXT		No	Yes	Yes	ALL	- / - / - / - / - / - / -	NONE	ALL	No	No	No
JANE DOE on Jul 31 2019, 09:54 PDT	BOTH		Yes	No	Yes	ALL	- / - / - / - / - / - / -	NONE	ALL	No	No	No

Changing Smart Call Settings

To select which immediate vacancy shifts you want to be notified of, or when you want to be notified, or to set automatic submissions, please use the following Smart Call preferences:

- From the **My Account** screen, click on the **Smart Call** tab:



9. The **Smart Call Preferences** menu includes a number of settings that allow you to customize the types of shift offers you will receive:

Do Not Notify Me Between	This allows you to set a start and end time range during which you will <u>not</u> be notified of shift vacancies. Shift offers will only be sent to you during Staffing hours. A list of these office hours and Staffing contact information can be found at Staffing Office Hours and Contact Information .
I Want to Work These Shift Types	This allows you to select which shift type you will receive notifications for; day, evening, or night shifts. By default you will receive notifications for all shift types. (A checked box indicates “ON”, an unchecked box indicates “OFF”)
I Want to Work On These Days	This allows you to specify which days of the week you want to work. You will receive notifications for shifts that are on these days only. By default, you will receive notifications for all days of the week. The Holidays setting is unused – turning it off or on will have no effect. (A checked box indicates “ON”, an unchecked box indicates “OFF”)
I Want to Work These Shift Lengths	This allows you to specify the length of shifts you want to work. You will receive notifications for shifts that meet the criteria you select. By default, you will receive notifications for all shift lengths. (A checked box indicates “ON”, an unchecked box indicates “OFF”)
On Days I Am Working	This allows you to select whether or not you receive notifications for additional hours on days you are scheduled to work.
I Want to Automatically Submit for Shifts that Fit the Specified Criteria Above	This feature allows you to automatically submit applications for shifts today, tomorrow, or both, as well as whether you want to be notified by email when you have automatically submitted. These options are set to OFF by default . Please note that this option must be turned off MANUALLY. This option remain ON and will continue to automatically submit applications for shifts on your behalf until you turn it off. All applications submitted on your behalf when utilizing this option, are considered as acceptance of the shifts if awarded. (A checked box indicates “ON”, an unchecked box indicates “OFF”)

- **Do Not Notify Me Between** option allows you to set a time range (or multiple time ranges) during which you will not be notified of any vacancies. This option allows you to avoid early morning calls, though calls will still only occur during the hours of operation of your Staffing Office.

Simply select the time range, your time zone, and the **Add** button:

Do Not Notify Me Between:

01:00 - 05:00 America/Vancouver **Add**

Please note once set, this option will remain **ON** until you remove it. Shifts that are offered during this time range will not be re-offered. By default this option is **OFF**.

To remove a Do Not Notify Me Between option, simply click the **Remove** button:



- **I Want to Work These Shift Types** option allows you to select any combination of Day, Evening, Night, or On Call shifts you want to receive notifications for:

I Want to Work These Shift Types: [All / None](#)

Day
 Evening
 Night
 On Call

All shift types are **ON** by default – simply click the check box next to each option to select or de-select that shift type.

- **I Want to Work On These Days** option allows you to choose whether to receive notifications for shifts that fall on each day of the week. The Holidays setting is unused – turning it off or on will have no effect:

I Want to Work On These Days: [All / None](#)

Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday
 Sunday
 Holidays

- **I Want to Work These Shift Lengths** option allows you to choose whether to receive notifications for any combination of short shifts (less than 8 hours), regular shifts (8 hours), or extended shifts (more than 8 hours):

I Want to Work These Shift Lengths: [All / None](#)

Less than 8hrs
 8hrs
 More than 8hrs

- **On Days I Am Working** option allows you to select whether you want to receive contacts for extra shifts or hours on days you are already scheduled to work:

On Days I Am Working:

Notify me of additional shifts, including extensions. ▼

- **I Want to Automatically Submit for Shifts that Fit the Specified Criteria Above** option allows you to automatically submit applications for shifts today or tomorrow that meet your other criteria (above), and whether to receive an email notification of each automatic application. This option is useful if you are not be able to respond to notifications in a timely manner:

I Want to Automatically Submit for Shifts that Fit the Specified Criteria Above:

- Today's Shifts
- Tomorrow's Shifts

Disclaimer: By selecting one of the auto submit checkboxes, the employee is agreeing to work any and all shifts awarded to them. The employee is responsible to check what shifts they have been auto submitted for. A confirmation via your preferred contact method will be sent to you for any shifts you are awarded. This setting must be turned off manually or it will continue to apply for shifts on your behalf.

Please note that these settings will not submit applications for blocks, **and will remain on until you turn them off manually**, so please use these settings carefully. Applications, manual or automatic, are considered acceptance of the shift if awarded.

10. To finalize any changes you have made, you **MUST** click the **Update My Preferences** button near the bottom of the page:

Update My Preferences

After clicking on the **Update My Preferences** button, you will receive the following message, confirming your changes were accepted:

Successfully updated notification preferences.

11. These Smart Call settings can be modified at any time.

12. To view all the changes to your Smart Call settings that have been logged and tracked over time, click on the link at the bottom of the page as shown below:

I Want to Automatically Submit for Shifts that Fit the Specified Criteria Above:

Today's Shifts
 Tomorrow's Shifts

Disclaimer: By selecting one of the auto submit checkboxes, the employee is agreeing to work any and all shifts awarded to them. The employee is responsible to check what shifts they have been auto submitted for. A confirmation via your preferred contact method will be sent to you for any shifts you are awarded. This setting must be turned off manually or it will continue to apply for shifts on your behalf.

[Update My Preferences](#)

Last Updated: Aug 15 2019, 13:12 PDT by JANE DOE
[View your preference update history.](#)

As shown below, this will provide you with a list of what you changed in your Notification and Smart Call settings and when. Note: this is the same display you are provided when you select “view your preference update history” from the Notifications setting.

JANE DOE Preference Update History

Updated By	Phone 1	Phone 2	Smart Call Emails	Broadcast Emails	Shift Newsletters	Times	Days of Week	No Call Changes	Shift Length	Auto Sub Today	Auto Sub Tomorrow	Auto Sub Notify
JANE DOE on Aug 15 2019, 13:12 PDT	TEXT		No	Yes	Yes	ALL	M / T / W / - / - / - / -	NONE	ALL	No	No	No