mySchedule User Guide – How to Review Shift Notifications

Introduction

mySchedule records and tracks all shift and block notifications you are sent, for both Smart Call and Online Prebooking shifts. Smart Call notifications also track shifts you are not sent notifications for, including the reason no notifications were sent, while Online Prebooking shift records are filtered only to the Newsletter notifications sent. This document provides information on how to access and review your notification history.

Smart Call Notifications

1. Login to *mySchedule.northernhealth.ca* with your Northern Health user account.

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

Apply for Shifts ⌄

3. Click on **Smart Call Notifications**:

Apply for Shifts ⌄

Browse Shifts
My Submissions
Closed Shifts
Smart Call Notifications
Newsletter Notifications
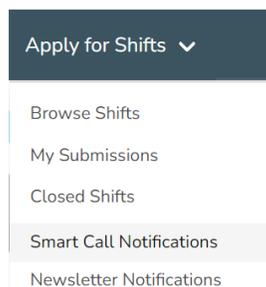
4. You can enter any of the following search options in the **Search Notifications** screen to specify the notification records you wish to view, or you can just click on **Search** to see all your records.

   Below is a brief explanation for each Search option:

Shift Date	The start date of the shift or block
Result Date	The date notifications were sent about the outcome of applications
Notification Date	The date the notification was sent (or logged as unsent)
Facility	The facility the shift or block belongs to
Unit	The unit the shift or block belongs to

5. The list of all Smart Call shift notification records for your search criteria will appear. Below is an example of one of these records:

Here is a brief explanation for each column:

Employee	Your name should appear here
Department	The Facility and Unit information will appear here
Occupation	The occupation type that the shift belongs to will be listed here
Shift Info	Details about the shift including the hours of work and shift icon will be listed here – this can be clicked to review more detailed information
Notifications	The button here will either list the notifications sent, or that notifications were unsent – click this button for details
Date Posted	The time and date that the shift opened for applications
Result	The result of your applications, whether Granted or Denied (including the time notifications were sent), Processing if the application has not been finalized, or a dash if you did not apply on this shift

6. For shifts labelled as **Unsent**, simply click the **Unsent** button to see the list of reasons:

JANE DOE (00000)	002 - CO HRIS Dummy Unit - MySchedule 002 - NH Corporate	Computer Tech Support I	Evening (E) May 20 2017, 17:00 - 21:00 PDT	Unsent For 1 Reason	May 18 2017, 14:29 PDT	PROCESSING

You did not receive any notifications for this shift because:
Employee is working at that time.

7. For notification details, simply click the **Notifications** button to see the details – the employee in this example applied on this shift by text message:

| JANE DOE	002 - CO HRIS Dummy Unit - MySchedule 002 - NH Corporate	Computer Tech Support I	Evening (E) Feb 07, 2017 17:00 - 21:00 PST	1 Call, 1 Text, 1 Email	Feb 07 2017, 14:15 PST	Denied on Feb 07 2017, 14:40 PST via 📱 ☎ ✉
☎	555-555-5555		Sent: Feb 07 2017, 14:15 PST		Result: Did Not Submit	
📱	555-555-5555		Sent: Feb 07 2017, 14:15 PST		Result: Submitted	
✉	jane.doe@email.com		Sent: Feb 07 2017, 14:15 PST			

8. Please contact your manager if you have any questions or concerns about the information available in the **Smart Call Notifications** tool.

Newsletter Notifications

1. Login to *mySchedule.northernhealth.ca* with your Northern Health user account.

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

Apply for Shifts ⌄

3. Click on **Newsletter Notifications**:

Apply for Shifts ⌄
Browse Shifts
My Submissions
Closed Shifts
Smart Call Notifications
Newsletter Notifications
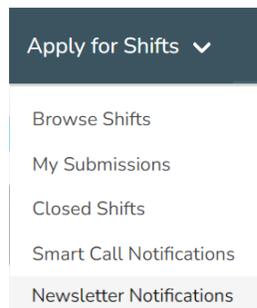
4. You can enter any of the following search options on the **Search Newsletter Notifications** screen to specify the notification records you wish to view, or you can just click on **Search** to see all your records.

    Below is a brief explanation for each Search option:

Shift Date	The start date of the shift or block
Result Date	The date when submissions were processed
Notification Date	The date the initial notification was sent
Facility	The facility the shift or block belongs to
Unit	The unit the shift or block belongs to

5. The list of all Newsletter Notification records for your search criteria will appear. Below is an example of one of these records:

Here is a brief explanation for each column:

Employee	Your name should appear here
Department	The Facility and Unit information will appear here
Occupation Class	The occupation type that the shift belongs to will be listed here
Shift Info	Details about the shift including the date and hours of work and will be listed here
Notification	This button indicates the communication sent, and can be clicked to display details about the newsletter, including
Notification Date	The time and date that the newsletter notification was sent

6. Please contact your manager if you have any questions or concerns about the information available in the **Newsletter Notifications** tool.