



How to call EARL using mySchedule Quick Dial

What is mySchedule Quick Dial?

- mySchedule Quick Dial lets staff send information to mySchedule through the phone
- Staff will call into “mySchedule EARL” using mySchedule Quick Dial

How do I call mySchedule EARL using mySchedule Quick Dial?

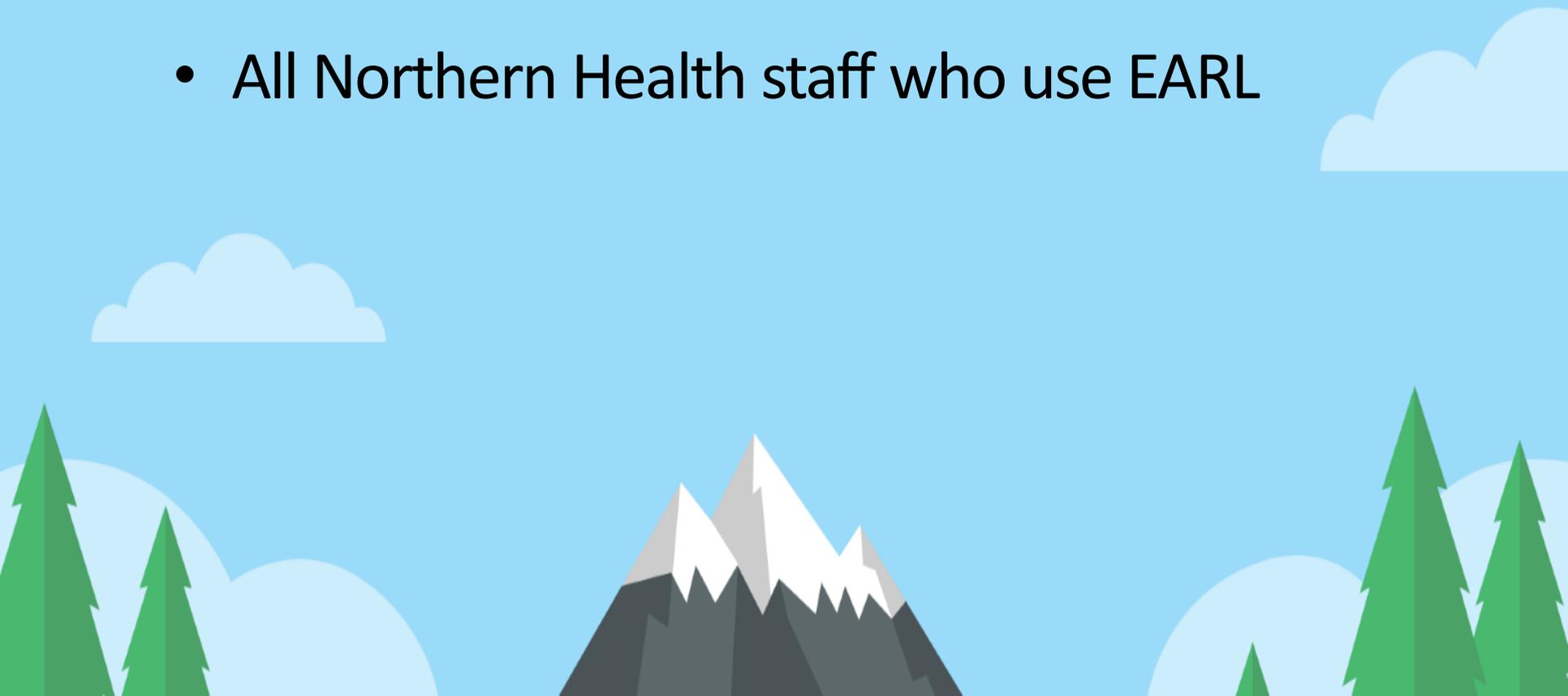
1. Call mySchedule Quick Dial **1-855-603-9082**
2. Enter your employee ID
3. You will be asked to select an option to indicate what information you would like to provide
 - Select Option 1 - **Employee Absence Reporting Line (EARL)**, the only option to choose at this time
4. More options will be available in the future, letting you send other information to mySchedule through the phone

What should we call It?

- **mySchedule Quick Dial – Option 1 – Employee Absence Reporting Line (EARL)** is a long name
- So, we shortened it to **mySchedule EARL**

Who will use mySchedule EARL?

- All Northern Health staff who use EARL



What is changing?

- Schedule information will be more up-to-date
- The EARL script has been reorganized to make the most common types of absences faster to complete
- Pressing zero (0) no longer connects to a call centre
- You can record a voice message that your manager, their delegate(s), and Staffing Services can review

The call process

- Call mySchedule Quick Dial, select option 1, and confirm the dates and reason for your absence
- After your absence information is entered, you can review and change the details
- You'll receive a confirmation number – **please save this!**
- The mySchedule EARL system includes two ways for you to leave a message:
 1. Record a message (optional) – During the EARL call, you can record a message for your manager.
 2. Call transfer (required) – At the end of the EARL call, after you receive your confirmation number, you are transferred to your manager or your department's phone. If your transfer goes to voicemail, you are required to leave a message.

Do I need to leave a voice message?

- Recording a voice message is optional when reporting an absence, unless information is missing from your schedule, in which case you will be asked to leave information regarding the shift you're cancelling
- **IMPORTANT** – Please don't include any personal or symptom information – your manager, their delegate(s), and Staffing Services may review these messages

How to record a message

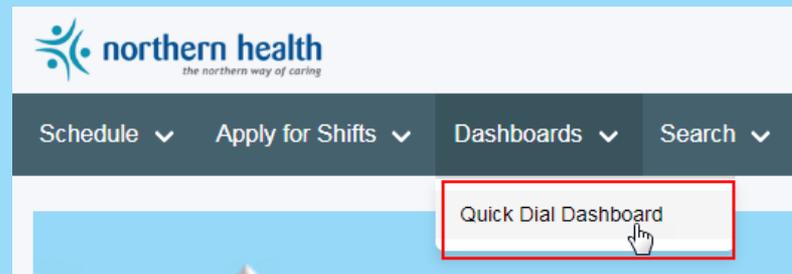
1. To leave a message, press 1 when prompted
2. To stop recording, press #
3. You can re-record your message until you are satisfied with it

What happens next?

- At the end of the call, you will be transferred to your manager or unit. All staff are required to remain on the call until they are transferred to their manager or department. It is important that you do this to ensure your department is aware of your absence.
- After your call is completed, you'll be sent an email confirmation of your absence
- You can view your absence-call details on mySchedule

Quick Dial Dashboard

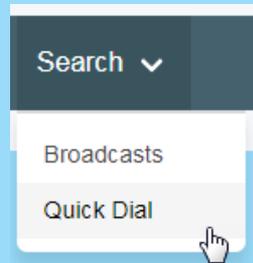
- The Quick Dial Dashboard is where you can review absence calls you made **today** and **yesterday**
- Select Quick Dial Dashboard from the Dashboards menu:



- See the [“How to Use mySchedule Quick Dial – EARL”](#) document on mySchedule or OurNH for more details on this feature

Viewing older calls

- To review calls that are older than yesterday, use the Search Quick Dial feature:



- See the “[How to Use mySchedule Quick Dial - EARL](#)” document on mySchedule or OurNH for more details on this feature

Questions?

- For more detailed information on how to use mySchedule Quick Dial to report an absence, please review the “[How to Use mySchedule Quick Dial – EARL](#)” document on mySchedule or OurNH
- If you have any questions, please contact mySchedule@northernhealth.ca