mySchedule User Guide – How to Use mySchedule Quick Dial - EARL

Introduction

The Employee Absence Reporting Line (EARL) is part of the mySchedule Quick Dial system, which lets employees send information to mySchedule through the phone. Employees will report an absence by calling mySchedule Quick Dial and selecting option 1, the Employee Absent Reporting Line. Currently option 1 is the only option available to select in mySchedule Quick Dial. In the future, mySchedule Quick Dial may offer options for employees to send other information to mySchedule.

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

1. Calling to Report an Absence

a. **Call Quick Dial 1-855-603-9082**, and the system will indicate you have reached Quick Dial (EARL is part of Quick Dial). When prompted, enter your employee number.

b. After confirming your employee number, Quick Dial will ask you to confirm your name.

c. Quick Dial will then ask you to select an option to indicate what information you would like to provide. Currently option 1, the Employee Absence Reporting Line (mySchedule EARL), is the only option available.

d. The system will then prompt you through the mySchedule EARL steps to report an absence.

e. The mySchedule EARL system includes two methods for you to leave a message – one is optional, the other is required:

– Record a message (optional) – During the EARL call, you can record a message for your manager and Staffing Services. Recording a message in EARL is optional.

– 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 to report your absence to your manager/unit. If your transfer goes to voicemail, you are required to leave a message.

Why call mySchedule EARL and then stay on the line and be transferred to your manager/unit and report your absence again?

- Reporting your absence information to mySchedule EARL immediately alerts Staffing that a shift may need to be filled in your unit providing as much time as possible to fill any vacancies for your unit. (Note: To notify *Procura Schedulers* of your absence, CHW's are to stay on the line and you will be transferred to your Scheduler.)

- To protect your privacy, only your managers/delegates have access to your absence report on mySchedule EARL and your unit may not be able to access this information. To directly notify your unit of your absence, you need to stay on line and be transferred to your unit, allowing them to prepare for your absence. For CHW's this means you must stay on the line until you have reached your Procura Scheduling office and either speak to a Scheduler or leave a message.

f.   Pressing zero (0) will no longer transfer you to a call-centre – all absence information can be entered as you follow the prompts in mySchedule EARL

2. Quick Dial Dashboard – Calls from Today or Yesterday

The **Quick Dial Dashboard** allows you to quickly access and review any of your recent absence-calls to mySchedule EARL. Any calls made yesterday or today will appear here. Currently the only type of call Quick Dial is being used for are EARL's (when you call in to report an unplanned absence).

a.   To view a recent (today or yesterday) absence-call, select Dashboards from the menu bar, and select Quick Dial Dashboard from the drop-down menu
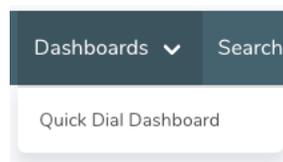
b.   This dashboard will list all of your units along the left side. Across the top of the page, you can see a variety of call types. Currently only Unplanned (which are EARL's) and Active Calls types are being used.

Unplanned	Calls to the Employee Absence Reporting Line (EARL)
Active Calls	Calls that are currently in progress

c.   Entries on the Quick Dial Dashboard are colour-coded. Green means these calls have been processed by Staffing, yellow means a new call has been made in the past 15 minutes, and red indicates a call has been waiting to be processed for 15 minutes or more.

d. If you wish to review any absence-call, click on the unit name, or the number in the Unplanned (EARL) column.

e. This will open the **Quick Dial Recent Recordings** page, where you will see a list of your absence-calls in this unit, displayed with the following information:

	Employee / Home Unit	Call Type	Recording Began	Length	Status	Regarding Unit	From Number	Date
View	JANE DOE (00000) 002 - NH Corporate 002 - CO HRIS	EARL	Jul 24 2019, 11:58 PDT	0:00	Received	002 - CO HRIS Dummy Unit - MySchedule 002 - NH Corporate	+12220000000	Jul 24, 2019

View Button	Click to see specific details of your absence-call
Employee/Home Unit	Your name, employee number, home unit, and home occupation
Call Type	The type of call (only mySchedule EARL type calls at this time)
Recording Began	The time the call was made
Length	The length of any recording made (0:00 if no recording was left)
Status	The processing status of your call • Received – Your absence-call was successfully completed • In Progress – Staffing have started to process your absence-call • Waiting on Unit – Staffing have contacted you manager for direction • Complete – Staffing have finished processing your absence-call
Regarding Unit	This is the primary unit your absence-call is about
From Number	This is the number you contacted Quick Dial from
Date	The date the absence-call is regarding (the first date of the EARL)

f. Selecting the View button will display more detailed information about your absence-call, including the ability to listen to your recorded messages

Called In By Employee	Your name
From Number	The number you used to call into Quick Dial
Call Start Time	The date and time your absence-call began
Call Status	The status of the absence-call (calls are either Completed, or Failed if the call was not sucessfully received)
Rercorded At Time	The time and date the record was created in the system
Recording Length	The length of the recording (may be 0:00)
Recording Type	The type of call (only mySchedule EARL type calls at this time)
Processing Status	The processing status of your call • Received – Your absence-call was successfully received

	• In Progress – Staffing have started to process your absence-call • Waiting on Unit – Staffing have contacted your manager for direction • Complete – Staffing have finished processing your absence-call
Listened	The time and date your audio message was reviewed (Unset means it was not reviewed during processing)
Time Until Listened To	The time between your absence-call being recorded and the audio message being reviewed (Unset means it was not reviewed during processing)
Processed	The date and time the absence-call was processed
Total Time Spent Processing	The time between your absence-call being recorded and completion of processing
Listen	If you recorded a message, it can be listened to here
Regarding Unit	This is the primary unit your absence-call is about
Leave Requests	This is the shift and unit information Staffing were provided regarding your absence-call • Department – This is the unit where you are cancelling shifts. If you indicated the unit was missing from your schedule and position data, this will default to your home unit • Occupation Class – The occupation type of the shifts cancelled • Date – The date of each shift cancelled • Time – The start and end times of each shift cancelled • Duration – The length of each shift cancelled (total hours, not paid hours) • Icon – The shift icon (if available from ESP) of the shift cancelled • Reason – The cancellation reason indicated

3. Search Quick Dial – Review your Quick Dial History

Search Quick Dial allows you to quickly access and review the full history of absence-calls you have made to Quick Dial.

a. Select Search from the menu bar, and select Quick Dial from the drop-down menu:
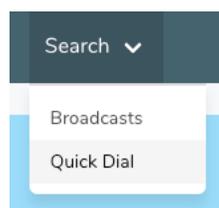
b. The **Search Quick Dial Recordings** page will allow you to filter your search by the following fields. If you do not enter any filtering options, all your absence-calls will be displayed.

Search Filter Options:

Union	Filters by collective agreement
From number	Filters by the number you called Quick Dial from
Facility	The facility your absence-call involved
Unit	The unit your absence-call involved (must have Facility selected)
Date	The date the call was made (this may differ from the date of the shifts cancelled)
Recording Type	The type of call (only mySchedule EARL calls at this time)
Status	The date of your absence-call (this may differ from the date the shifts cancelled) • Downloading – Your recording is downloading to mySchedule now (this will only appear briefly) • Download Failed – Your absence-call was received, but the recording did not successfully download to mySchedule (very rare) • Received – Your absence-call and recording were successfully received • In Progress – Staffing are working on your absence-call now • Waiting on Unit – Staffing have contacted your manager for direction • Processed – Staffing have completed processing your absence-call
Search	This will search based on your selected options (this will display all of your absence-calls if no filters are selected)

c. After entering any filtering options, click the Search button.

d. Your **Quick Dial Recent Recordings** list will display. See section 2.e. and 2.f. above for more details on this page.

4. Quick Dial Contingency – What to do if you have technical issues

This section will discuss how to proceed if you are unable to complete your absence-call for technical reasons.

a. Hang up and call Quick Dial again to see if you can complete your absence-call.

b. mySchedule may be updated to include information about issues – if so, please follow any directions provided.

c. If you are still unable to complete your absence-call, or if the Quick Dial line is not responsive when called, please call your manager and your Staffing Office to notify them of your absence.