



How to Respond to Smart Call Texts, Phone Calls and Emails



powered by



mySchedule Smart Call

Through *mySchedule* Smart Call, you can now receive and/or respond to shift notifications for immediate shift vacancies via:

- Text
- Phone Call
- Email

In the following presentation, you can see the types of notifications you will receive and the responses you can provide.



Length of Time to Apply to Smart Call Shift Notifications

Start Time of Vacant Shift	Time Shift is Open for Submission
Shift starts in 0-12 hours	15 minutes
Shift starts in 12-48 hours	30 minutes
Shift Starts in 48 hours to 7 days	6 hours



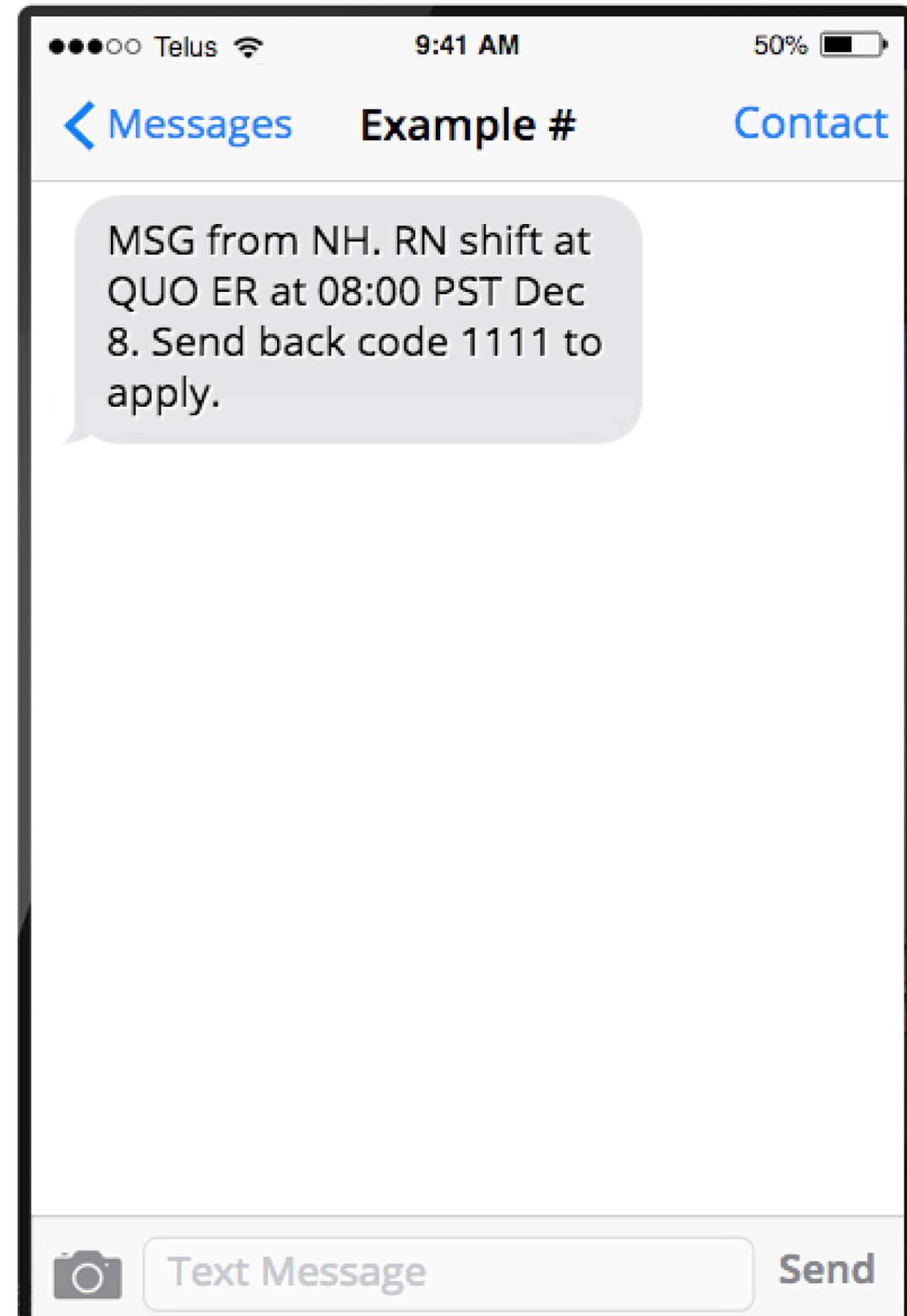


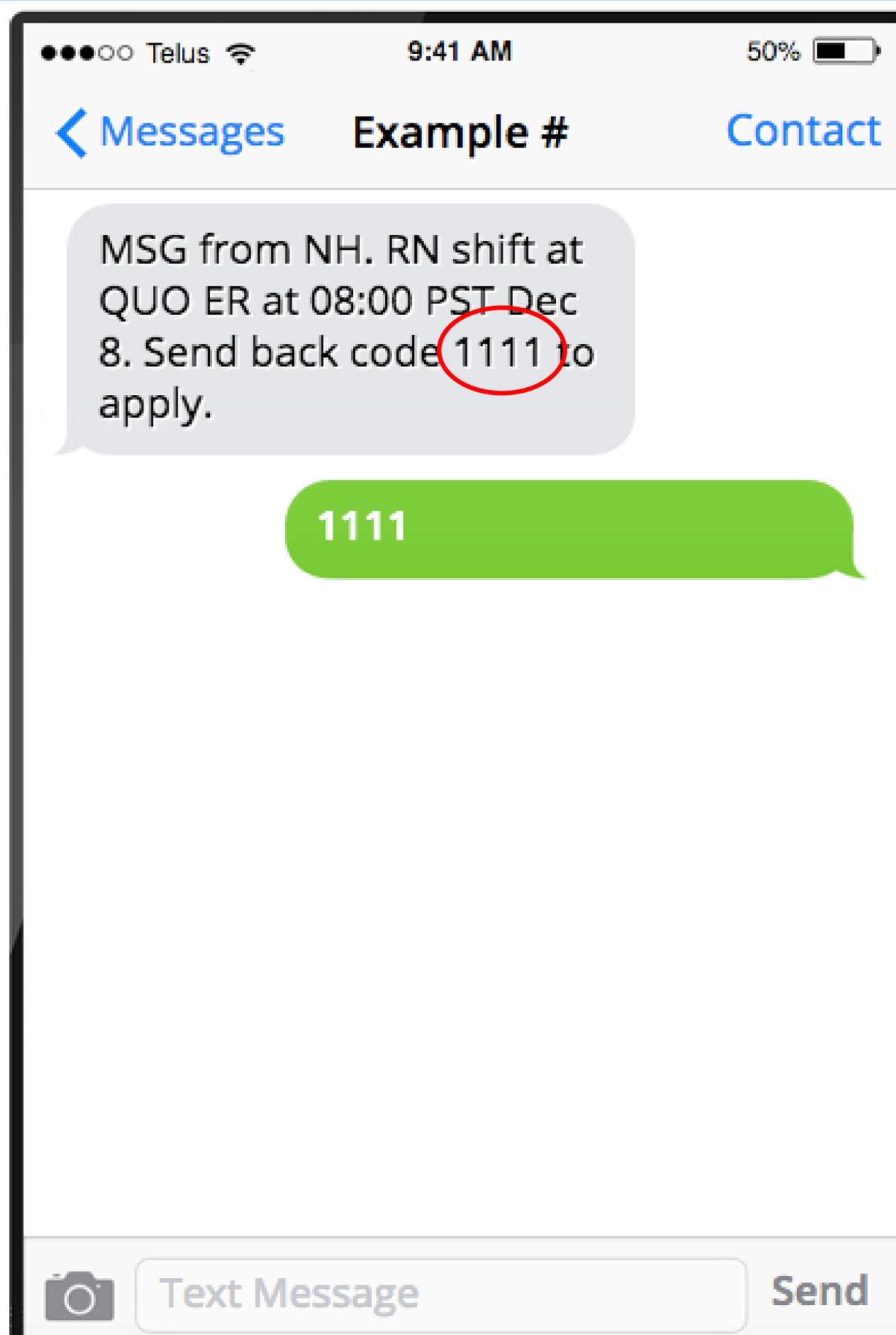
mySchedule:

Responding to Smart Call Texts



Step 1: You will receive a notification from *mySchedule* of an available shift.

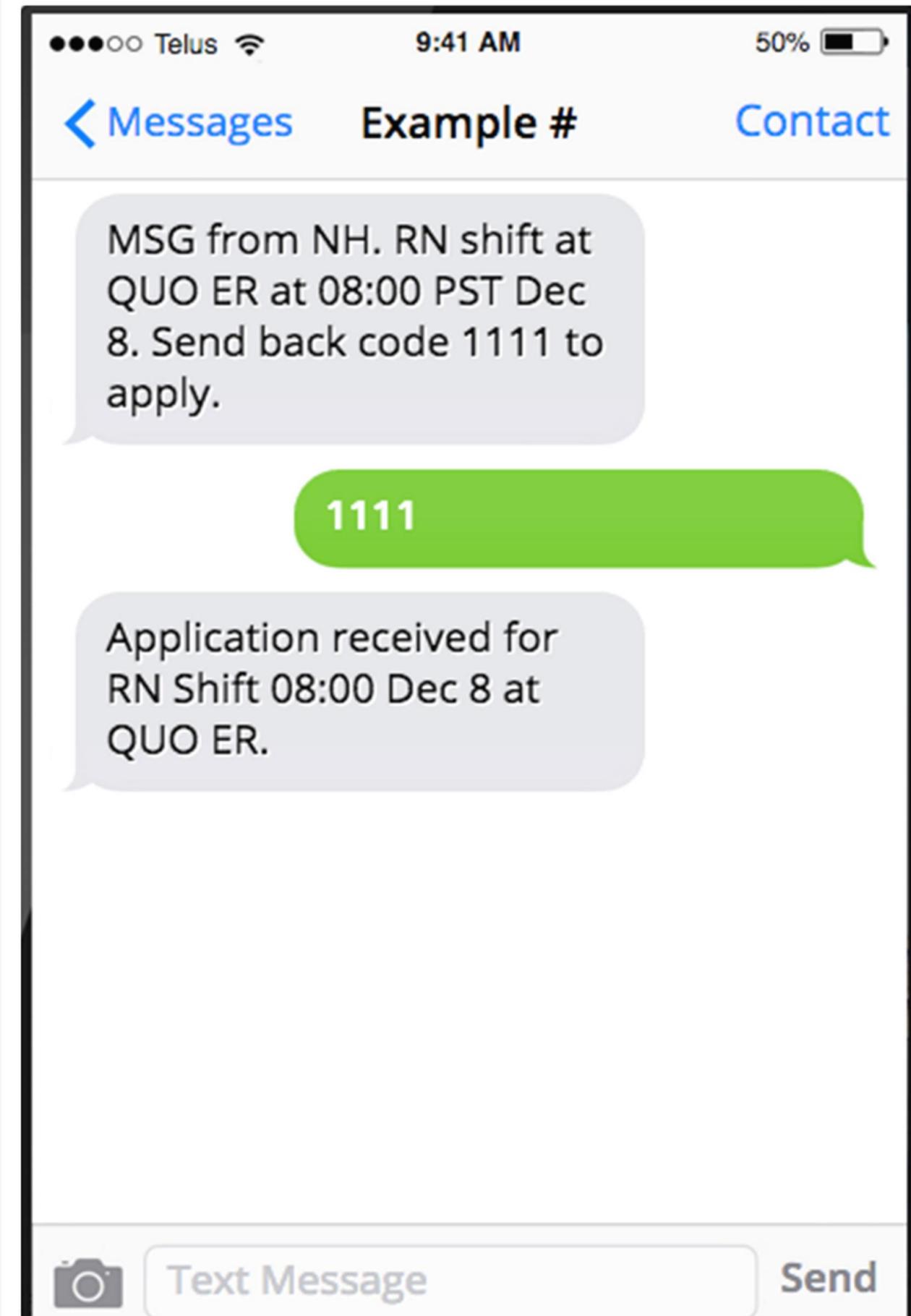




Step 2: If you are interested in applying for the shift, text back the unique code to *mySchedule*. (You can also apply online through the *mySchedule* website.)



Step 3a: You will receive a confirmation when your application is received.



Step 3b: You will receive a notification if the code is entered incorrectly.

MSG from NH. RN shift at QUO ER at 08:00 PST Dec 8. Send back code 1111 to apply.

2222

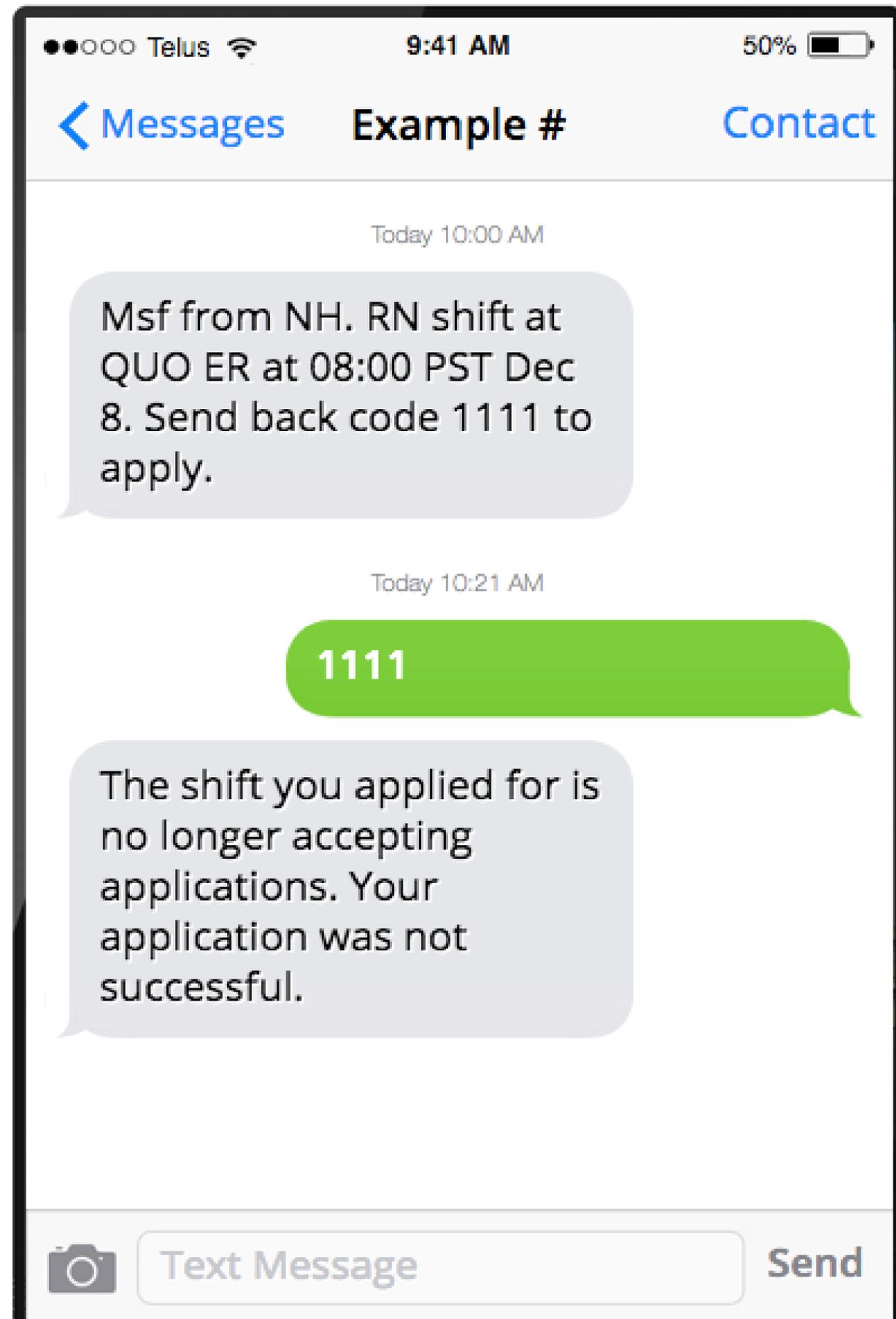
We could not find the code you entered. Ensure you entered it correctly and that the shift is still open for applications.

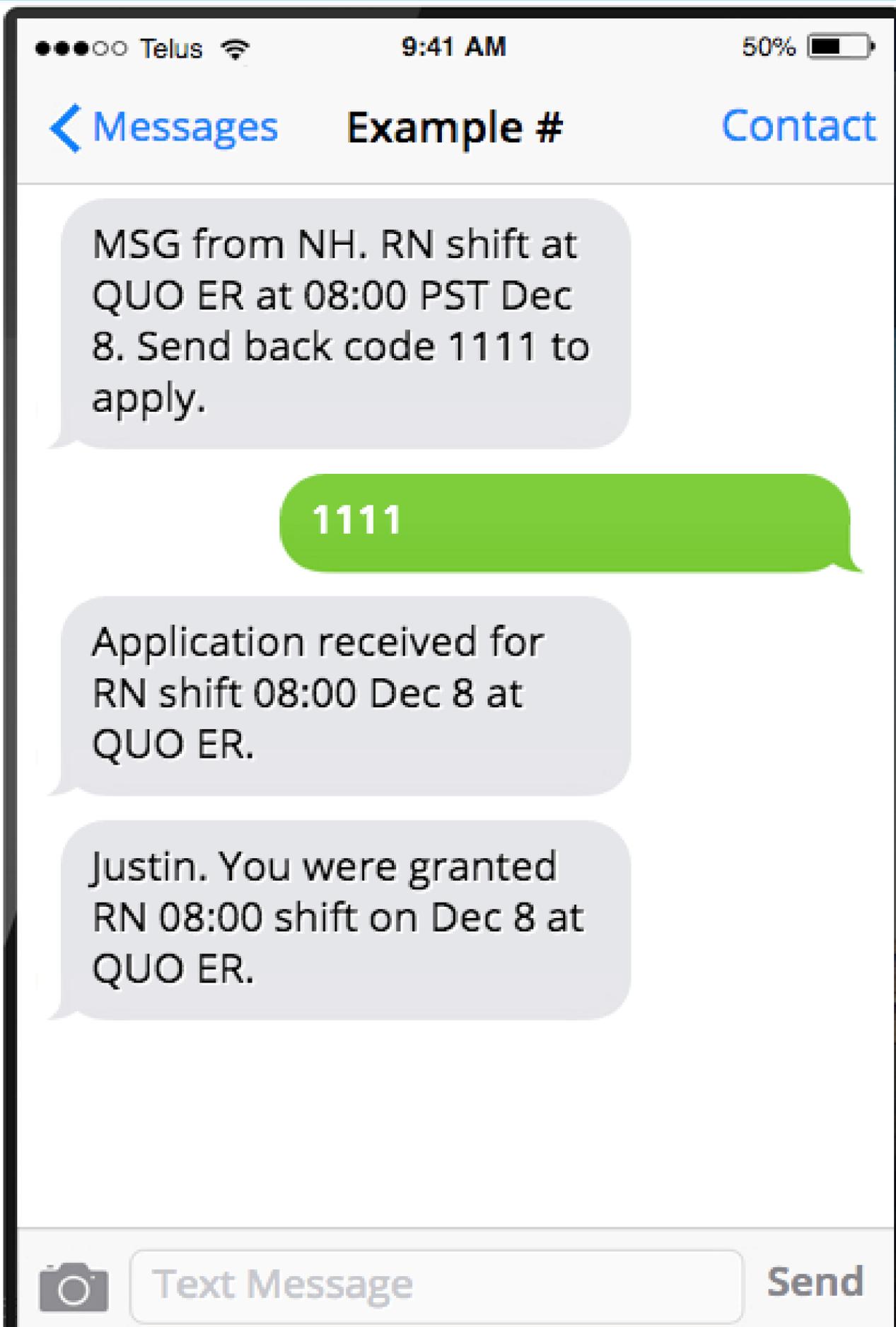
aaaa

The code you entered does not seem to be numeric. Please ensure you entered your numeric code correctly and that the shift is still open for applications.



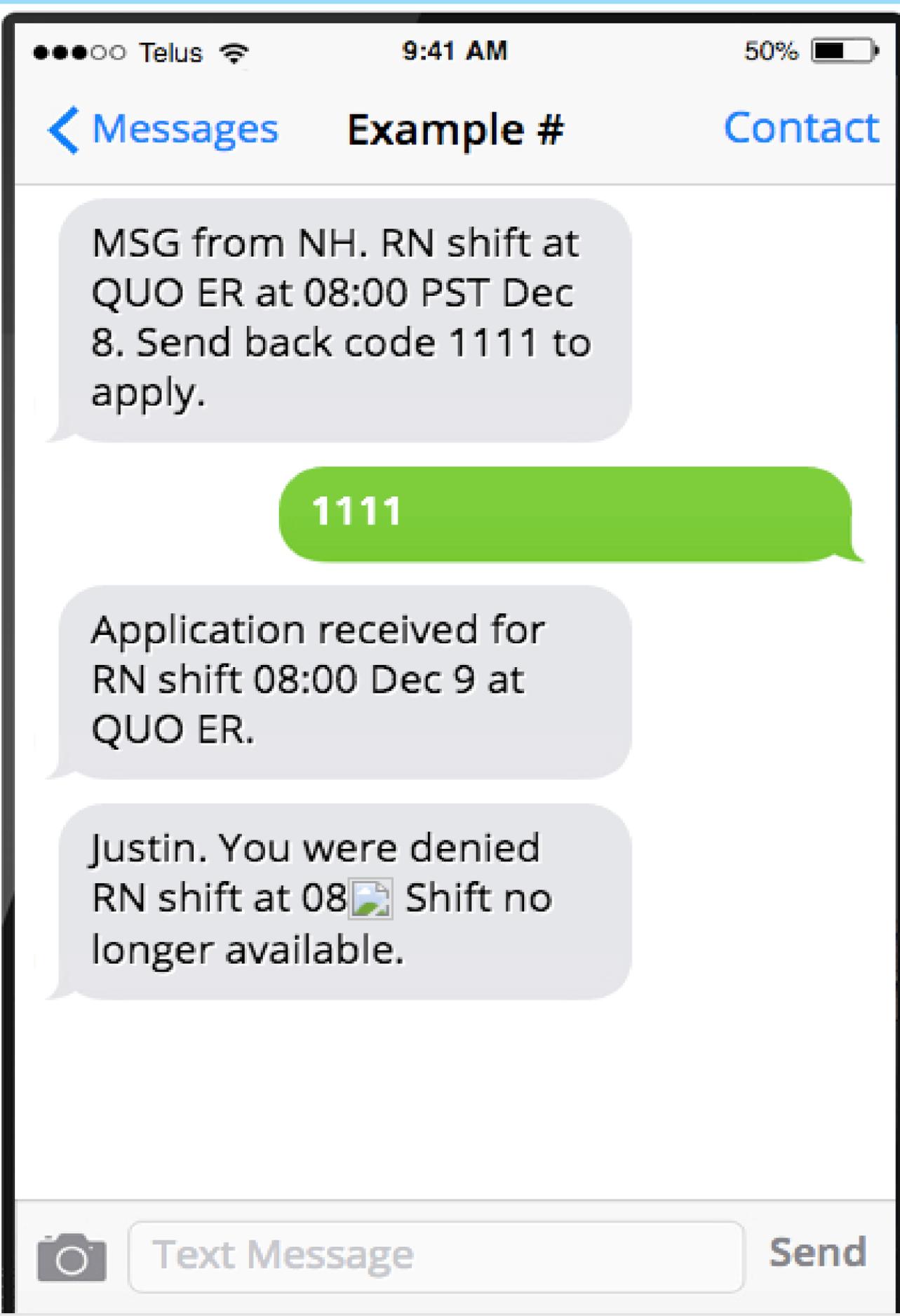
Step 3c: You will receive a notification if the shift you are applying for is no longer open for application.





Step 4a: If granted shift, you will receive a notification.





Step 4b: If denied shift, you will receive a notification.



mySchedule Texting Summary

1. *mySchedule* will text you unfilled shift details from various *mySchedule* phone numbers. Shift details will include:
 - a) Shift time, date, occupation type
 - b) Code to text back if you want to apply for shift via text
2. To apply for the shift:
 - a) text back the code provided, or
 - b) apply online at [mySchedule.northernhealth.ca](https://myschedule.northernhealth.ca)

If you do not wish to apply for the shift, ignore the text message.
3. *mySchedule* will text you back after the shift is processed, with a response of:
 - a) Denied
 - b) Granted





mySchedule:
**Responding to Smart Call
Phone Calls**



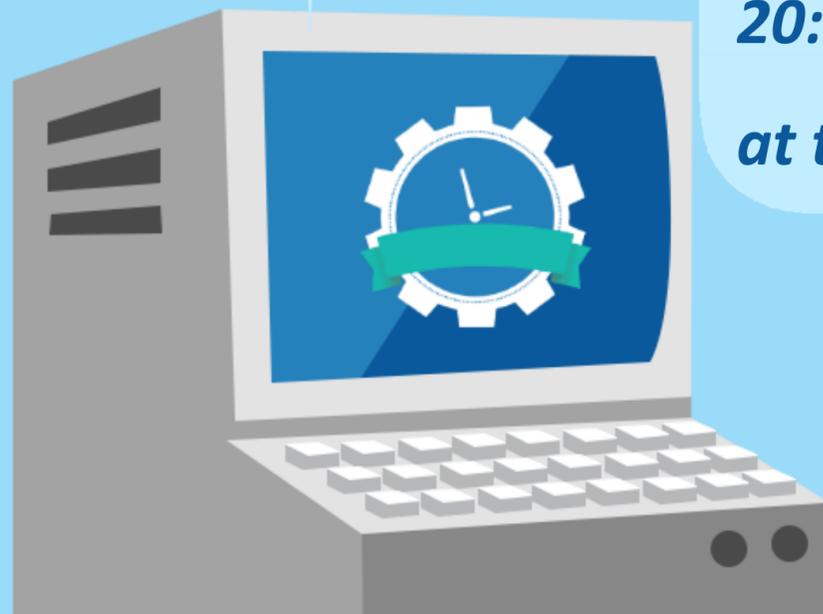
Phone call from *mySchedule*: Part 1

This is a message from Northern Health for Donald Cherry, we have two shifts for you, please enter your employee number followed by the pound key to continue.

012345#

We have a day shift for an RN in 361 GR Baker Emergency, with icon D on Monday, December 8 that starts at 08:00 and ends at 20:30. Press 1 to submit for this shift, press 2 to forego applying at this time and continue, press 3 to hear this shift again.

1



Phone call from *mySchedule*: Part 2

You have successfully applied for the shift.

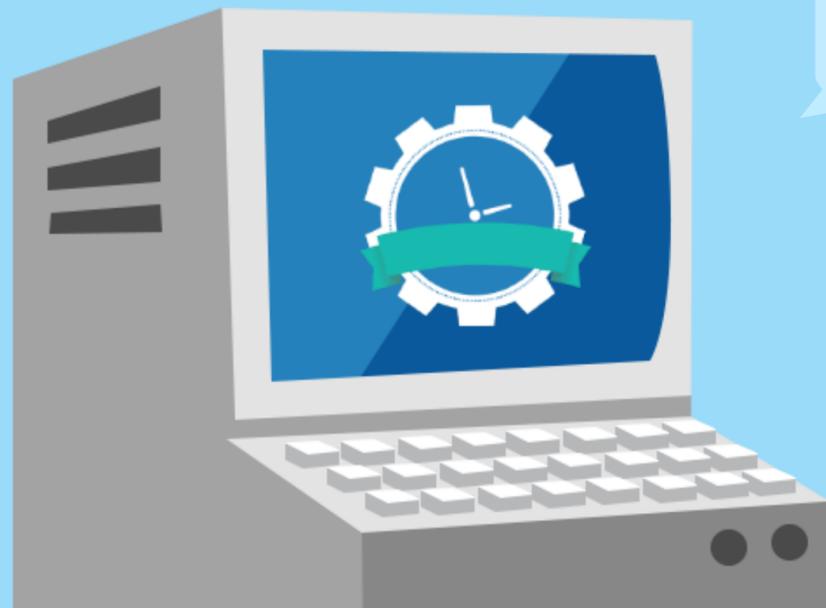
We have a day shift for an RN in 361 GR Baker Emergency, with icon D on Tuesday, December 9 that starts at 08:00 and ends at 20:30.

Press 1 to submit for this shift, press 2 to forego applying at this time and continue, press 3 to hear this shift again.

2

You've chosen not to submit for this shift.

You've heard all the immediate shifts available for you to submit for. Please log in to mySchedule.northernhealth.ca to apply for more shifts. Goodbye.

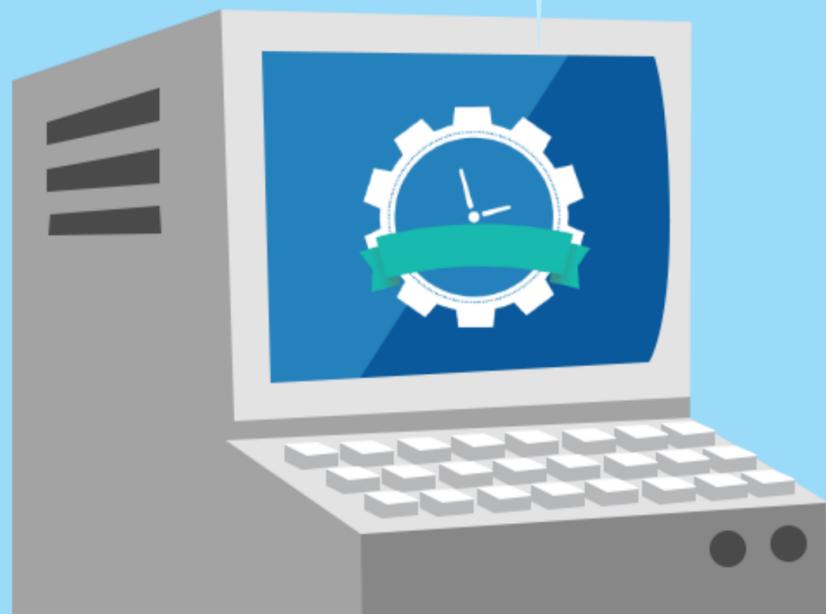


Granted response phone call from *mySchedule*

This is a call from Northern Health for Donald Cherry. This call is to inform you of the result of one shift you requested at GR Baker Emergency.

You were granted a day shift with icon D for the RN occupation on December 8 from 08:00 ending at 20:30 at GR Baker Emergency.

Please log in to myschedule.northernhealth.ca to apply for more shifts. Goodbye.

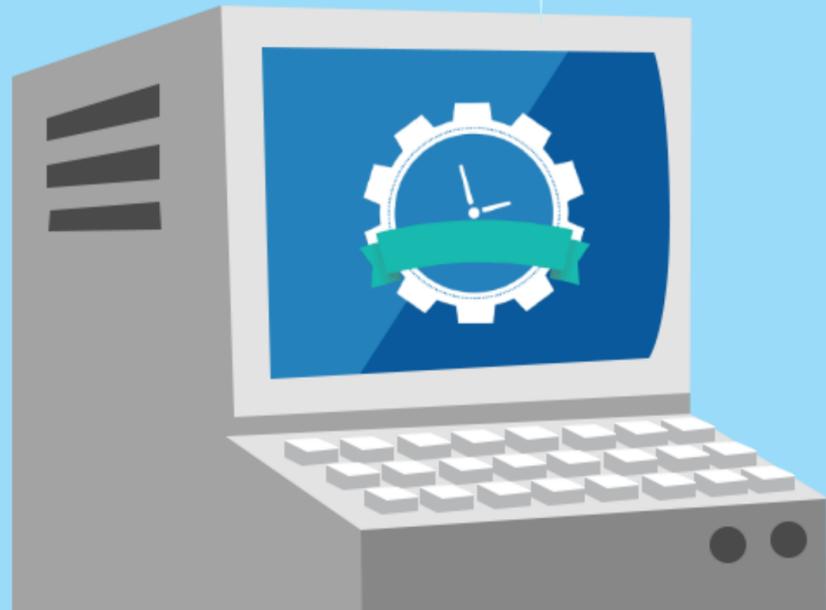


Denied response phone call from *mySchedule*

This is a call from Northern Health for Donald Cherry. This call is to inform you of the result of one shift you requested at GR Baker Emergency.

Donald Cherry, you were denied a day shift with icon D for the RN occupation on December 8 from 08:00 ending at 20:30 at GR Baker Emergency with the reason: Shift no longer available.

Please log in to myschedule.northernhealth.ca to apply for more shifts. Goodbye.



Phone Call: If employee number is entered incorrectly

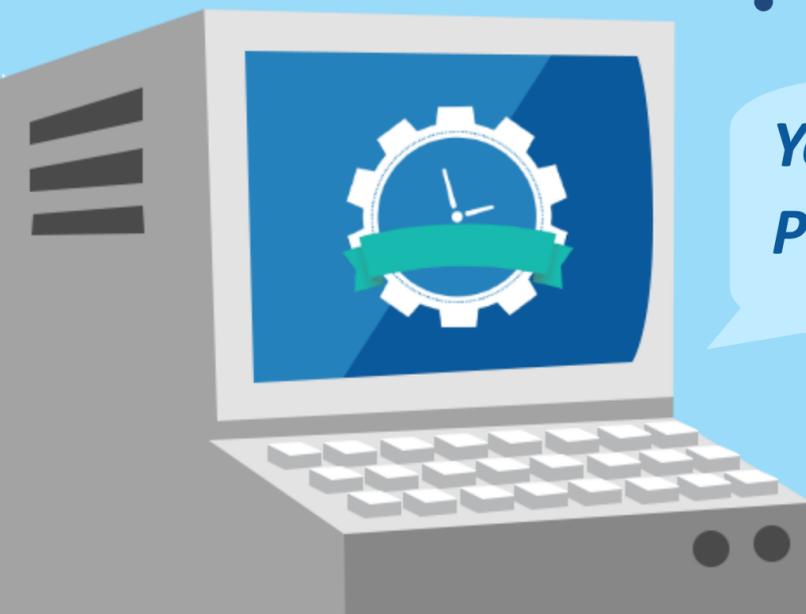
- You have three attempts to enter your employee number correctly
- On the first and second attempts if entered incorrectly, you will hear:

The employee number you've entered is incorrect. Please enter your employee number followed by the pound key to continue.

- On the third attempt you will hear:

You've entered an invalid employee number too many times. Please apply for available shifts on mySchedule.northernhealth.ca

- The call will end



mySchedule Phone Call Summary

1. *mySchedule* will phone you with shifts to offer (order of shifts: closest to present day)
2. You must enter your employee number to hear shifts
3. The first shift will be read out by *mySchedule*
4. You can respond by:
 - a) Pressing 1 to apply for the full shift and then read the next shift offer
 - b) Pressing 2 to apply for a portion of the shift
 - c) Pressing 8 to decline the shift and then read the next shift offer
 - d) Pressing 9 to re-read the current shift offer
5. When all the shifts have been read out to you, the system will give a final message and end with “Goodbye”

Note: You can also apply for these shifts online at [mySchedule.northernhealth.ca](https://myschedule.northernhealth.ca)



The logo for 'mySchedule' is written in a dark blue, italicized, sans-serif font. It is positioned in the upper center of the slide, with a light blue cloud graphic above it.

mySchedule:

Responding to Smart Call Email Shift Notifications



Smart Call Email Shift Notifications

- Smart Call Email notifications inform you of immediate shift vacancies. The format of these notifications is similar to the Daily Newsletter email notifications that you receive for Prebooking shift vacancies. To apply for these shifts, please go to mySchedule.northernhealth.ca

mySchedule Notification



Dear

There are new shifts available for submission!

Please check mySchedule regularly for up-to-date shift information.

Mon Dec 12, 2016

002 - NH Corporate 002 - CO ITS Enterprise Reporting

- CT2 Day 08:00 - 16:00 PST d

Tue Dec 13, 2016

002 - NH Corporate 002 - CO ITS Enterprise Reporting

- CT2 Day 08:00 - 16:00 PST d

Wed Dec 14, 2016

002 - NH Corporate 002 - CO ITS Enterprise Reporting

- CT2 Day 08:00 - 16:00 PST d

Thu Dec 15, 2016

002 - NH Corporate 002 - CO ITS Enterprise Reporting

- CT2 Day 08:00 - 16:00 PST d

Fri Dec 16, 2016

002 - NH Corporate 002 - CO ITS Enterprise Reporting

- CT2 Day 08:00 - 16:00 PST d

[Click here to update your e-mail preferences.](#)

To apply for these shifts, visit mySchedule.northernhealth.ca



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mySchedule:

Responding to Smart Call Shift Block Notifications



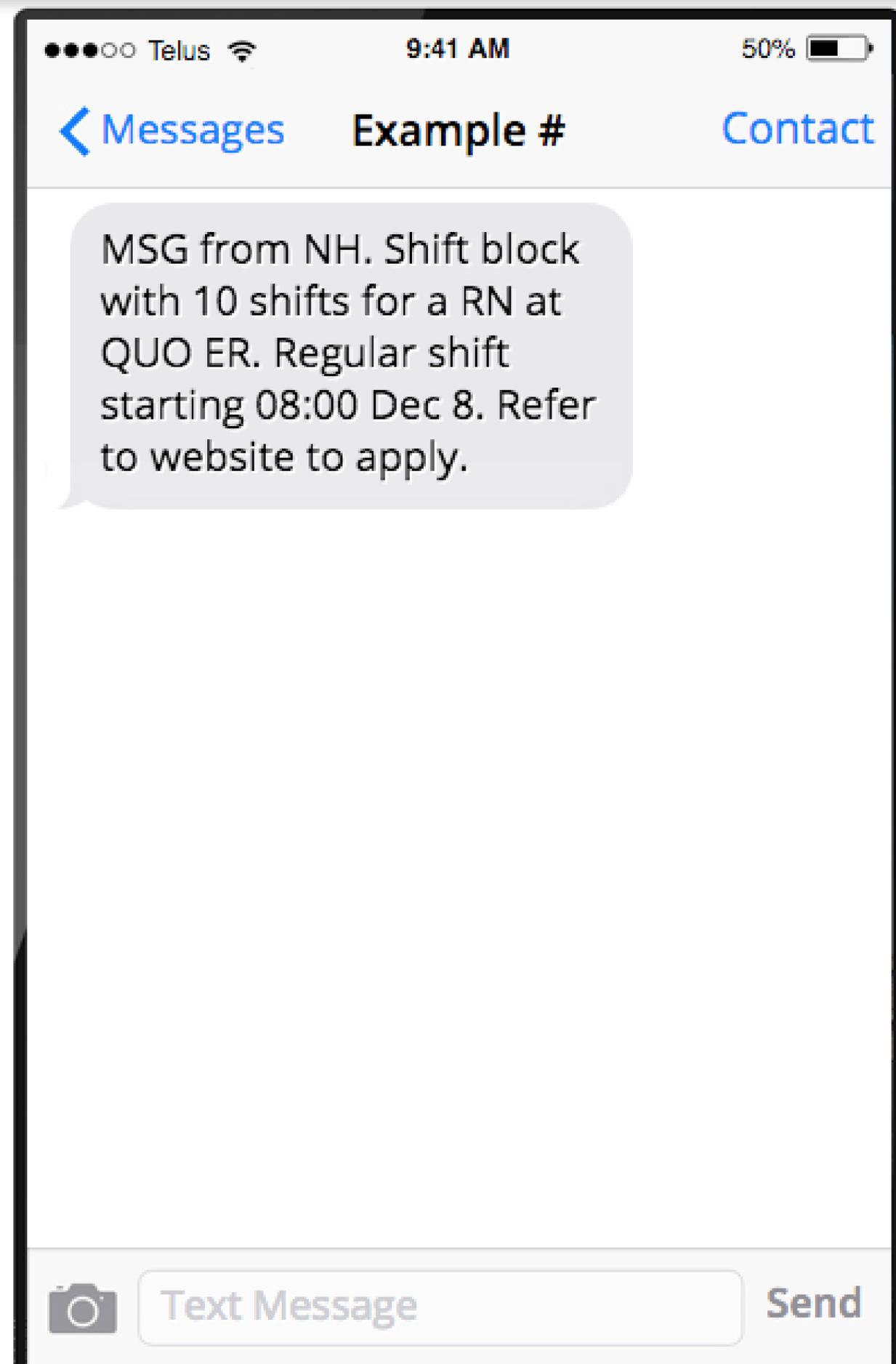
Smart Call Shift Block Notifications

- Smart Call will notify you of vacant shift blocks if all shifts in the block meet your preferences. If you have not set any preferences, you will be notified of all vacant shift blocks that you are eligible to apply on.
- To view and apply for shift blocks, go to mySchedule.northernhealth.ca



Smart Call Text: Shift Blocks

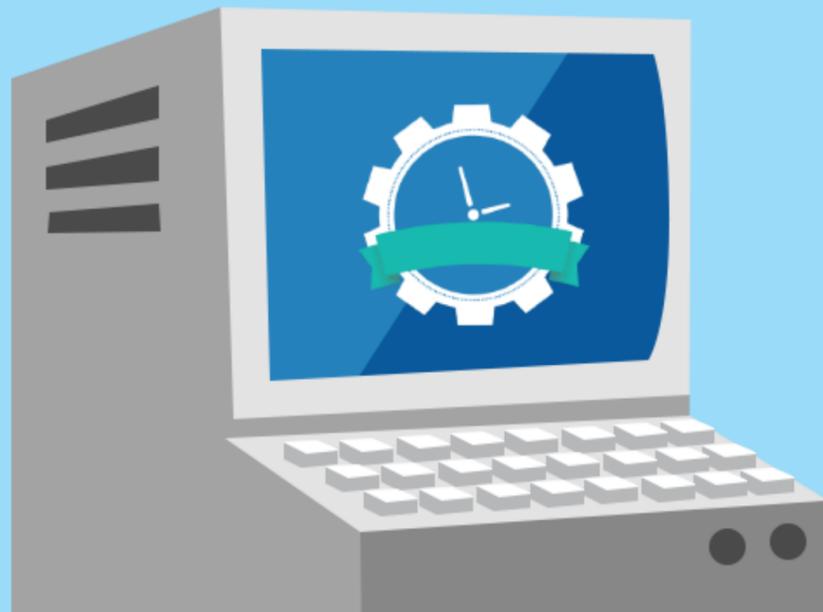
Smart Call Texts will refer you to [mySchedule.northernhealth.ca](https://myschedule.northernhealth.ca) to view and apply for blocks of shifts.



Smart Call Phone Calls: Shift Blocks

*We have a shift block with 10 shifts for an RN in GR Baker
Emergency starting on Monday December 8 at 08:00.*

*Please login to mySchedule.northernhealth.ca to apply for
shifts. Goodbye.*



Smart Call Email Shift Block Notification

- Smart Call Shift Block Email notifications inform you of Shift Block vacancies, and like the single shift email notifications mentioned earlier, the format of these notifications are similar to the Daily Newsletter email notifications that you receive for Prebooking shift vacancies. To apply for these shifts, please go to [mySchedule.northernhealth.ca](https://myschedule.northernhealth.ca)

mySchedule Notification



Dear (NAME)

This email is to inform you that new shifts are available at <https://localhost:8000>.

Shift	Closes At
CL4a Shift 421 - UHN Lab ECG Techs / 421 - UHN University Hospital of Northern • Dec 7 2016, 07:00 - 15:00 PST, 0730 • Dec 8 2016, 07:00 - 15:00 PST, 0730	Dec 5 2016, 12:07
CL4a Shift 421 - UHN Lab ECG Techs / 421 - UHN University Hospital of Northern • Dec 6 2016, 07:00 - 15:00 PST, 0730	Dec 5 2016, 12:07

To apply for any of these shifts, [visit your calendar](#) on <https://localhost:8000> or call Quick Dial at 306-123-4678 . If you have any questions about applying for the above shifts, or would like to apply for a partial shift, please call Quick Dial at 306-123-4678.

To apply for these shifts, visit [mySchedule.northernhealth.ca](https://myschedule.northernhealth.ca)



At any time, employees may go to the website to apply for shifts

You can apply for all shift vacancies (Online Prebooking and Smart Call immediate vacancies), online at

myschedule.northernhealth.ca

