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## *mySchedule* User Guide - Introduction to *mySchedule* Online Prebooking and Smart Call

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### Introduction

Welcome to *mySchedule* Online Prebooking and Smart Call features!

On the *mySchedule* help page, you'll also be able to find documents providing more specific instructions on:

- How to change your Smart Call preferences and notification methods
- How to apply for shifts/blocks
- How to apply for partial shifts
- How to withdraw applications for shifts/blocks
- How to view the submissions you have made and results of those submissions
- How to review shift notifications sent/not sent to you

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### General Information

1. Vacant shifts and blocks will be available on *mySchedule*, 24 hours a day, 7 days per week.
2. The Smart Call feature is used for immediate shift vacancies that start today and up to 7 days in the future. This feature will send out shift vacancy notifications to you using one or more of the following three methods; SMS text, phone call, and/or email. You can apply for single shift vacancies online, or by responding to the text/phone notification sent to you (for email notifications you must apply online).

To apply for block shift vacancies that you were notified through Smart Call (text/phone/email), you must apply online at [mySchedule.northernhealth.ca](https://myschedule.northernhealth.ca).

3. Online Prebooking feature allows you to apply online for shifts that start in 8 days up to 92 days in the future.
4. To apply for shifts online, please see “**How to Apply for Shifts and Blocks**” document in the *mySchedule* Help section.
5. To change the contact method you wish to receive notifications through (text, phone or email), please see the “**How to Change Smart Call Preferences**” document in the *mySchedule* Help section.
6. To filter which shifts you receive notifications for, please see the “**How to Change Smart Call Preferences**” document in the *mySchedule* Help section.
7. To have *mySchedule* automatically submit your applications for shifts you are eligible to apply for, please see the “**How to Change Smart Call Preferences**” document in the *mySchedule* Help section.

8. The amount of time you will have to apply on a shift or block is determined by the amount of time until the shift or block begins:
- **Smart Call – immediate shift vacancies (0 – 7 days out):**
    - For shifts starting in **0-12 hours**, employees will have **15 minutes** to apply on the vacancy before Staffing processes the results
    - For shifts starting between **12 and 48 hours**, employees will have **30 minutes** to apply on the vacancy before Staffing processes the results
    - For shifts between **48 hours and 7 days** from the current date, employees will have **6 hours** to apply on the vacancy before Staffing processes the results.
  - **Online Prebooking – prebooking vacancies (8 – 92 days out):**
    - For shifts starting **8 to 30 days** from the current date, employees will have **24 hours** to apply on the vacancy before Staffing processes the results
    - For shifts starting **31 to 92 days** from the current date, employees will have **5 days** to apply on the vacancy before Staffing processes the results

You can apply online at [myschedule.northernhealth.ca](https://myschedule.northernhealth.ca) for all shift vacancies.

9. Once submissions close, Staffing Services will review the applications and award the shift or block to the appropriate employee for your collective agreement, at which point you will be automatically notified of the results.
10. Shifts that are not filled during this initial offering may be re-opened for applications, so check back if you were not able to apply in time or contact your local Staffing office to express interest in the shift.

Blocks that were not filled will be re-opened for applications as individual shifts.

11. **Applications in mySchedule are considered as acceptance of the shift if it is awarded to you**, so please only apply on shifts you are willing and able to work.
12. Starting September 15<sup>th</sup>, 2021, new shift offers through mySchedule will start accepting applications for partial shifts by phone, text, and online.

Partial requests previously registered with your Staffing Office will still be considered valid, but new requests should be entered via mySchedule.

Partial shifts are available for single shifts, but not for blocks. mySchedule will allow you to request a partial of any length of time, but applications must include a specific start and end time.

If you are interested in working either the full shift or a portion of the shift, apply for the full shift – you will still be considered for partial hours if the shift is split up.

13. Please contact your manager or Staffing Office if you have any questions or concerns about your employee position information.
14. If you are on an extended leave, and are interested/eligible to accept shifts, please contact your Manager regarding the process, and Staffing will update your employee information to provide access to vacant shifts as soon as updated documentation is received.