Title: Apply for Shifts using AndGo

Article Submitter: <mark>HR Systems</mark>

Content Owner/ Group Owner: <mark>HR Systems</mark>

Review Period:
☐Quarterly   ☐Other:_____   ☒Annually   *Maximum length: one year.*

Content Format:
☐FAQ   ☐Quick Reference Guide   ☒Work Standard   ☐Other: _____

Frequency of Process:
☒Daily ☐Weekly ☐Monthly ☐Quarterly ☐Bi-Annually ☐ Annually
☒Ad hoc *(no fixed schedule, complete as needed*) ☐Other:_____

Map number:

Search Terms (Meta Tags): Timecard,

Knowledge Category

☒HR
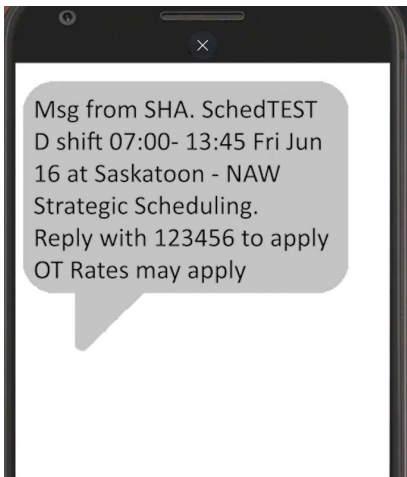   ☐Corporate Accounting & Reporting   Accounts Payable

Audience:
(Who is the intended consumer of this information?)
☒All Employees   ☐Employees of _____ Union   ☐OOS Employees only
☐ Managers   ☐Directors & Above
☐Finance Staff only ☐Finance and Supply Management Staff Only   ☐ HR Staff
☐HR OOS Staff Only
☐Bookkeeping Affiliates   ☐Payroll & Benefits Affiliates   ☐MyConnection Reps only

☐*SHA Only*   ☒*All Organizations* ☐*Other:_____*

		Document Number		
Saskatchewan Health Authority	**Title:**	Apply for Shifts Using AndGo.		
	Role Performing Activity:	**Employee**		
WORK STANDARD	**Location:** sask.staffscheduling.ca		**Department/Unit:** HR Systems and Analytics	
	Document Owner: HR Systems		**Date Prepared:** 07-Nov-2025	
	Last Revision: **07-Nov-2025**		**Date Approved:** *Enter a date*	
	Related Policies/Documentation:			

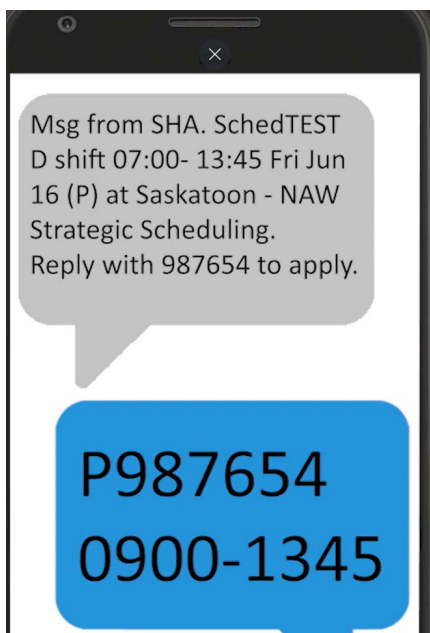**Summary: How to Apply for shifts using Smart Call.**

	Essential Tasks:
1.	Go to sask.staffscheduling.ca and enter your employee number and password.
2.	Be sure you have set your Smart Call preferences (see SOW_Employee_-_How_to_change_all_smart_call_preferences.pdf)
3.	Be sure you have set your contact preferences. (see SOW_Employee_-_How_to_change_contact_preferences.pdf)
4.	If you have your settings set to receive shift notifications by **text**: a) You will receive a text with the details of the shift including the position, time and date, facility and department. You will also see in the message if overtime (OT) rates may apply. Msg from SHA. SchedTEST D shift 07:00- 13:45 Fri Jun 16 at Saskatoon - NAW Strategic Scheduling. Reply with 123456 to apply OT Rates may apply
5.	Reply to the text with the number indicated in the message to apply for the shift.
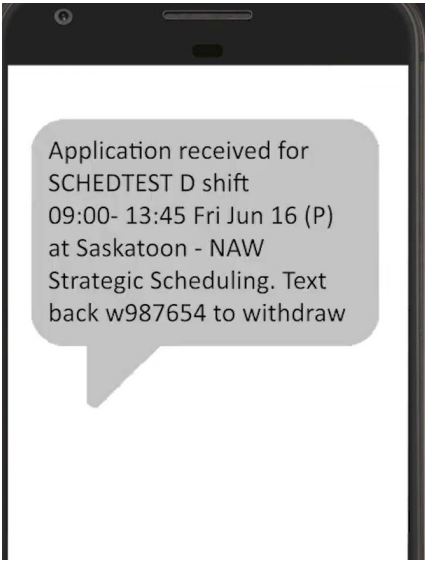
6.	You will receive a confirmation text that your application has been received.
	Application received for SCHEDTEST D shift 07:00- 13:45 Fri Jun 16 at Saskatoon - NAW Strategic Scheduling. Text back w123456 to withdraw
	NOTE: You can withdraw from the shift by responding W followed by the number in the text.
7.	If a "P" is in the text, it means you can apply for a partial shift. a) To apply, enter P followed by the number indicated in the text and the start time and end time using the 24-hour clock of the portion of the shift you want. Do not use a colon, but do enter a dash in between the times. **Msg from SHA. SchedTEST D shift 07:00- 13:45 Fri Jun 16 (P) at Saskatoon - NAW Strategic Scheduling. Reply with 987654 to apply.** **P987654 0900-1345**

8.	You will receive a confirmation message that your application has been received Application received for SCHEDTEST D shift 09:00- 13:45 Fri Jun 16 (P) at Saskatoon - NAW Strategic Scheduling. Text back w987654 to withdraw
9.	If you have been awarded the shift, you will receive a message to let you know. You have been awarded the shift

10.	If you have your settings set to receive shift notifications by **phone call:**
	  a) You will receive a phone call when a shift becomes available.
	  b) You will be prompted to enter your employee ID number to confirm it is you.

11.	The system will start reading out the available shifts including:
	  • Position
	  • Time & Date
	  • If overtime rates may be applied
	  • If you can apply for partial shifts

12.	Once all details have been communicated, you can respond with the following options:
	    1 – apply for the full shift
	    2 – to apply for a partial shift
	    8 – to not apply for the shift
	    9 – to hear the details of the shift again
	If "8" is selected, the shift will be skipped and the next shift will be read out.

13.	Pressing "1" will allow you to apply for the full shift. You will receive confirmation that you applied for the shift and the next shift will be read out to you.

14.	Pressing "2" will let you apply for a partial shift
	
	   a) You will be prompted to enter the starting time in 24 hour format (i.e. 7 a.m. would be 0700 and 7 p.m. would be 1900, ensure you enter the first "0" on the morning times) followed by "#"
	
	       Press "1" to confirm
	
	       Press "2" to start again
	
	   b) You will then be prompted to enter the ending time of the shift in 24 hour format followed by "#"
	
	       Press "1" to confirm
	
	       Press "2" to start again
	
	   c) The hours of your submission will be read out to you
	
	       Press "1" to apply for the partial shift
	
	       Press "2" to start again
	
	   d) You will receive confirmation that you have applied for the shift, and the next shift will be read out to you.

15.	If you are the successful applicant, you will receive a phone call to let you know.