Workforce Scheduling App

EMPLOYEE USER GUIDE

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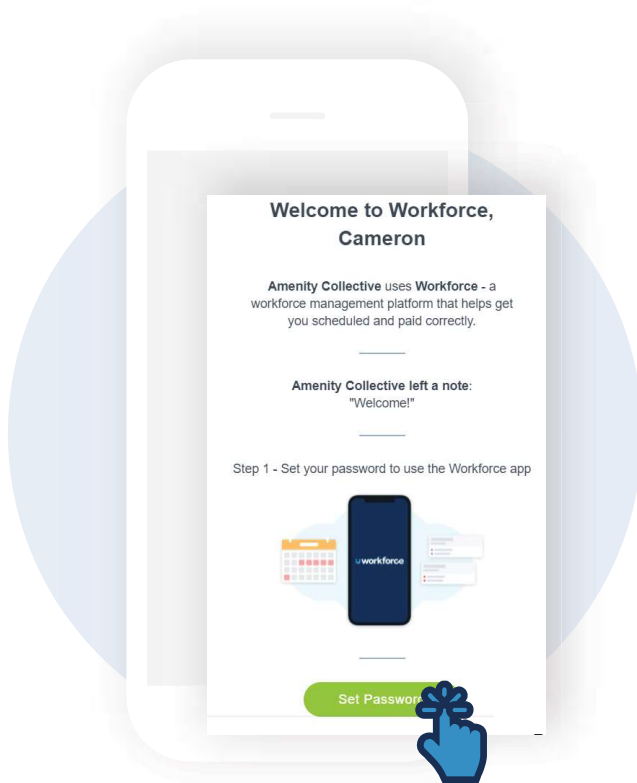
Getting Started

At our company, we use **workforce.com** for our employee scheduling.

Here you will find the information on how to download and navigate the app so you can view your schedule, clock in and out, request time off, claim open shifts, and much more:

Welcome to Workforce, Cameron

Amenity Collective uses **Workforce** - a workforce management platform that helps get you scheduled and paid correctly.

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Amenity Collective left a note:
"Welcome!"

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Step 1 - Set your password to use the Workforce app

Set Password

1. Set your password

You will need to set your password to confirm your workforce account. Look out for an email titled "You've been invited to use Workforce"

Contact your Staffing Coordinator if you have not received it.

2. Download the App

You will need to set your password to confirm your workforce account. Look out for an email titled "You've been invited to use Workforce"

Contact your Staffing Coordinator if you have not received it.

GET IN ON
Google Play
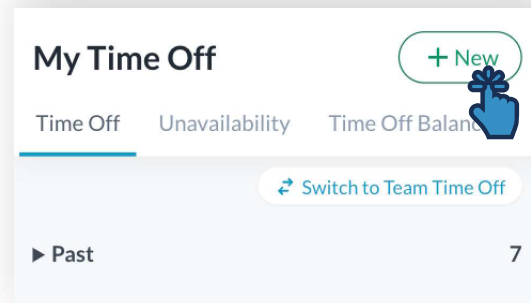
Download on the
App Store

Checking Your Schedule

- Your shifts will become visible on the mobile app as soon as your manager publishes your schedule.

- Your manager may also send an email and/or SMS from Workforce with your schedule, but you can always find your published shifts in the app.

- On the mobile app, your roster will display on the work tab and your next shift on the overview tab:
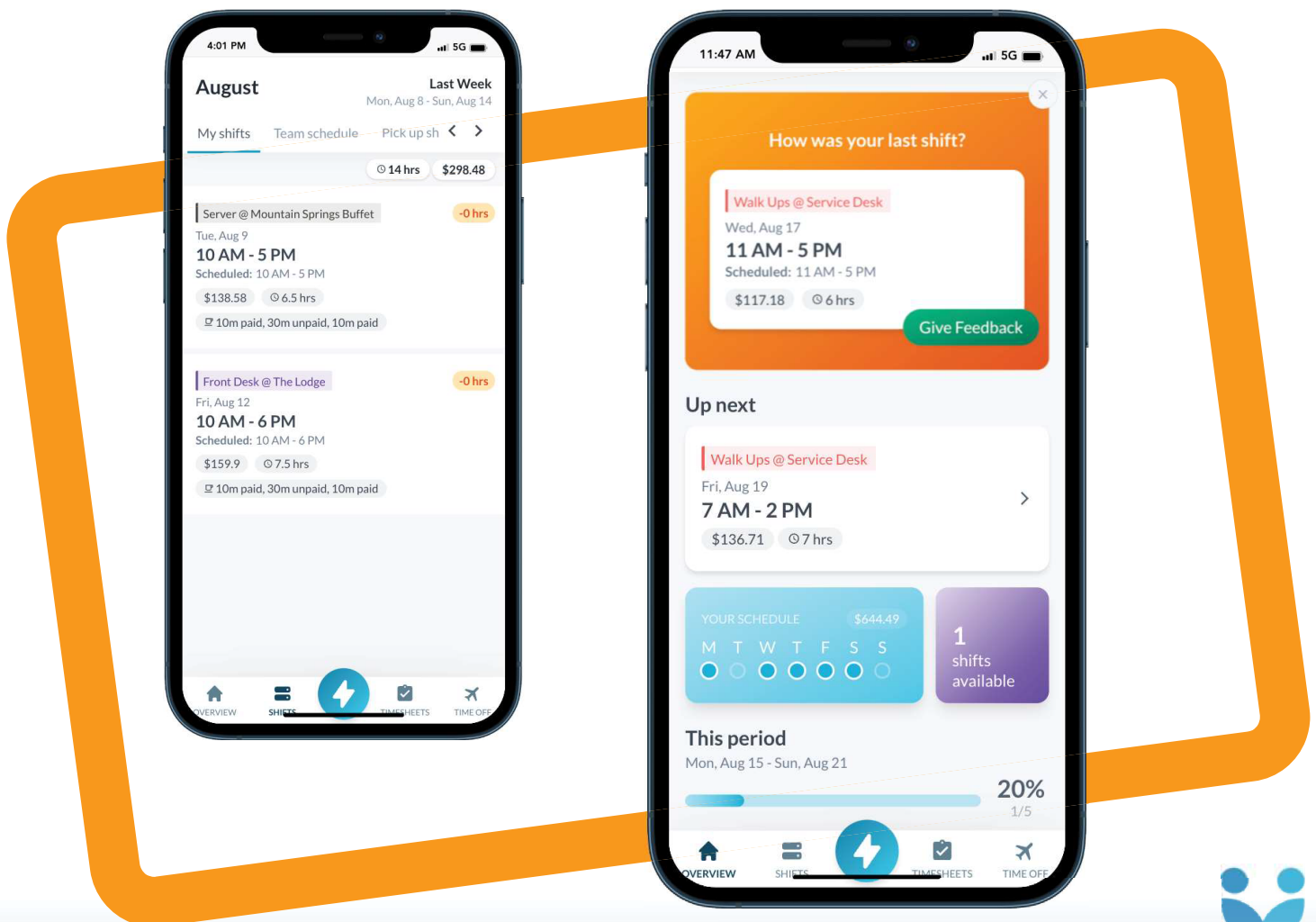
Requesting Days Off

Leave can be entered on the mobile app by selecting the **Me** icon at the bottom. Then, selecting leave. Here you will see any previous leave requests, but to enter a new leave request click the ✚ icon in the top right corner.
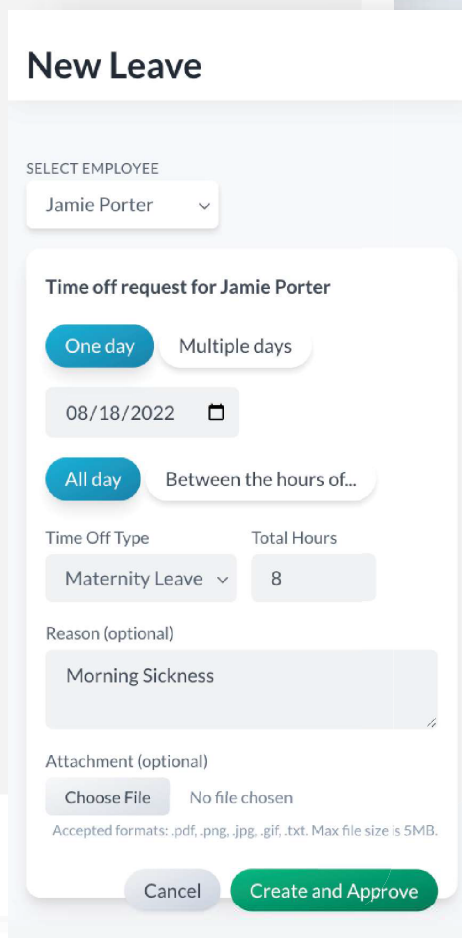

My Time Off

➕ New

Time Off   Unavailability   Time Off Balance

⇄ Switch to Team Time Off

▶ Past   7

New Leave

SELECT EMPLOYEE

Jamie Porter ⌄

Time off request for Jamie Porter

One day   Multiple days

08/18/2022 📅

All day   Between the hours of...

Time Off Type   Total Hours

Maternity Leave ⌄   8

Reason (optional)

Morning Sickness

Attachment (optional)

Choose File   No file chosen

Accepted formats: .pdf, .png, .jpg, .gif, .txt. Max file size is 5MB.

Cancel   Create and Approve

Requesting Days Off

- Select the type of leave you are applying for, as well as your proposed dates and specific start and end times.

- Your manager will be notified once your leave request has been submitted and you will see the status as Pending. You can see when your leave request has been confirmed by coming back to the leave page

Confirming Unavailability

Clock in for work
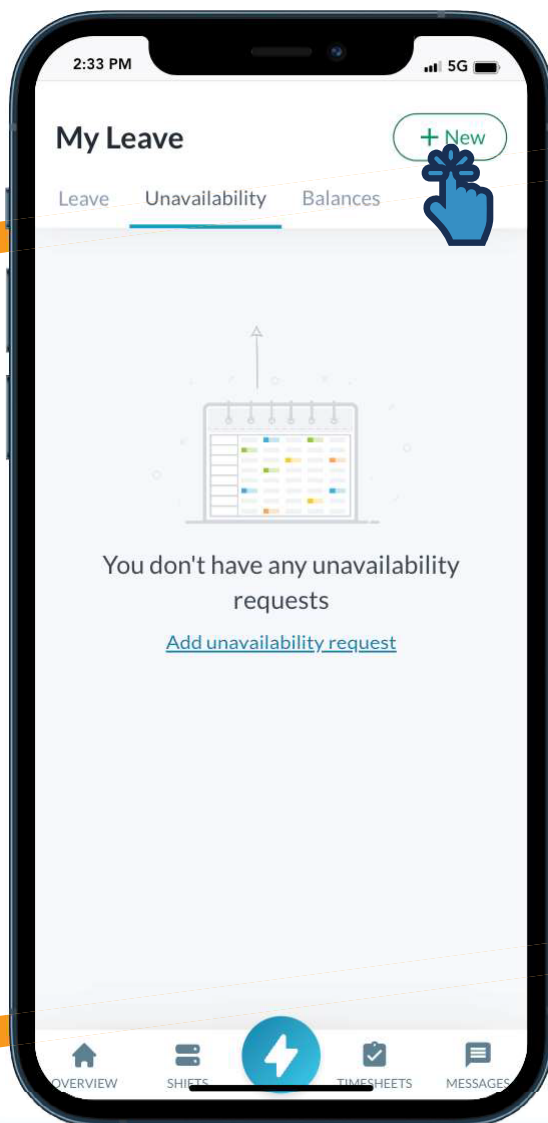Record start, finish, and break times

Leave & availability
Edit your leave and unavailability

Pick up shifts
Looking for some extra work?

2:33 PM   5G

My Leave   + New

Leave   Unavailability   Balances

You don't have any unavailability requests

Add unavailability request

OVERVIEW   SHIFTS   TIMESHEETS   MESSAGES

Unavailability is used by your manager when building the schedule to see the times when you are regularly unavailable to work, for example: school, sports practices, another job etc.

Entering unavailability works the same way as entering a leave request but can also be set as a repeating event.

Confirming Unavailability

You won't be able to enter unavailability if your Manager has already published the schedule for that time period.
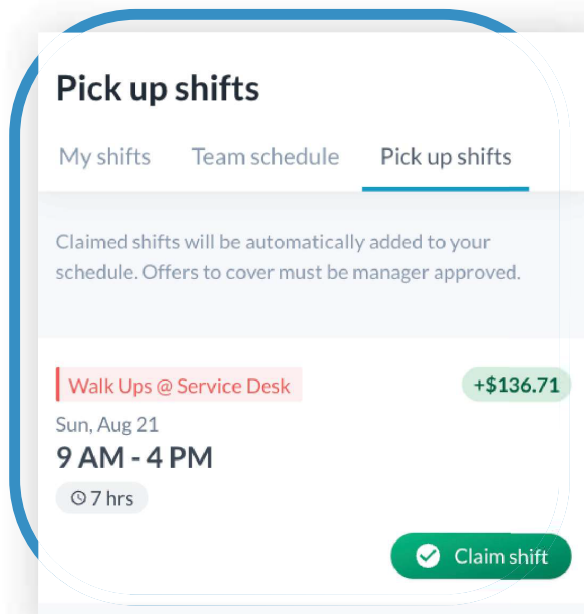

Like leave requests, submitted unavailability also requires manager approval.
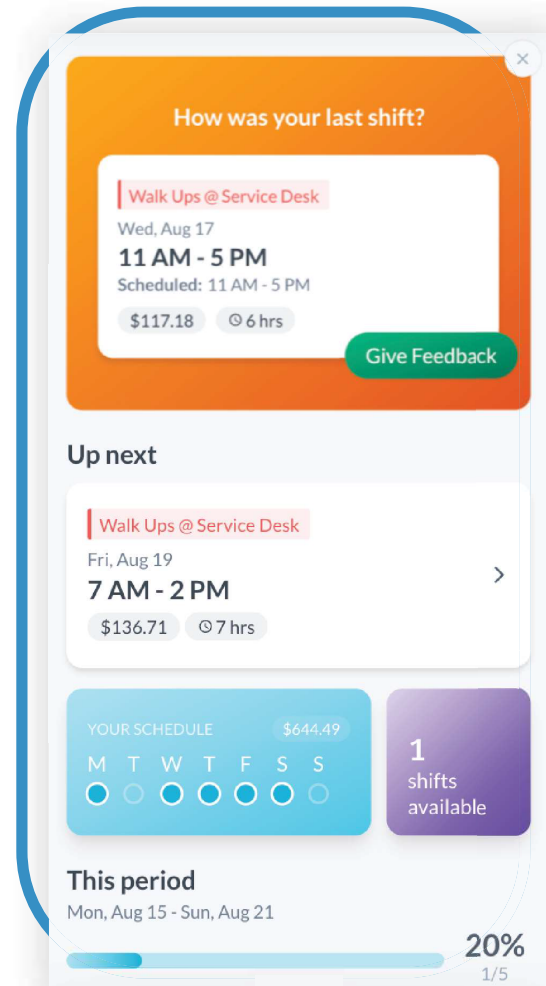
Claiming Open Shifts

Shifts that are available to cover **will show in the Overview** tab of the Workforce app. You will also see a green bubble showing the number of available shifts.

If there's a shift you can cover, **tap the Offer to Cover** button. Your manager will see that you've offered, and can choose to approve this shift.

Pick up shifts

My shifts   Team schedule   **Pick up shifts**

Claimed shifts will be automatically added to your schedule. Offers to cover must be manager approved.

| Walk Ups @ Service Desk | +$136.71 |

Sun, Aug 21

9 AM - 4 PM

🕐 7 hrs

✓ Claim shift

✓ Shift added to your schedule

How was your last shift?

Walk Ups @ Service Desk
Wed, Aug 17
11 AM - 5 PM
Scheduled: 11 AM - 5 PM

$117.18   🕐 6 hrs

Give Feedback

Up next

Walk Ups @ Service Desk
Fri, Aug 19
7 AM - 2 PM
$136.71   🕐 7 hrs

YOUR SCHEDULE $644.49
M T W T F S S

1 shifts available

This period
Mon, Aug 15 - Sun, Aug 21

20%
1/5

If your offer is still waiting to be approved by your manager, it will have a green "Offer Pending" tag. After your manager accepts this offer, this shift will show in your roster as normal.

If you can no longer cover a shift, you can cancel your offer. Shifts you've offered to cover also show in your roster to help you plan your week.

Requesting Shift Replacement

If unable to work a shift, you can se the app to alert Managers and help find an appropriate replacement. To do this, open the shift that you can no longer work and click on the **I can't work this shift** button.
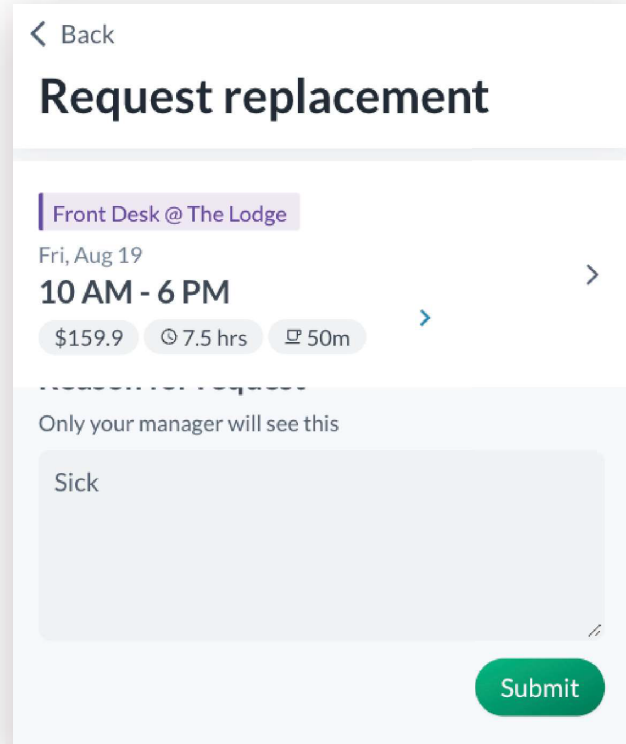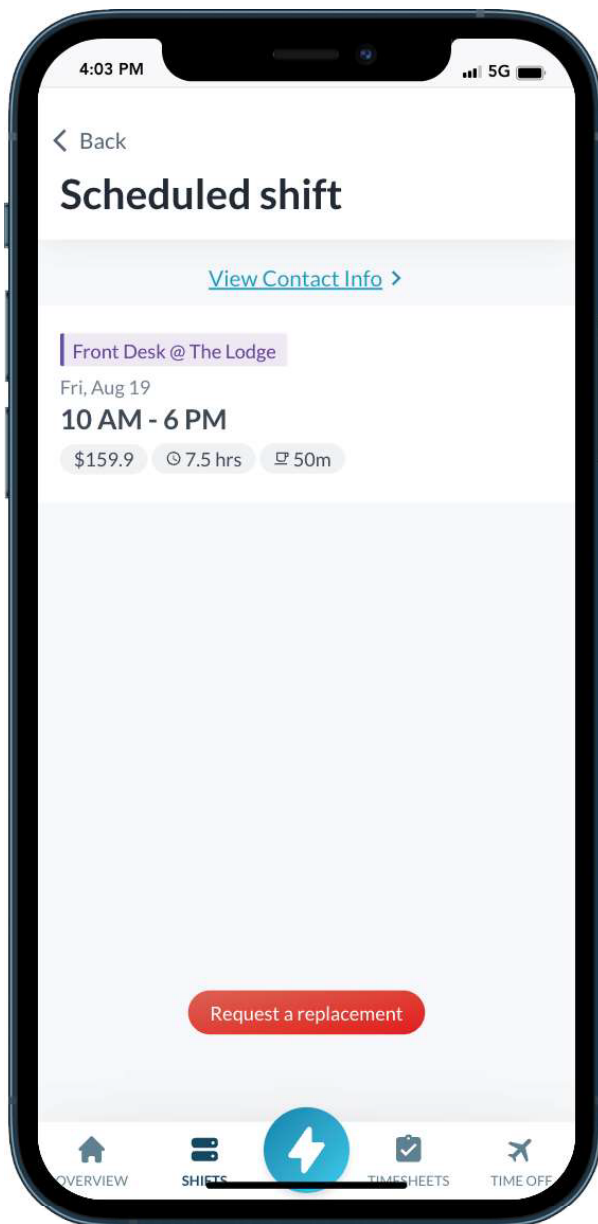

The app will then ask to add a reason for your request. Only your managers can see this reason. Once you've submitted this request, you will see that your shift is tagged with "Cover Pending".

This means that your shift still belongs to you until the shift is claimed by another guard and/or it is removed from your schedule.

You can open the shift again and cancel the request at any time.

Important Settings
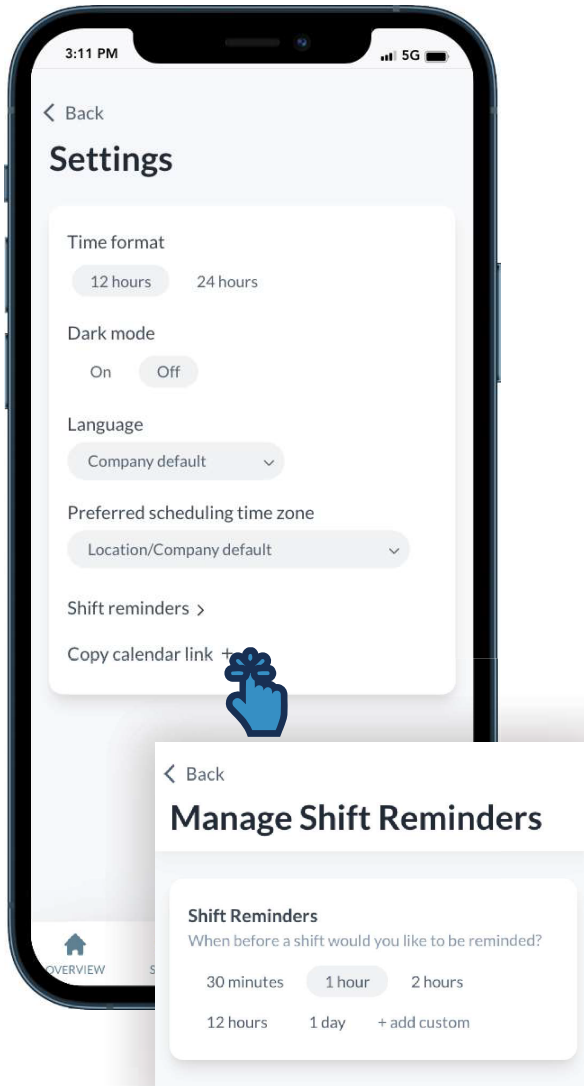
Set Up Shift Reminders

Shift Reminders allow you to activate push notifications to remind you of upcoming shifts. You can set multiple alerts which stack on top of each other i.e. 2hrs before the shift and then 30mins before the shift.

To access, click on the Me Tab and then the ⚙ icon in the top right of the screen. Select Shift Reminders and use the ➕ icon to add new notifications.

Link Your Calendar

You can also link your schedule (including schedule updates) to external calendar programs such as Apple Calendar and Gmail.

Access this functionality through the **Me** Tab, clicking on **Link to your Calendar**.

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