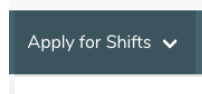

mySchedule User Guide - How to Review Shift Notifications

Introduction

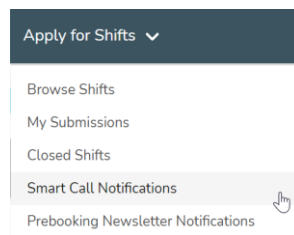
mySchedule records and tracks all shift and block notifications you are sent, for both Smart Call and Online Prebooking shifts. Smart Call notifications also track shifts you are not sent notifications for, including the reason no notifications were sent, while Online Prebooking shift records are filtered only to the notifications sent. This document provides information on how to access and review your notification history.

Smart Call Notifications

1. Login to mySchedule.northernhealth.ca with your Northern Health user account.
2. Click on the **Apply for Shifts** menu located near the top left of the screen:



3. Click on **Smart Call Notifications**:



4. You can enter any of the following search options in the **Search Notifications** screen to specify the notification records you wish to view, or you can just click on **Search** to see all your records.

Below is a brief explanation for each Search option:

Shift Date	The start date of the shift or block
Result Date	The date notifications were sent about the outcome of applications
Notification Date	The date the notification was sent (or logged as unsent)
Facility	The facility the shift or block belongs to
Unit	The unit the shift or block belongs to

Search Notifications

Shift Date

Result Date

Notification Date

Facility

Unit

[Search](#)

5. The list of all Smart Call shift notification records for your search criteria will appear. Below is an example of one of these records:

Employee	Department	Occupation	Shift Info	Notifications	Date Posted	Result
JANE DOE(00000)	002 - CO HRIS Dummy Unit - MySchedule 002 - NH Corporate	Computer Tech Support I	Evening (E) May 20 2017, 17:00 - 21:00 PDT	0 Calls, 1 Text, 0 Emails	May 18 2017, 14:29 PDT	PROCESSING

Here is a brief explanation for each column:

Employee	Your name should appear here
Department	The Facility and Unit information will appear here
Occupation	The occupation type that the shift belongs to will be listed here
Shift Info	Details about the shift including the hours of work and shift icon will be listed here – this can be clicked to review more detailed information
Notifications	The button here will either list the notifications sent, or that notifications were unsent – click this button for details
Date Posted	The time and date that the shift opened for applications
Result	The result of your applications, whether Granted or Denied (including the time notifications were sent), Processing if the application has not been finalized, or a dash if you did not apply on this shift

- For shifts labelled as **Unsent**, simply click the **Unsent** button to see the list of reasons:

JANE DOE (00000)	002 - CO HRIS Dummy Unit - MySchedule 002 - NH Corporate	Computer Tech Support I	Evening (E) May 20 2017, 17:00 - 21:00 PDT	Unsent For 1 Reason	May 18 2017, 14:29 PDT	PROCESSING
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You did not receive any notifications for this shift because:
Employee is working at that time.

- For notification details, simply click the **Notifications** button to see the details – the employee in this example applied on this shift by text message:

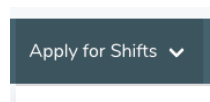
JANE DOE	002 - CO HRIS Dummy Unit - MySchedule 002 - NH Corporate	Computer Tech Support I	Evening (E) Feb 07, 2017 17:00 - 21:00 PST	1 Call, 1 Text, 1 Email	Feb 07 2017, 14:15 PST	Denied on Feb 07 2017, 14:40 PST via 📞 📧 📧
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📞	555-555-5555	Sent: Feb 07 2017, 14:15 PST	Result: Did Not Submit
📧	555-555-5555	Sent: Feb 07 2017, 14:15 PST	Result: Submitted
📧	jane.doe@email.com	Sent: Feb 07 2017, 14:15 PST	

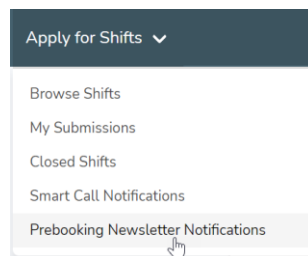
- Please contact your manager if you have any questions or concerns about the information available in the **Smart Call Notifications** tool.

Prebooking Newsletter Notifications

- Login to mySchedule.northernhealth.ca with your Northern Health user account.
- Click on the **Apply for Shifts** menu located near the top left of the screen:



- Click on **Prebooking Newsletter Notifications**:





- You can enter any of the following search options on the **Search Newsletter Notifications** screen to specify the notification records you wish to view, or you can just click on **Search** to see all your records.


Below is a brief explanation for each Search option:


Shift Date	The start date of the shift or block
Result Date	The date when submissions were processed
Notification Date	The date the initial notification was sent
Facility	The facility the shift or block belongs to
Unit	The unit the shift or block belongs to


Search Newsletter Notifications

Shift Date 

Result Date 
The date when submissions were processed.

Notification Date 

Facility 

Unit 

5. The list of all Prebooking Newsletter Notification records for your search criteria will appear. Below is an example of one of these records:

Employee	Department	Occupation Class	Shift Info	Notification	Notification Date
JANE DOE	002 - CO HRIS Dummy Unit - MySchedule 002 - NH Corporate	RN 216	1 Shifts Mar 04, 2018 07:30 - 15:30 PST	<input type="button" value="1 Email"/>	Feb 08 2018, 16:35 PST
✉ jane.doe@email.com		Sent: Feb 08 2018, 16:35 PST			

Here is a brief explanation for each column:

Employee	Your name should appear here
Department	The Facility and Unit information will appear here
Occupation Class	The occupation type that the shift belongs to will be listed here
Shift Info	Details about the shift including the date and hours of work and will be listed here
Notification	This button indicates the communication sent, and can be clicked to display details about the newsletter, including
Notification Date	The time and date that the newsletter notification was sent

6. Please contact your manager if you have any questions or concerns about the information available in the **Prebooking Newsletter Notifications** tool.