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## mySchedule User Guide - How to Withdraw Submissions

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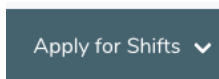
### Introduction

If you have applied for a shift or block and find that you are unable to work it, *mySchedule* will allow you to withdraw your submissions as long as the shift or block is still accepting submissions. All submissions can be withdrawn online, and submissions by SMS text message can also be withdrawn by SMS.

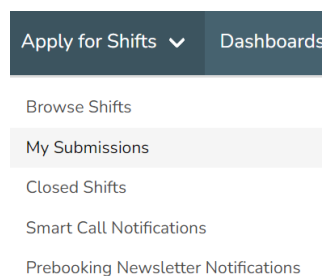
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### Instructions – Withdraw Online

1. Login to [myschedule.northernhealth.ca](https://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 **My Submissions**:



4. You can enter any of the following search options in the **Search My Submissions** screen to narrow your search, or you can just click on **Search** to see all your submissions.

Below is a brief explanation for each Search option:

<b>Resolution Status</b>	Identifies the status of the shift/block of your search <ul style="list-style-type: none"> <li>• Pending – shift/block closed for submissions and are in processing</li> <li>• Granted – shifts/blocks you were granted</li> <li>• Denied – shifts/blocks you were denied</li> <li>• Withdrawn – shifts/blocks you withdrew your submission</li> </ul>
<b>Submission Method</b>	The method you used to submit the initial submission
<b>Facility</b>	The facility your units belong to
<b>Unit</b>	The units you can work in within your selected facility
<b>Shift Start Date</b>	Shift start date to include in the search
<b>Shift End Date</b>	Shift end date to include in the search

5. After entering your search criteria, you will see the **My Submissions** screen, which displays the information for each submission:

PREM	Date	Occ	Unit	Close	Shift Info	Resolution	Method
-	Feb 23 2017, 13:30 - 18:00 PST	SWII	554 - SVN Seven Sisters 554 - SVN MH Seven Sisters	Mar 01 2017, 00:00 PST Closed	Day (dck)	Withdrawn	Web
*	Feb 23 2017, 13:30 - 18:00 PST	SWII	554 - SVN Seven Sisters 554 - SVN MH Seven Sisters	Mar 01 2017, 00:00 PST Closed	Day (dck)	Withdrawn	Web

Here is a brief explanation of the columns:

<b>PREM</b>	This shift potentially may incur premium rates
<b>Date</b>	The starting date & time of the shift/block, and the ending date & time of the shift/block
<b>Occ</b>	The occupation type of the shift/block
<b>Unit</b>	The facility and unit where the shift/block is located
<b>Close</b>	The time & date that the shift/block closed/will close for submissions
<b>Shift Info</b>	The type of shift (Day/Evening/Night) and the shift icon
<b>Resolution</b>	The resolution status of your submission; Pending, Withdrawn, Granted, or Denied
<b>Method</b>	The method of submission; Web, Text, Call, Automatic

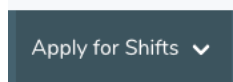
6. Once you have identified the shift or block submission you want to withdraw from, check to see if there is a **Withdraw** button beside the information. If the button is available, simply click it to withdraw the submission. If the button is not available, submissions have closed and the submission can no longer be withdrawn.

-	Sep 17 2019, 08:00 - 16:30 PDT	SWII	559 - TEO Terrace Health Services 559 - TEO MH Community	Aug 18 2019, 16:35 PDT Open for Submissions	Day (d7.5)	Pending	Web	<a href="#">Withdraw</a>
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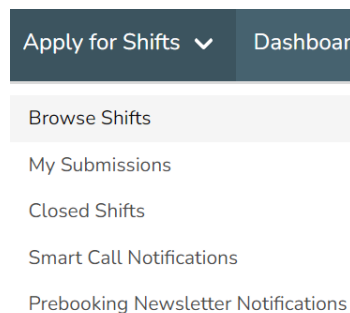
7. If the shift or block was successfully withdrawn, the Resolution status will change from Pending to Withdrawn.

*	Feb 23 2017, 13:30 - 18:00 PST	SWII	554 - SVN Seven Sisters 554 - SVN MH Seven Sisters	Mar 01 2017, 00:00 PST Closed	Day (dck)	Withdrawn	Web	
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8. Shifts can also be withdrawn through the same menu you use to apply on them. Click on the **Apply for Shifts** menu located near the top left of the screen:



9. Click on **Browse Shifts**:



10. Find the submission you would like to withdraw, and click on the **Withdraw Submission** button:

**Staffing Clerk 4 Shift Block**  
300 - NIR Staffing PGR (300 - NIR Northern Interior HSDA)

Mar 29	08:00 - 16:00 PDT	B8
Mar 30	08:00 - 16:00 PDT	B8
Mar 31	08:00 - 16:00 PDT	B8
Apr 01	08:00 - 16:00 PDT	B8

[2 Submissions](#) [Withdraw Submission](#)

11. The application window will open – select **Withdraw Submission**:

### Staffing Clerk Shift ✕

300 - NIR Staffing PGR (300 - NIR Northern Interior HSDA)

Day	Date	Time	Icon
Mon	Oct 25	07:00 - 15:00 PDT	A 7

Actions ^

Withdraw Submission

Closes in 4 days

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**1 Submissions** ^ My Seniority: 5110.32 hrs

Sorting Method: Seniority, Assignment Type

Created At	Requested Hours	Sorting Rank
Jul 26th, 15:20 PDT	Full Shift	1

12. The window will update to indicate you've successfully withdrawn your application:

### Staffing Clerk 4 Shift Block ✕

300 - NIR Staffing PGR (300 - NIR Northern Interior HSDA)

Day	Date	Time	Icon
Mon	Mar 29	08:00 - 16:00 PDT	B8
Tue	Mar 30	08:00 - 16:00 PDT	B8
Wed	Mar 31	08:00 - 16:00 PDT	B8
Thu	Apr 01	08:00 - 16:00 PDT	B8

🗑 You've Withdrawn Successfully

Actions ^

Request Entire Block

Closes in a day

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**1 Submissions** ^ My Seniority: 5110.32 hrs

Sorting Method: Seniority, Assignment Type

Created At	Requested Hours	Seniority
Feb 1st, 08:20 PST	Full Block	16964.50 hrs

## **Instructions – Withdraw by SMS**

1. When your application is received by SMS, you will receive a confirmation message including a code to withdraw. This code is the code you used to apply, preceded by the letter “w”.
2. To withdraw your application, respond to this message with the code to withdraw (eg. w123456).
3. If your application was successfully withdrawn, you will receive a confirmation message, with instructions on how to reapply.
4. If the window to apply/withdraw has closed, you will receive an error message indicating the window has closed.