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## mySchedule Manager Guide - How to Modify Employee Contact Preferences

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### Introduction

This document will help you modify an employee contact preferences in mySchedule.

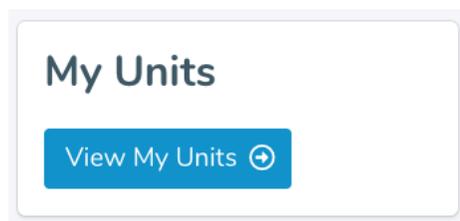
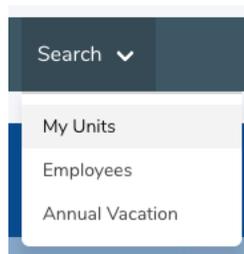
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### Instructions:

1. Login to [myschedule.northernhealth.ca](https://myschedule.northernhealth.ca) with your NH user account and ensure you have the Manager profile selected (profile selector is located at the top right of the screen):



2. Click on the **Search** menu and select **My Units**:



- On the **My Units** page, select the **Unit Details** button:

**Units**

You have signing authority on the following 4 units.

Facility	Unit	Unit Details	Notification Rules
131 - FSH Fort St. John Hospital	131 - FSH Food Services	Unit Details	Notification Rules
132 - PEV Peace Villa	132 - PEV Food Services	Unit Details	Notification Rules
424 - PIC Parkside Intermediate Care Home	424 - PIC RC PG HK/Laundry	Unit Details	Notification Rules
Admin Facility	Admin Department	Unit Details	Notification Rules

- Find the employee and click on the **pencil icon** to the left of their name:

Unit Employees | Manager Delegation

Employees Currently At This Unit

	EE#	Name	Union	Occupation	Position	Type
						FULL-TIME

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- In the **Contact Methods** section (at the bottom of the screen), enter the employee phone number, and then choose the preferred method of contact from the drop down list:
- Contact methods will be displayed on the **My Accounts - Notifications** screen as shown below:

**Contact Methods**

Phone 1 (250-250-2500)

Phone 2 (Not Set)

Text  
 None  
 Call  
 Text/Call

\* Setting phone contact methods will result in receiving mySchedule notifications and urgent information from Northern Health. Setting phone 1 and phone 2 contact methods will result in double notifications for shifts. To update your phone numbers please contact your local Staffing Office.

Here is a brief explanation of each option on the **Contact Methods** menu:

<b>Text</b>	Text messages for vacant shifts will be sent to this contact number
<b>None</b>	No communication will be sent to this contact number
<b>Call</b>	Automated calls for vacant shifts will be sent to this contact number
<b>Text/Call</b>	Text messages and Automated calls for vacant shifts will be sent to this contact number

Please note that setting contact options on multiple phone numbers will result in the employee being contacted on both phone numbers for each vacancy. Similarly, setting both numbers to **None** will turn off all phone-based notifications.

To update the employee phone number(s), please contact your local Staffing Office.

- The **Email Notifications** option allows employees to receive Smart Call email notifications for vacant shifts to their email address that is listed on this page. To turn this feature **ON**, select the Smart Call check box as shown below.

This feature is turned **OFF** by default.



Note: *mySchedule* email notifications provide shift information only, and will never request employees to send back information (personal or business). Smart Call email notifications will be sent from [noreply@mySchedule.staffscheduling.ca](mailto:noreply@mySchedule.staffscheduling.ca). This email address will not accept reply emails.

- The **Broadcast** option allows employees to select whether or not they will receive email broadcast communications from Northern Health. This feature is turned **ON** by default – deselect the Broadcast check box to turn this feature **OFF**.



- The **Daily Newsletter Preferences** option allows employees to select whether or not they will receive an email summary of vacant shifts in their units to their email address listed on this page.

This feature is turned **ON** by default.

#### Daily Newsletter Preferences



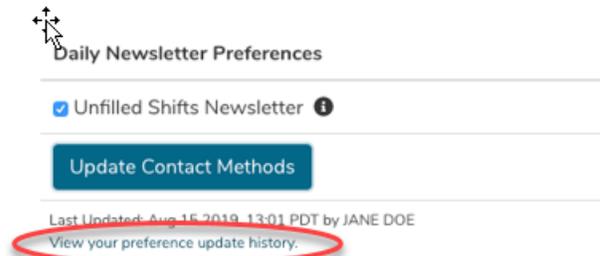
10. To finalize any changes you have made, you **MUST** click the **Update Contact Methods** button near the bottom of the page:

Update Contact Methods

After selecting the **Update Contact Methods** button, you will receive the following message, confirming your changes were accepted:

Successfully updated contact information.

11. To view all the changes to Notification settings that have been logged and tracked over time, click on the link at the bottom of the page as shown below:



As shown below, this will provide you with a list of what was changed in an employee's Notification and Smart Call settings and when.

## JANE DOE Preference Update History

Updated By	Phone 1	Phone 2	Smart Call Emails	Broadcast Emails	Shift Newsletters	Times	Days of Week	No Call Changes	Shift Length	Auto Sub Today	Auto Sub Tomorrow	Auto Sub Notify
JANE DOE on Aug 15 2019, 13:01 PDT	TEXT		No	Yes	Yes	ALL	- / - / - / - / - / - / -	NONE	ALL	No	No	No
JANE DOE on Jul 31 2019, 09:54 PDT	BOTH		Yes	No	Yes	ALL	- / - / - / - / - / - / -	NONE	ALL	No	No	No

12. If you have questions please call your local Staffing Office.