
mySchedule Manager Guide - How to Use mySchedule Quick Dial - EARL

Introduction

mySchedule Quick Dial lets employees send information to mySchedule through the phone. Employees will report an absence by calling mySchedule Quick Dial and selecting option 1, the Employee Absent Reporting Line. Currently option 1 is the only option available to select in mySchedule Quick Dial. In the future, mySchedule Quick Dial may offer options for employees to send other information to mySchedule.

What do we name this process?

- **mySchedule Quick Dial – Option 1 – Employee Absence Reporting Line** (EARL) is a long name
- So, we shortened it to **mySchedule EARL**

This document outlines how to review Quick Dial calls from employees through mySchedule. For information on notification settings for your units, please see the mySchedule EARL Notifications and EARL Settings document.

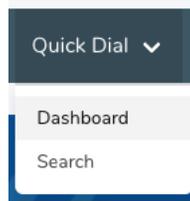
1. General Information

- The number for Quick Dial is **1-855-603-9082**
- No actions are required for these menus – everything in these menus is for your information only.
- For their own use, Staffing may make notes on EARL absence-call records to clarify actions.

2. Instructions – Quick Dial Dashboard

The **Quick Dial Dashboard** allow you to quickly review the status of any absence-call your employees have made to Quick Dial **today** or **yesterday**.

- To access the **Quick Dial Dashboard**, select **Quick Dial** from the menu bar, and click **Dashboard** from the drop-down menu.



- The **Quick Dial Dashboard** is colour-coded:
 - **Green entries** – Either no calls or all calls have been processed by Staffing Services

- **Yellow entries** – At least one call in this section has arrived in the last 15 minutes and is waiting for processing
- **Red entries** – At least one call in this section has been waiting for processing for more than 15 minutes

Quick Dial (855-603-9082)

Unit	Quick Dial - Today & Yesterday
	EARL
131 - FSH Fort St. John Hospital 131 - FSH Food Services	1
132 - PEV Peace Villa 132 - PEV Food Services	1
423 - GTW Gateway Lodge 423 - GTW HK & Laundry	3
424 - PIC Parkside Intermediate Care Home 424 - PIC RC PG HK/Laundry	0
Admin Facility Admin Department	0
Total	0

- c. Your list of units will appear along the left-side of the page. Select the unit name on the left side, or the number on the right side in any of the highlighted sections to view the **Quick Dial Recent Recordings** page.
- d. The **Quick Dial Recent Recordings** page will list details about the absence-calls your employees have made, and their processing status:

Employee / Home Unit	Call Type	Recording Began	Length	Status	Regarding Unit	From Number	Processed By	Date
View JANE SMITH (00000) 002 - NH Corporate 002 - CO HRIS	EARL	Jul 24 2019, 11:58 PDT	0:00	Received	002 - CO HRIS Dummy Unit - MySchedule 002 - NH Corporate	+0000000000	-	Jul 24, 2019

View Button	Click to see specific details of the absence-call
Employee/Home Unit	The name, employee number, home unit, and home occupation of the employee
Call Type	The type of call (only mySchedule EARL call types at this time)
Recording Began	The time the call was made
Length	The length of any recording made (0:00 if no recording was left)
Status	The processing status of the call record <ul style="list-style-type: none"> • Received – The absence-call was successfully completed • In Progress – Staffing have started to process the absence-call • Waiting on Unit – Staffing have/will contact you for direction • Complete – Staffing have finished processing the absence-call
Regarding Unit	This is the primary unit the absence-call is regarding
From Number	This is the number you contacted Quick Dial from
Date	The date the absence-call is regarding

- e. The **View Recording** page can be accessed by selecting the View button
- f. The **View Recording** page is separated into two sections:
- i. Information Regarding the Absence-Call
 - ii. Leave Request (EARL) Details

Information Regarding the Absence-Call:

Called In By Employee: JANE SMITH

From Number: 000-000-0000

Call Start Time: Jul 24 2019, 11:55 PDT

Call Status: COMPLETED

Recorded At Time: Jul 24 2019, 11:58 PDT

Recording Length: 0:00

Recording Type: EARL

Processing Status: RECEIVED

Listened: Unset

Time Until Listened To: Unset

Processed: Unset

Total Time Spent Processing: Unset

Listen: No recording file available.

Call Record: 

Regarding Unit: 002 - CO HRIS Dummy Unit - MySchedule
002 - NH Corporate

Processing Action:
None

Called In By Employee	The name of the employee who called
From Number	The number the employee called Quick Dial from
Call Start Time	The time and date the employee absence-call began
Call Status	The status of the employee absence-call (calls are either Completed, or Failed)
Recorded At Time	The time and date the employee recorded their message
Recording Length	The length of the recording (may be 0:00)
Recording Type	The type of call (only mySchedule EARL type calls at this time)
Processing Status	The processing status of the record: <ul style="list-style-type: none"> • Received – The absence-call was delivered to Staffing • In Progress – Staffing have begun processing the absence-call • Waiting On Unit – Staffing are waiting for clarification on this call • Processed – Staffing have completed processing this absence-call
Listened	The time, date, and name of the Staffing Scheduler who first listened to this record
Time Until Listened To	The time between the absence-call being recorded and the audio message being reviewed (Unset means it was not reviewed during processing)
Processed	The time, date, and name of the Staffing Scheduler who processed the record
Total Time Spend Processing	The total time between the creation of the absence-call and the completion of processing
Listen	If a recording exists, it can be reviewed here
Call Record	Links to a detailed call record
Regarding Unit	The unit indicated by the call/selected in the Regarding Unit menu
Processing Action	Notes Staffing have entered about this absence-call during processing

Leave Request (EARL) Details:

Leave Requests

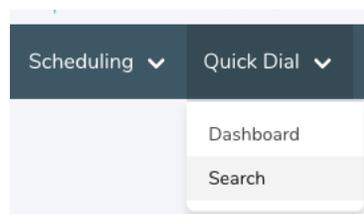
Unit	Occupation Class	Date	Time	Duration	Icon	Reason
002 - CO HRIS Dummy Unit - MySchedule	CT1	Wed Jul 24, 2019	08:00 - 23:59 (PDT)	16.00 hrs	(unset)	Personal Illness

Department	The unit or department of the cancelled shifts
Occupation Class	The occupation class of the cancelled shifts
Date	The date of each cancelled shift
Time	The start end end time of each cancelled shift (may be 00:00-23:59 if schedule data was not available for this shift)
Duration	The total length of the shift (not the paid hours)
Icon	The shift icon from ESP/the daily sign in sheet (may be Unset if shift icon was not available for this shift)
Reason	The reason for the employee absence: <ul style="list-style-type: none"> • Personal Illness – Sick • Other – Other Unplanned Leave • Work Injury – Injury at Work

3. Instructions – Search Quick Dial Recordings

The **Search Quick Dial Recordings** feature allows you to access the past and present Quick Dial records for all of your units.

- a. To access this feature, select Quick Dial on the menu bar, and click on Search from the drop-down menu:



- b. This menu will display a number of options to filter for specific records. To see all records, select Search without entering any other information.

Search Filter Options:

Employee Number	The employee number to search (can include or exclude the zero at the beginning)
Employee First Name	The employee's first name (can be partial)
Employee Last Name	The employee's last name (can be partial)
Union	Filter by contract type
From number	Search by the number the employee called from (can be partial)
Facility	Filter to calls for a specific facility
Unit	Filter to calls for a specific unit (must select Facility first)
Occupation	Filter to calls for a specific occupation within a unit (must select Facility and Unit first)
Date	Search by the date of the call
Recording type	Select type of Quick Dial call (only EARL exists at this time)
Status	Filter to recordings of a specific status type <ul style="list-style-type: none"> • Downloading – records with recordings in the process of downloading to the site • Download Failed – records with recordings where the recording failed to download to the site • Received – records received by Staffing • In-Progress – records tagged as In Progress • Waiting On Unit – records tagged as Waiting On Unit • Processed – completed records
Confirmation Number	Search by confirmation number (must be exact)

- c. The **Quick Dial Recent Recordings** list will display. See sections 2.d., 2.e., and 2.f. above for more details on this page.

4. EARL FAQ/Troubleshooting

Here is some additional information on some of the most common questions and concerns regarding EARL notifications. If the information here does not resolve your concerns, please contact mySchedule support at myschedule@northernhealth.ca

- a. I did not receive an EARL notification, but I am set up to receive notifications for that unit:
 - a. The most common source of missed EARL notifications is employees selecting a different unit during the call process. For most employees, confirming they are cancelling their regularly scheduled shift should route the EARL correctly. In these cases, employees are indicating they are not cancelling their regular shifts, and are then indicating the wrong unit when asked to confirm where they are cancelling the shift.
 - b. Some employees hang up before completing the full process – this can result in an EARL record not being created. The script has been modified to make this clearer.
 - c. If you have set a personal email for your mySchedule profile, it will notify this address unless your NH email is specifically identified in the configured routes as an email contact.
- b. I received multiple emails for one EARL:
 - a. Each recipient of an EARL is sent a separate email, so if you are on the list as a recipient and you also belong to a distribution list that receives the EARLs, you will receive multiple emails.
 - b. It is also possible the employee made multiple calls – if the date or time in the Record Creation Date field of their email is different, the employee entered their information more than once.
- c. My employees say they can't cancel multiple shifts:
 - a. Employees can absolutely cancel multiple shifts – the first question separates one day sick calls for today or tomorrow from all other call types – to cancel multiple days, or shifts for any other reason, employees should select 2. The script has been updated to make this process clearer.
- d. My employees say they left a message, but I did not receive it:
 - a. Check the Notification Rules for your unit to see which number is set as the transfer number. If this is not the correct number for the unit, it can be updated from this menu.
 - b. Your employee may have recorded a message in Quick Dial and not on your voicemail – these can be accessed through the Quick Dial menu in mySchedule. The script has also been updated to emphasize the importance of completing the call transfer to your preferred number.
 - c. If your employee cancelled multiple shifts in one call, and the earliest was a shift in a unit belonging to another manager, the call would transfer to that manager's call transfer number as that is the most urgent vacancy.