When-To-Work Online Scheduling

How to use the When-To-Work System

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Initial set-up of When-To-Work
You will first receive an email message from your manager indicating you have been set up in the When-To-Work system.

Sample Letter:

Dear Jane Doe Employee,

Your WSU UREC Facilities manager has set up an account for you at WhenToWork.com and requests that you sign-in and enter your information into the system. This account will allow you to view your schedules, request time off, set your time preferences, (and more) once you have entered your information.

Please go to: http://WhenToWork.com

Under "Sign-In" enter the following temporary sign-in information:

ID: W2W215371014
Password: W2W215371014

and click "Sign-In"

If you have any questions, please direct them to your manager: Sabrina Beale.

Following the hyper link will take you to the webpage where you will click the “Sign In” Button.
When you log in using your temporary ID and password (which will start with W2W), you will be brought to the first page of the setup wizard where you can change your ID and password to one that you create.

Type in your desired Sign-In ID and password and click Go to Step 2. (If the ID you enter is not available you will be prompted to try entering a different ID.) Then click Go to Step 2.

Enter any information and settings you want added or changed. Your manager may have already entered some information for you. When done click the Go to Last Step button.
You will then be taken to your personal home page.

**Navigating From the Main Screen**

**See What’s New**

Your WhenToWork employee Welcome page has a section that shows you **What’s New** since you last signed in - providing you links to those items by clicking the alert notice links. You can click on the links to find out more about that alert and go to that section.
View Notices from your Manager

If your manager has posted a notice for employees, you will see it on your employee Welcome page when you sign in. Be sure to check for notices every time you log in.

View/Post to the Bulletin Board

Your manager can post bulletins on the Bulletin Board. When you log in at WhenToWork your Welcome page will show an alert if there have been any new bulletins posted since you last signed in. You can click that alert to view the Bulletin Board, click the Bulletin Board button or in the top menu click Bulletins.
Your manager may also allow employees to add bulletins. If you are allowed to post bulletins you will see a **Add Entry** button on that page.

Your manager will give you more information about how your company Bulletin Board is to be used.

**Editing Your Personal and schedule Options**

**Change your Settings & Information**

Your manager may have entered some of your information into WhenToWork already. You can change your information and settings yourself on the Info page. In the top menu choose **Info** to go to the Information section.

You can change your Sign-In ID or password by clicking that link.

Make whatever changes you would like to these settings and then be sure to click the **Save my Changes** button.
Change your E-Mail and Text Message Notifications

Your manager may have entered one or more emails for you.

To view and change your email and text message notifications

- In the top menu choose **Info** to go to the Information section.
- Click the blue button: **Edit My Email Addresses**
- Click the **Add New Address** link or for an email already entered click the **Select/ADD Notifications** link

This will open the Notifications Address Settings window where you can check off when you want to be notified at this particular address.
Checking the "Use as my "Reply-To" address means that if a message you send to an employee or manager is forwarded to their email they will be able to reply to answer you back by email at that address. If you do not have a reply to address set up managers and employees will have to sign in and use the Messaging section to respond to your message.

If you enter and choose an email address your notifications will begin immediately.

If you choose a text message address the messages will be shorter (15 characters max) and you will be required to go to your cell phone and get the 4 digit validation sent by WhenToWork, and then enter it into your notifications page. Once you have entered the validation code your notifications will then start.

Set Your Prefer / Dislike Work Times

You can set REPEATING WEEKLY PREFERENCES when you like and dislike working and also set DATE-SPECIFIC PREFERENCES for any special days.
First set any REPEATING WEEKLY preferences you have. (On that page you also can create a set of FUTURE REPEATING preferences so that your repeating will change on a certain date.)

After entering your REPEATING WEEKLY preferences you can set any needed SPECIFIC DATE preferences.

Setting your REPEATING WEEKLY Preferences:

***This is the area where you will set your availability/class times to repeat for the entire semester. Use only the Red paint color (not available) on times where you are in classes, meetings, or other required activities and school functions. I.E., if you are not a morning person, mark the hours in the morning as Pink for dislikes working, not as Red for being unavailable. Each manager will do their best to accommodate individual requests and preferred working times.***

In the top menu choose Prefs to go to your Work Time Preferences page.

Click the "REPEATING WEEKLY Preferences" button

You will see a grid where you can "paint" colors to indicate when you like and dislike working. To change a whole row's color at one time you can click the name of the day in the left column.

If your Repeating Weekly Preferences will change in the future you can click the button at the bottom of that page to change them and set the date to start using the new set of Repeating Preferences. Be sure to Click Save Changes after making any change to a page.

After setting your Repeating Preferences you can click on any date to change that day or click the "Set SPECIFIC DATE Preferences" button. Clicking the button allows you to set whole days or part of days to your special preferences for that day.
To set a whole day preference click on a roller and CLICK ONCE on a day or "PAINT" multiple days on the calendar. To set specific hourly preferences for a day DOUBLE CLICK the day to edit.

Note that if you set hourly preferences on a specific day you can also choose to repeat those preferences over a number of weeks (up to 10) before clicking the Save Changes button.

**Set Your Own Cannot Work Times**

Some managers allows employees to set their own recurring Cannot Work times in their preferences. This can be used for instance if you know that you can never work on Thursday mornings. If on the other hand you only want a certain date off (one particular Thursday) then you should use the Time Off section instead of setting repeating Cannot Work Times.

These times are set on your Preferences page.

In the top menu click **Prefs** to go to the Work Time Preferences section.
Scheduling

Check Your Schedule

From your Welcome page you can click to view your schedule for each week that your manager has published. Click Schedule in the top menu (or the Show My Schedule button) on your welcome page.

When viewing the My Schedule page you can click any of your shifts to see more details, put your shift on the Tradeboard (if your manager allows use of the Tradeboard) or to see what other employees might be available to replace you for this shift.
If your manager allows you to view Everyone’s schedule you also will see a link to the various schedule layouts for the complete schedule.

**View Everyone's Schedule**

The complete schedule for everyone can viewed in four different layouts: **Daily**, **Weekly** (shown), **Monthly** and **Chart**. Note: This view defaults to only show the positions that you are set to be able to work. To view all shifts be sure to choose **All Positions** in the Display dropdown menu on the right.
IN-OUT View under Everyone's Schedule
This view is especially helpful if you have more than one shift per day. It shows you the times you start and end work each day. Depending on how your manager has set it up you may see one week at a time or up to a month at a time on this new view.

Clicking any shift brings up the Shift Details window where you can get more information about the shift and the employee working it.

(Each employee can set whether they want their phone number and e-mail address to be viewable by other employees on their Info page so some workers' information may not be viewable.)

If the shift is for a position you can work you will see a Propose a Trade link.
Ask for Time Off on a Specific Day

If you want to request time off on a specific date you can send a request to your manager using WhenToWork. You can request a full day (or days) off or part of a day off (and even repeat it over a number of weeks). After your request has been reviewed by your manager you will notified whether it was approved or denied the request. If the request is approved, you will not have to work any shift that overlaps that time.

In the top menu choose **Time Off** to go to the Time Off Section.

Choose the day you want time off from the calendar on the right.

![Calendar with selected day](image)

**Full Day Off - Or Days in a Row**

If you want to ask for one or more whole days off be sure the radio button next to Full Day(s) is on. If you want to ask for a number of days off in a row, enter the number of days off.

Type in any comment you want your manager to see when they receive this request.

Click the **Request Time Off** button.

![Request Time Off](image)

You will notice the Time Off Request will be showing in the list at the bottom of the page.

![Time Off Request List](image)

Your request will be sent to your manager and you will receive a message about their decision. If you change your mind about the request before your manager has made a decision, you can click the Cancel Request link on your Time Off page to remove it.
**Part of a Day Off - Can Repeat Weekly**

If you want to ask for part of a day off be sure to click the radio button next to **A Partial Day Off**.

Choose the start time and the end time for the time off. If this time off is for a class that repeats over a number of weeks or if you would like to request this same time off for more than one week in a row enter the number of weeks to repeat. (Ex. if you have a class that is 12 weeks long enter Repeat for 11 weeks.)

Type in any comment you want your manager to see when they receive this request.

Click the **Request Time Off** button.

You will notice the Time Off Request will be showing in the list at the bottom of the page.

Your request will be sent to your manager and you will receive a message about their decision. If you change your mind about the request before your manager has made a decision you can click the Cancel Request link to remove it.

**Trade & Pick Up Shifts**

***You can only pick up or trade shifts for the department areas you are authorized to work in. For example if you are a Service Attendant, you may not pick up a shift for a Weight Room Attendant, unless you are trained to work in that area.***

If your manager allows you to use the Tradeboard, you will see **Trades** in the top menu and on your Welcome page. The Tradeboard allows you to trade shifts with other willing employees - (your trades may require manager approval before they are final).
When you click a shift in the schedule, or on the Tradeboard, that you are qualified and available to work you will see the Propose a Trade link. If you want to offer to take this shift then click the "Ask To Pick Up This Shift" link to send the offer. If you want to propose a trade of one of your shifts, click that shift link to send the offer to the other employee for their approval. If your manager allows you to trade "At Will" then it goes into effect when the other employee accepts the offer. Your company may require that the manager approves trades before they become official and you will receive notice of the manager's decision on the trade.
If you have requested a shift or to pick up an unassigned shift and your manager has not yet made a decision on it you can cancel the request.

**Always check your latest schedule online so you know exactly when you are scheduled to work!**

**Staff and Messaging**

**Staff List - Find & Contact Other Employees**

***Respect the privacy of others and do not give out employees’ contact information to non University Recreation employees.***

WhenToWork allows you to view a list of other employees and any contact and schedule information that your manager and the other employees allow.

You can control whether your own e-mail and/or phone number appear on this page using the **Change My Info** page.

Your manager controls whether you are able to see the other employees' work schedules from this page. If a link to the schedule is visible you can click it to view all of their future shifts.

You can also click the employee name to send a message or their employee e-mail address to send them an e-mail.
Send & Receive Messages

WhenToWork allows you to send and receive work-related messages. Even if you do not have an e-mail account you can send messages to your manager or other employees.

If you or your manager have entered your e-mail address into WhenToWork.com you will receive a copy of your WhenToWork.com messages by e-mail. (You can turn off this forwarding feature in your Info>Notifications section.)

If you have any new messages you will see a message envelope appear under your Sign-Out button in the upper right of the pages.

You can click this envelope or MESSAGING in the top menu to go to the Messaging section.

The Messaging section is similar to other messaging programs you may be familiar with - you can read, reply, save, compose and delete messages. If you send a message to someone who has entered their e-mail into the system they will get a copy of the message in their e-mail.

Note that unread messages are found in the New Messages section. Once a message has been read it is moved to the Old Messages section. After a month or so, if messages are not marked as Saved they will be deleted but if you want to keep them you can simply click the Save button.

To send a new message click Write a Message and choose who you want the message to be sent to. After sending a copy of the message can be found in the Sent Messages section.

Be sure to Save any messages if you want to keep them more than a month.

Frequently Asked Questions

Signing in Using an iPhone

Employees can sign in using our regular sign in page using an iPhone and perform most functions.

Note: Employee work time preferences cannot be painted using the "paint roller," but you can change the preferences by entering the times and choosing the color in the upper right of those preference pages.
Signing in Using a Blackberry

Since the Blackberry browser does not support many scripting features you can try using our phone/pda login at: http://WhenToWork.com/ph. It does not provide for all features and it is a more basic login.

OR, if you want to try these instructions on your Blackberry to enable javascript, this may enable you to use our regular login:

To configure your BlackBerry Browser:

1. On the handheld's Home screen, click the BlackBerry Browser icon.

2. Click the trackwheel, and select Options.


4. To enable or disable support for a particular feature, check the appropriate box:
   * To enable support for HTML tables, check the Support HTML Tables box and click Change Option.
   * To enable support for style sheets, check the Support Style Sheets box and click Change Option.
   * To enable support for JavaScript, check the Support JavaScript box and click Change Option.

Note: If the Support JavaScript checkbox does not appear on the Browser Configuration screen, it might appear on the General Properties screen. In the browser options, click General Properties. If the Support JavaScript checkbox does not appear on either screen, verify that the JavaScript Package checkbox is selected in Application Loader. If it is not available, contact your service provider to verify that JavaScript is supported.

When the checkbox is selected, support for that feature is enabled.

5. To save your changes, click the trackwheel and then click Save Options.

When I click links in WhenToWork nothing happens!

Normally this is caused by not using the recommended browser.

<table>
<thead>
<tr>
<th>PC Users</th>
<th>MAC Users</th>
</tr>
</thead>
</table>
| Internet Explorer or Firefox  
(free download) | Firefox  
(free download) |

If you are using the proper browser and click a link that does not appear it could be caused by a popup blocker program or the window may be behind the window you are viewing. Check the taskbar at the bottom of your screen and see if more than one browser window is open - if so click the other window button in the taskbar to bring it forward.
Why Does My Popup Window Turn Blue & Not Close Automatically?

Each time you make a change in a popup screen our system sends a command to the screen below to Refresh the information to reflect the change you just made. Sometimes your browser can lose track of the parent screen's information so when the popup sends the Refresh command it cannot find the parent screen and therefore leaves the blue screen up to indicate the command was not properly completed. Note that your data changes are always saved, and this is merely an issue with your browser not refreshing the bottom window automatically.

Usually this refresh problem is due to instability in your browser (most often Internet Explorer), and a restart of your computer fixes the problem. However if you have restarted and the problem is still occurring, it may be due to Spyware running on your computer. You might try using our system on another computer to find out if the problem is isolated to your computer system. If both computers have the problem, please let us know. If you do not have this problem on the second computer, we recommend running anti-spyware programs like Spybot or AdAware (both are free) to scan your first computer to detect spyware that may be adversely affecting your internet browsing.

Since your data is always saved, the blue screen problem can be worked around by just closing the popup blue screen and clicking the screen's Refresh button manually after a change.

Why don’t I get my messages by e-mail?

If your e-mail has been entered all of your WhenToWork messages and schedules are sent to you automatically. Messages can be found in the Messaging section and are also forwarded to your e-mail address.

If e-mails are not getting through you should check the following:

1) Log into your account and go to the Info>Notifications page to double check that your e-mail address is correct and be sure the checkbox is checked to forward your mail.

2) Check your e-mail program to be sure it is accepting messages from whentowork.com and when2work.com (note the number 2 in the address) and not putting those messages into your trash or spam folder.

3) Try going to https://whentowork.com/wwforgotid.htm and entering your e-mail address. Your ID and password will be e-mail to you and you can confirm your mail program is accepting mail from our address.

Note: If your email address is showing with "Invalid" at the beginning this means that messages send to that address were returned to us with a notice that no such e-mail exists. Remove the invalid address and reenter.

How do I change my ID and/or password?

You can change your own ID and/or password as often as you like using your Info (Change your Information) page.
In the top menu click "Info" and click the "Change ID or Password" link next to your sign in name. For security reasons you must re-enter your current ID and password before entering new ones. If the new ID you choose is already in use you will have to choose different one.

Why can’t I pick up an unassigned shift from the Tradeboard?

If you request picking up a shift that would put you over your maximum hours per week your request will always be sent to the manager for approval. It is possible another employee (under their max) may pick it up if they request it before the manager approves your picking it up.

I changed my mind and want to cancel a trade or shift pickup request...

If you have a shift trade or pickup request you want to cancel you do so by logging in and going to the TRADES / Trades Offered section.
You will see a "Cancel Request" link next to offers that you can may cancel.

**I have a shift I don't like - what can I do?**

If you have a shift you want to drop or trade you can do a number of things:

1) **Ask for time off or message your manager**
   Depending on your manager’s rules they may allow you to send in a time off request for the day you are scheduled - and they can decide whether or not to remove you from that shift. Or you may be able to send them a message explaining your situation. If you are allowed to request time off online you will see “TIME OFF” in the top menu and on your home page.

2) **Propose a "private" trade - find another employee’s shift that you like and ask them to trade.**
   Look at Everyone’s schedule - find a shift you prefer and click the shift to propose a trade directly with that person for that particular shift. If you click a shift that you are eligible to trade, you will see a Propose a Trade link in the shift window. You can then choose the shift you want to trade from your list. The other employee will be notified of your offer and they will need to approve the offer.

   If required it will then be sent to your manager for approval.

3) **Add the Shift to the Tradeboard**
   Click on your shift and then click the Add Shift to Tradeboard link. You can set whether you want to drop or trade for another shift. Once added to the Tradeboard you will be notified when someone offers to trade their shift or just pick up your shift. If you have certain employees in mind that might want to trade you can message them telling them your shift is on the Tradeboard and available.

   If you agree to the trade then it is sent to your manager for approval. **NOTE: If you do not agree to the trade** a message is sent to the other employee BUT your shift is not automatically put back on the Tradeboard you must go in and repost your shift on the Tradeboard if you still want to get rid of that shift.

The contents of this manual are available online at http://when2work.com/emphelp/