RA- WhenToWork Instruction Sheet

Residence Life's scheduling software, *WhenToWork*, to schedule on-call shifts for all Advisors this year. This app has that features that allows the following:

- An online platform or app where you can view shifts that you and the team is scheduled for
- Advisors to set their schedule as unavailable on evenings when they have classes and/or other commitments discussed prior with their RLM
- Advisors to set their preference for days that they would like to work
- Advisors to switch shifts directly online or via the app (RLM will approve changes on app)

Privacy notes:

Advisor accounts are created using their first name and ubc staff emails only. No personal information is uploaded at the time of creation of accounts. We ask that you do not add any personal information (personal email addresses or phone numbers for notification) to your profile.

1. Set up your WhenToWork profile

    a. You will receive an email from *WhenToWork* to your UBC staff email to set up your profile. Below is an example of what you would receive from an email domain ending with *WhenToWork.com*.

UBC Okanagan Residence Life

Dear Testing Profile ,
Reha Purdasy at UBC Okanagan Residence Life would like you to sign in at WhenToWork.com and view your schedule information.

Please go to: https://WhenToWork.com

Click "Sign In" in the upper right corner and enter the following temporary sign in information:

Username: W2WF927424447
Password: W2WMC7JR5L

or Click Here

and click "Sign In"

If you have any questions, please direct them to your scheduling manager.

We look forward to serving you,

Your WhenToWork.com team.

b. Click on the link in the email. For your first-time access, you will use the temporary username and password provided in the email.
c. You will be directed to create a username and password for future logins.
d. Once you've created your profile, you will see the window below. Click on Start.
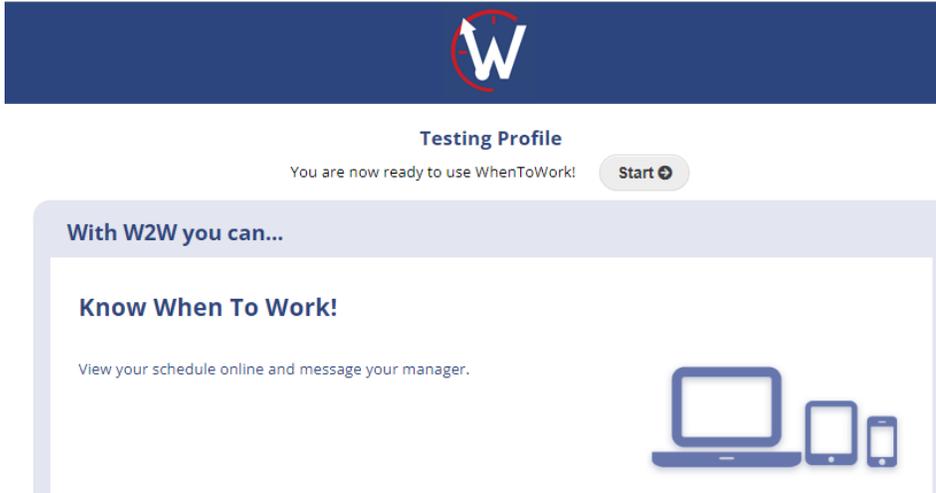
2. Setting Your Scheduling Preferences

a. Under the Home tab, select "Choose times I prefer to Work".

b. Watch the following demo on how to set your preferences:

https://when2work.com/help/emp/setting-prefer-dislike-preferences/

c. As RAs, you will see the option to set days/times as:
  o *Cannot work*
  o *Prefer to work*
  o *Dislike*

For evenings that you have classes and other commitments discussed with your RLM, including approved time off, you will set those times as **Cannot Work**. [Block off the times of the commitment – not the entire day] For example, if you have a class that goes until 7- 10pm on Wednesday and cannot work that day, block 7-10pm.

If you have preferences on evenings that you would like to be on-call or dislike to be on-call, you will set those days as **Prefer to Work or Dislike respectively.** Please note that these requests may not be accommodated.

d. Defer to your RLM for the deadlines to have your schedules up for each month.

3. Viewing Shifts:

a. You can use this link to learn more on how to view your shifts
b. **Please note that Residence Life is using WhenToWork as an on-call scheduling app and not as a payroll software. You will note weekend shifts length show up as '0.1' hours and weekday shifts length show up as '1.0' hour on the platform. These numbers are only for the purpose of equitable shift distribution and do not reflect the actual length of an on-call shift. All on-call shifts are from 6.45pm to 8 am.**

4. Swapping Shifts:

a. Once your shifts are published, you are able to swap shifts with others, directly on the platform.
b. When you click a shift in the schedule that you are qualified and available to work, or on the Tradeboard, you will see the *Propose a Trade link*.
c. Your RLM will approve the trades before they become official and you will receive notification of the manager's decision on the trade.