

## Tech Training: WhenToWork ([www.w2w.com](http://www.w2w.com))

### Work Preferences

- It is your responsibility to keep your work preferences up-to-date. This includes entering your class schedule well in advance of every term. See step-by-step instructions below.

### Time Off

- Schedules are generally published 10 days in advance.
- If you know you have a work conflict **prior to that week being published**, put in a Time Off request. This should assure that you are not scheduled at a time you cannot work.

### Trade Board

- If a week's schedule **has been published**, you are expected to work your shifts.
- If something comes up, and you can't work a shift, immediately put the shift on the Trade Board.
  - You have up to 24 hours prior to the shift to find a replacement. At 24 hours, you are expected to contact Tony for assistance in finding a replacement.
  - If you or Tony cannot find a replacement, you have the opportunity to ask for permission to miss your shift. This will involve convincing us that your reason is valid (illness, class-related, etc.)
  - If you do not obtain permission, you are expected to work your shift.

### Entering your class schedule:

- On first login, choose a username and password. WhenToWork prompts you for some personal info. This is optional, but it would help us to have your cell number.
- Click 'Choose Times I Prefer to Work'

- Please do NOT click 'Set Repeating Weekly Schedules'. This has been set for you to reflect our business hours. **Please do not change business hours!**
- Instead, click somewhere on the Monday row to open Hourly Preferences for Monday.

- Select the red, Cannot Work paint roller,

The screenshot displays the Taylor University WhenToWork interface. At the top, it shows the Taylor University logo and the user's name, Tom Bombadi. Below this, there is a navigation bar with options for 'Home', 'My Schedule', 'My Preferences', 'My Trade Board', and 'My Account'. The main area features a weekly schedule grid for the week of Jan 13, 2014. The grid has columns for each day of the week and rows for each hour of the day. Red bars indicate scheduled shifts. A red arrow points to a red paint roller icon labeled 'Cannot Work' on the Monday row. Below the grid, there are buttons for 'Set SPECIFIC DATE Preferences' and 'Set REPEATING WEEKLY Preferences'. The interface also includes a 'SIGN-OUT' button and the current date and time: Jan 14, 2014, 09:28am.

and paint your Monday class schedule (and other concrete commitments) red – OR – use the input area to the right to have the system paint for you.

- Select the green roller, and paint your Monday preferred work shifts green (optional).
- Select the pink roller, and paint your available but non-preferred work shifts pink (optional).

- Set the Repeat field for the number of weeks you will be unavailable to work (16 for a full Spring/Fall term class, 8 for a half-term class, 4 for a J-Term class).
- Click Save Changes
- **Please don't forget to repeat for Tues – Sun.** As a reminder, new techs are available to work only during normal business hours. Jesus will tell you personally when you're approved to work evenings and/or weekends.

The screenshot displays the 'WhenToWork.com' interface for setting preferences for Monday, Jan 13, 2014. The main window title is 'Special Hourly Preferences for Monday, Jan 13, 2014'. Below the title, there is a legend with four categories: 'Prefer Working' (green), 'Dislike Working' (pink), 'No Preference' (white), and 'Cannot Work' (red). A time grid is shown with columns for hours 1 through 11, and rows for 'Time' and 'All Day'. A 'Repeat' dropdown menu is open, showing options from 1 to 16. The 'Save Changes' button is visible at the bottom right of the interface.

## Trade Board

Use WhenToWork to drop, trade, and pick up shifts.

- To see available shifts (trades and/or drops), select Trades > Week
- To pick up a shift, click on it.



- Shifts offered as Drop Only will open a Drop dialog. To pick up a dropped shift, click “✓ Pick Up This Shift.”
- Shifts offered as Trade Only will open a Trade dialog. To offer a trade, choose on one of your own shifts to offer as a trade.
- Shifts offered as Trade or Drop OK will open a Drop dialog. Offering a shift in trade is optional.

The screenshot displays the WhenToWork Tradeboard interface. At the top, there is a navigation menu with options like Home, Schedule, Info, Prefs, Time Off, Trades, Messaging, Staff, On Now, Bulletins, Help, and Sign Out. Below this, the user's name 'Alex Burt' and role 'Client Services' are shown, along with the 'Tradeboard' title and a notification for 'Mar 15, 2016 8:45am'. The main content area is divided into 'MY SCHEDULE' and 'EVERYONE'S SCHEDULE'. The 'Trades/Drops Posted' section shows a calendar grid for the week of Mar 13-19, with specific trades listed for Thursday (TLC-Rachael Schwust) and Friday (TLC-Meghan Gamble). The 'Unassigned and Available Shifts' section also shows a similar calendar grid. A modal window titled 'Shift on Tradeboard' is open, providing details for a shift on 3/18/2016 from 4pm to 5pm at the TLC position, assigned to Hannah Bolds. The modal includes contact information and options to 'Pick Up This Shift' or 'Message manager about this shift'.

- To add a shift to the Tradeboard, click on My Schedule > Week.
- Select the shift you would like to trade or drop
- Click “Add shift to Tradeboard”

- Select Trade, Drop, or Either
- Explain your reason for dropping the shift in the Comment box
- When someone offers to trade a shift with you, you should receive an email notification. Be sure to accept the trade offer.

The screenshot displays the 'MY SCHEDULE' section for the week of March 13, 2016. It includes a calendar view and a graphical view. The graphical view shows shifts for Tuesday (8am-9am and 9am-10am) and Wednesday (8am-9am and 9am-10am). A modal window titled 'Add My Shift To Tradeboard' is open, showing details for a shift on Mar 30, 2016, from 8am to 9am, at the TLC position. The user has selected 'Trade' as their preference. A comment box and an 'Add' button are also visible.

Day	Shift
Tue Mar-15	TLC 8am - 9am
Tue Mar-15	TLC 9am - 10am
Tue Mar-15	Helpdesk 1pm - 2pm
Tue Mar-15	Helpdesk 2pm - 3pm
Wed Mar-16	TLC 8am - 9am
Wed Mar-16	TLC 9am - 10am