

HOW TO SECURE AND CANCEL SHIFTS

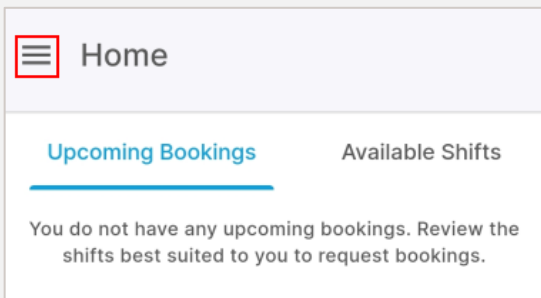
How to secure a shift

The following steps must be followed to secure a shift:

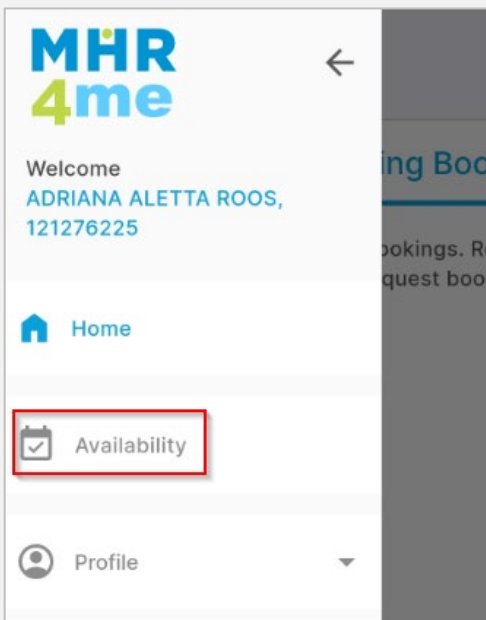
- Set availability for shifts (steps 1 - 13), and then
- Request the available shift (steps 14 - 16)

Set availability for shifts

- 1 From the **Home** screen, tap the **Hamburger** button.

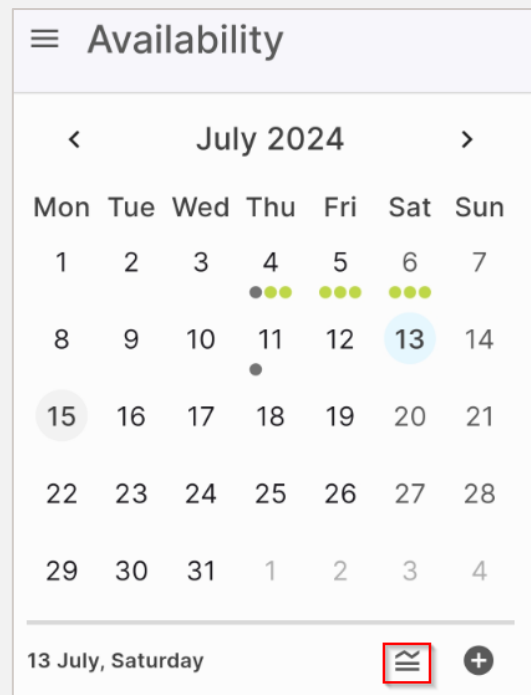


- 2 Tap the **Availability** option.

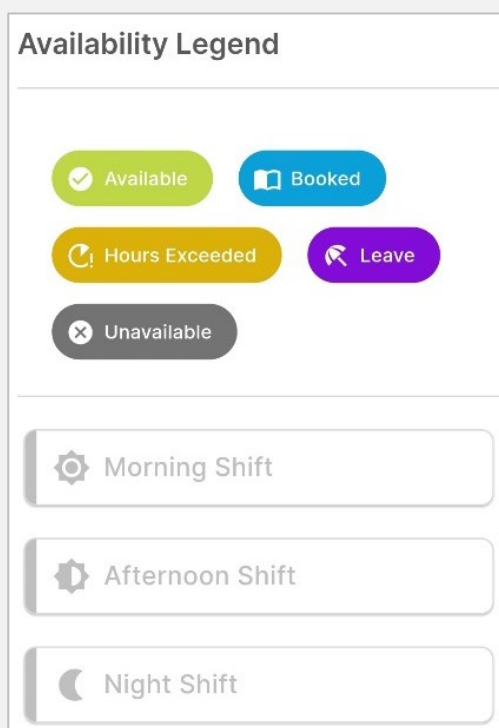


Note: Follow steps **4** and **5** to set availability for a specific date and steps **7** to **10** to set availability for multiple dates.

- 3 To understand the meaning of the availability icons and colours, tap the icon next to the plus sign under the calendar (**a zigzag line/wave with two lines underneath**).




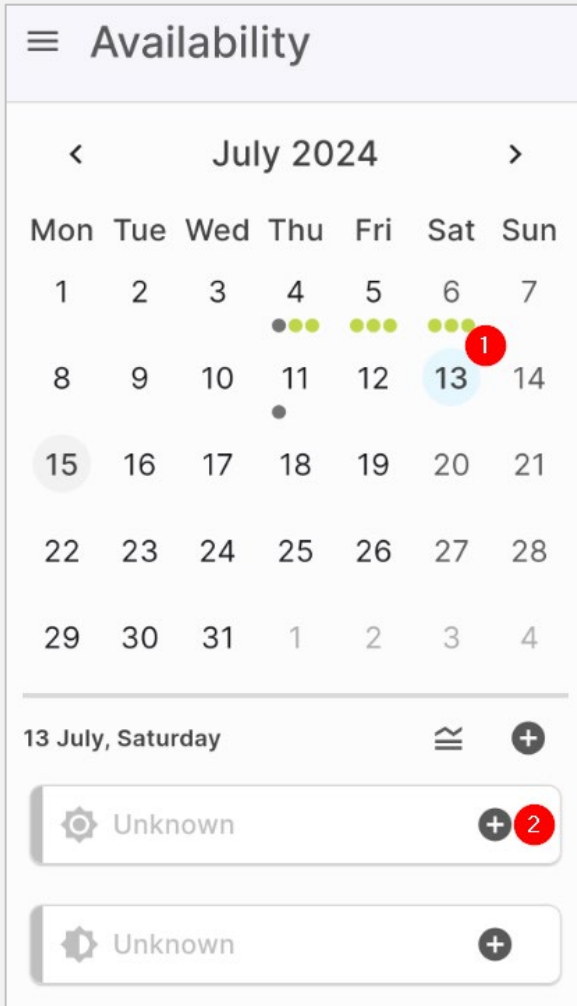
The following screen will display:




How to set availability for a specific date

4 **1.** Select the day on the calendar for which you want to indicate your availability, and then


2. Tap the **Plus**  button next to the relevant shift, e.g. Day, Afternoon or Night shift.



Note: The Shift Types are indicated with the following icons:

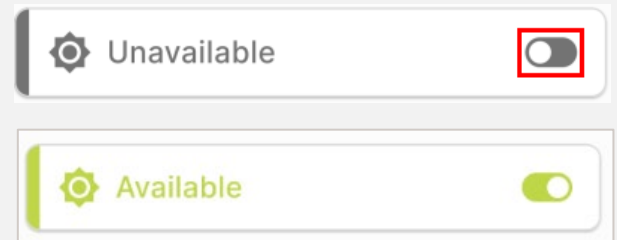
 Indicates **Day** shift.

 Indicates **Afternoon** shift.

 Indicates **Night** shift.

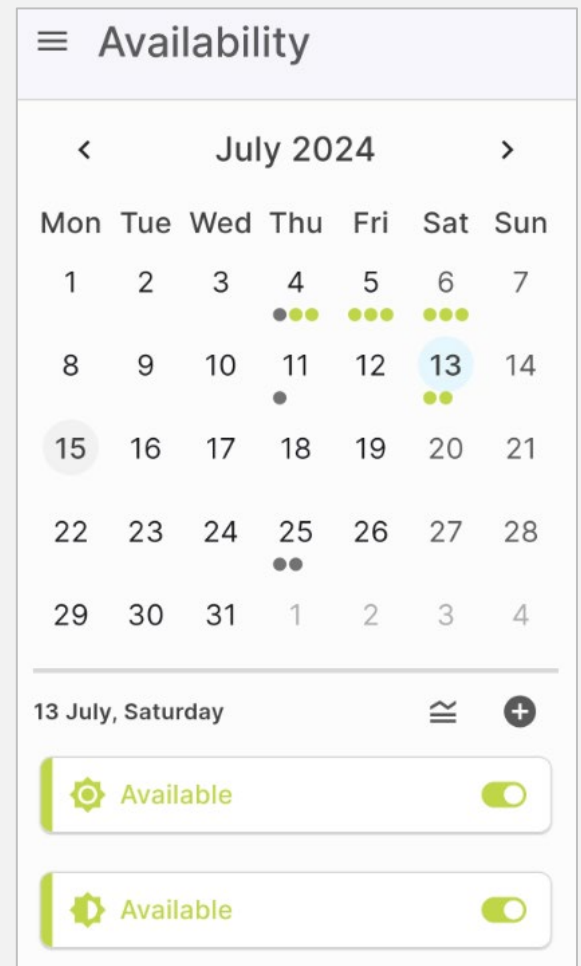
5 Slide the slider to the right to change the status to **Available** for the selected date.

The slider will change to 'Available', marked in a green colour as indicated in the screenshot below.



Note: The chosen available date will also be indicated with a green dot or dots on the calendar, as shown in the screenshot below.


Any dates marked as unavailable (as per **step 6** below) will be indicated with a grey dot or dots.

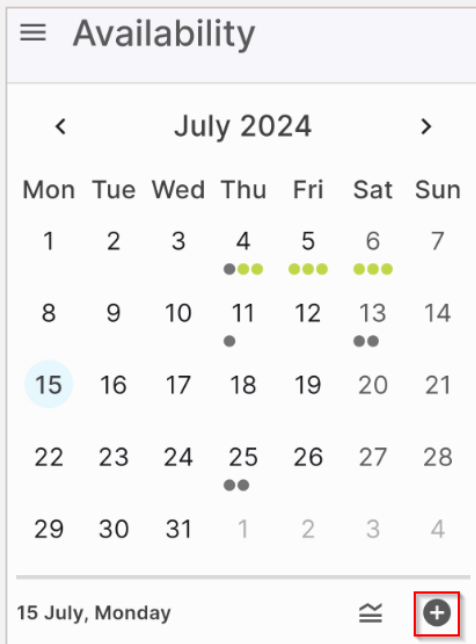


6 Use this slider to change Available to **Unavailable** if no longer available for a shift.



How to set availability for multiple dates



- 7 Tap the **Plus**  button under the calendar.



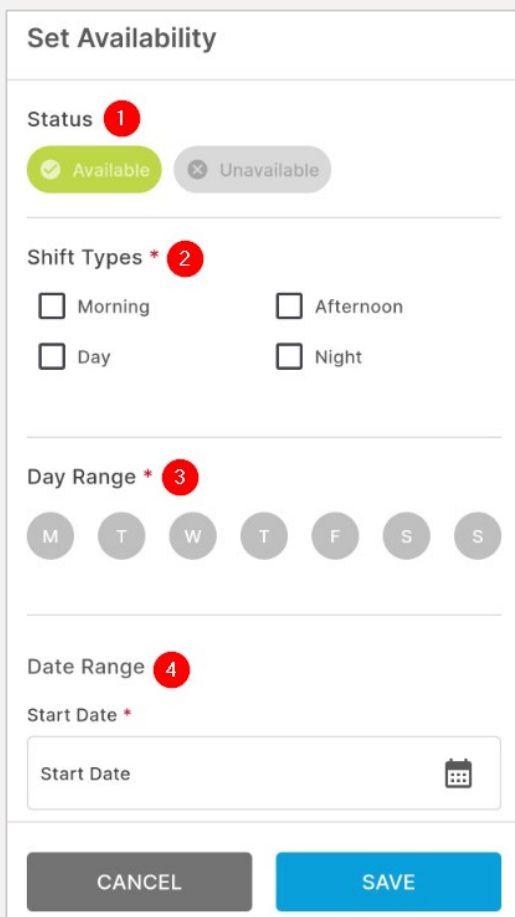
Availability

< July 2024 >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
			•••	•••	•••	
8	9	10	11	12	13	14
			•		••	
15	16	17	18	19	20	21
22	23	24	25	26	27	28
			••			
29	30	31	1	2	3	4

15 July, Monday  

- 8 When the 'Set Availability Screen' displays, select 'Available' at **Status**, and select the relevant **Shift Type(s)**, **Day Range**, **Start Date**, **End Date**, tick **Recur for 6 months** (if applicable) and tap **Save**.



Set Availability

Status **1**

Available Unavailable

Shift Types * **2**

Morning Afternoon


Day Night

Day Range * **3**

M T W T F S S

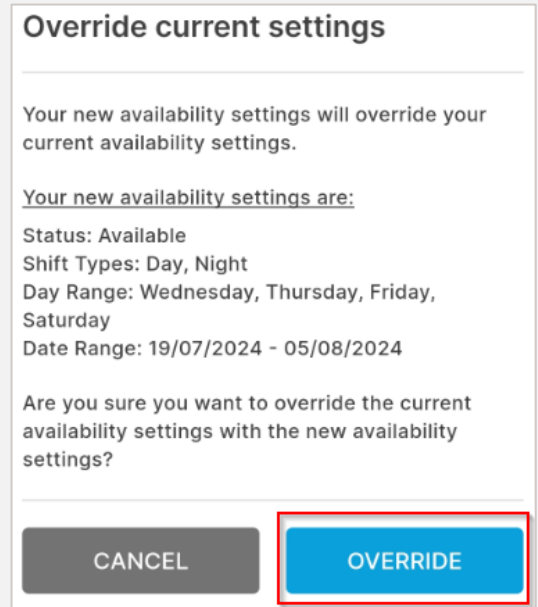
Date Range **4**

Start Date *

Start Date 

CANCEL SAVE

- 9 The following message will be displayed. Read the details in the message and tap **Override** if you are happy to proceed.



Override current settings

Your new availability settings will override your current availability settings.

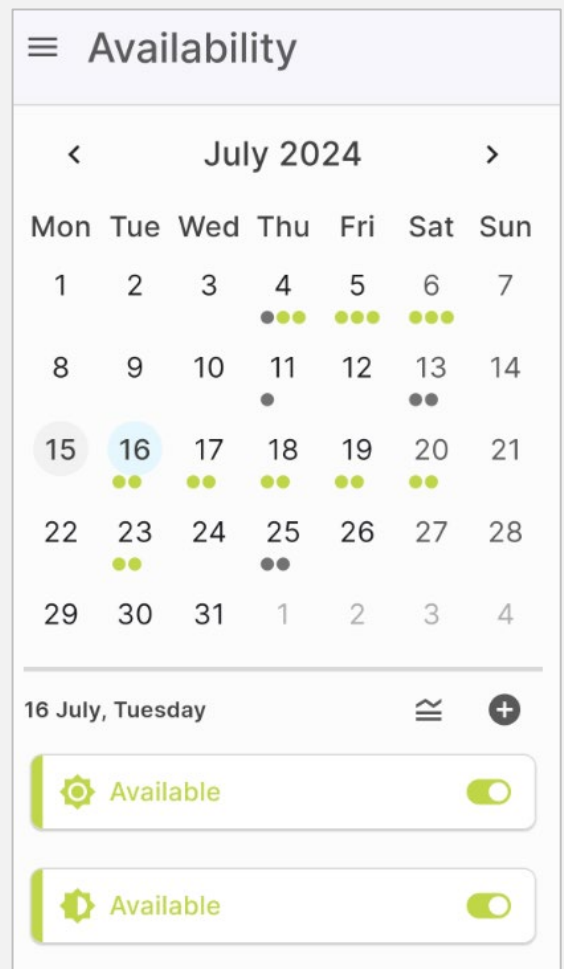
Your new availability settings are:

Status: Available
Shift Types: Day, Night
Day Range: Wednesday, Thursday, Friday, Saturday
Date Range: 19/07/2024 - 05/08/2024

Are you sure you want to override the current availability settings with the new availability settings?

CANCEL **OVERRIDE**



- 10 Once you access the calendar screen, you will see green dots under the applicable dates, indicating availability.





Availability


< July 2024 >

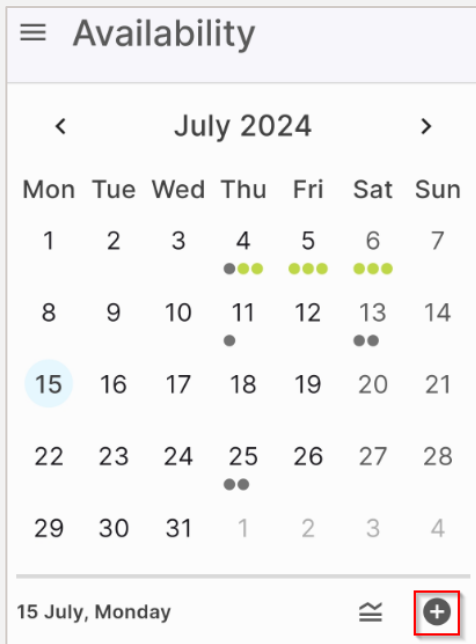
Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
			•••	•••	•••	
8	9	10	11	12	13	14
			•		••	
15	16	17	18	19	20	21
	••	••	••	••	••	
22	23	24	25	26	27	28
	••		••			
29	30	31	1	2	3	4

16 July, Tuesday  

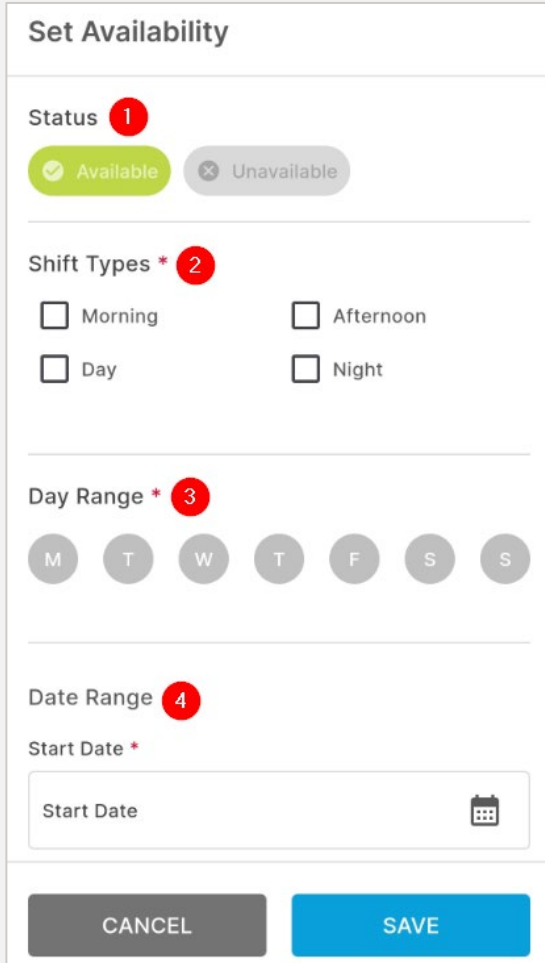
 Available

 Available

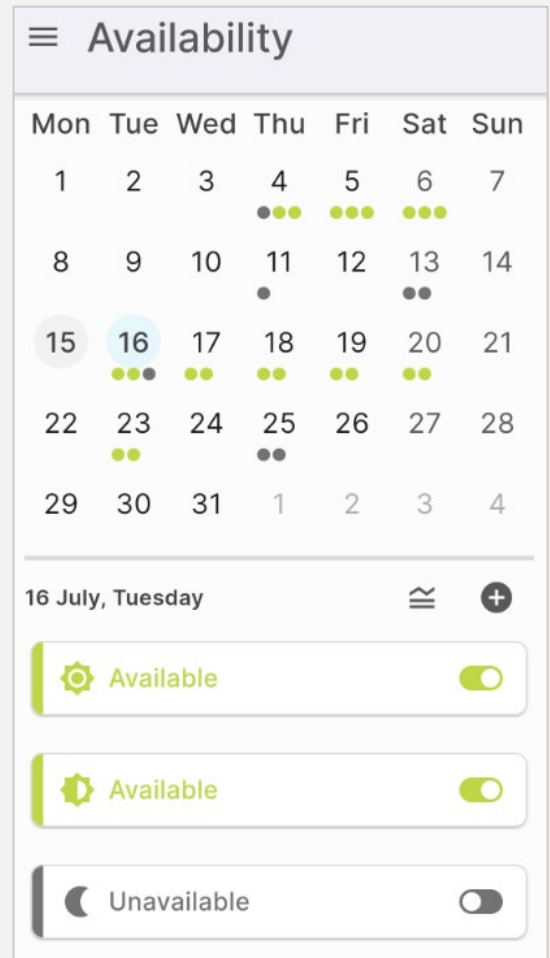
11 Tap the **Plus**  button under the calendar.



12 When the 'Set Availability Screen' displays, select 'Unavailable' at **Status**, and then select the relevant **Shift Types**, **Day Range**, **Start Date**, **End Date**, tick **Recur for 6 months** if applicable and tap **Save**.

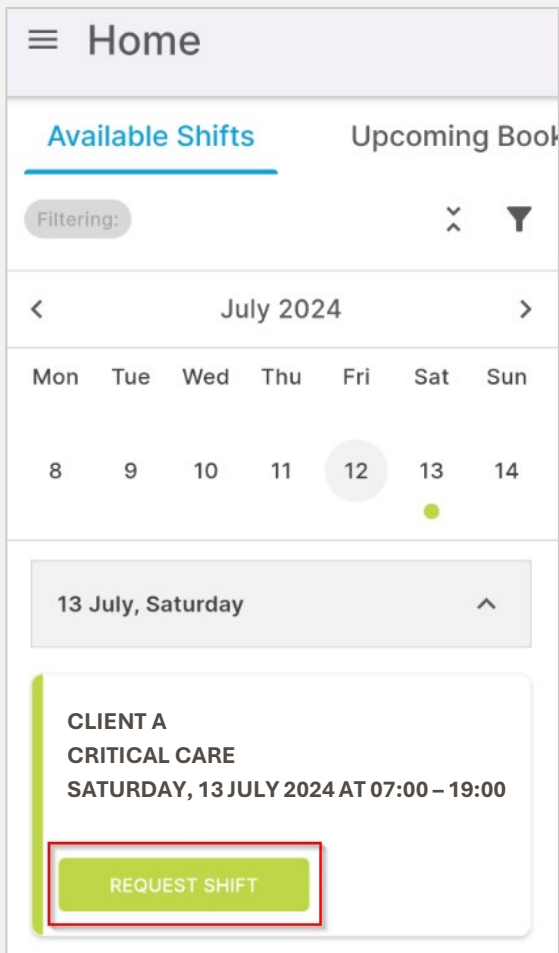


13 Once you access the calendar screen, you will see grey dots under the applicable dates, indicating unavailability.

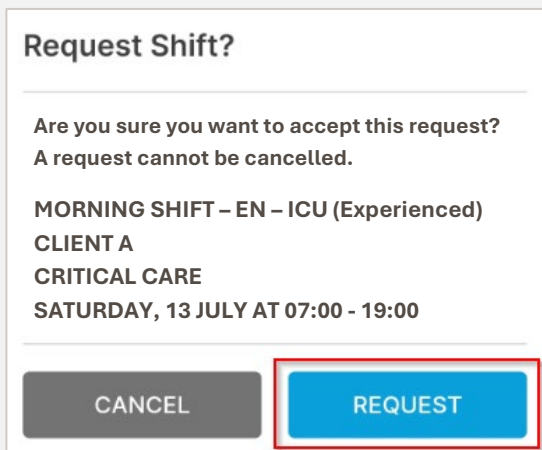


Secure/request a shift

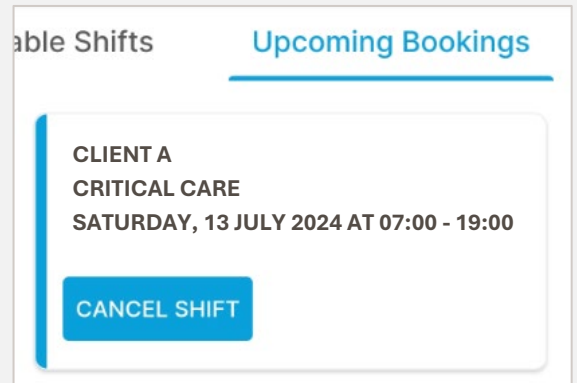
- 14 After setting your availability, you can view available shifts under the 'Available Shifts' tab. These shifts are determined by your eligibility and work history. If you want to book a shift, tap **Request Shift**.



- 15 When the screen below displays, view the shift details and tap **Request**.



- 16 When you request the shift, a notification is sent to the MHR Coordinator for confirmation.
- Once confirmed, you will receive a confirmation notification via your preferred communication option selected on the app. Note that your booking is not finalised until you receive a confirmation notification.
 - The booked shift will appear under the 'Upcoming Bookings' tab.

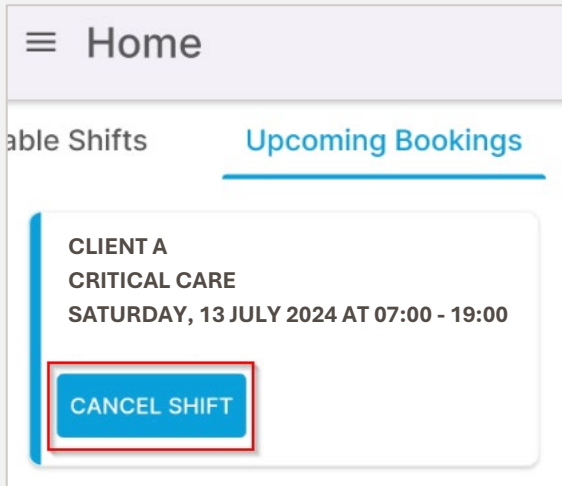


Note: Once you access the calendar screen on the 'Availability' tab, you will see blue dots under the applicable dates, indicating booked shifts as per the example below.

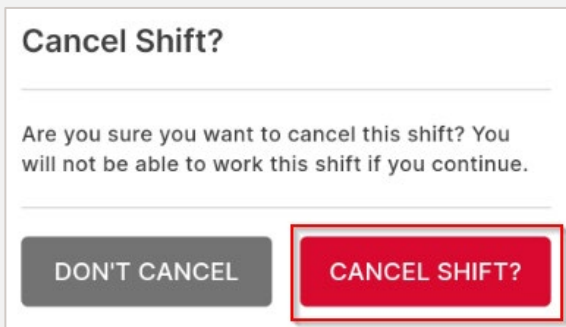


How to cancel a shift

- 17 On the 'Upcoming Bookings' tab, scroll to the relevant shift and tap **Cancel Shift**.



- 18 Tap **Cancel Shift** when the screen below is displayed.



- 19 Once cancelled, the shift will be greyed out, and you will receive a notification via your preferred communication option confirming the cancellation. Also, the shift will disappear from 'Upcoming Bookings' when MHR processes the cancellation.

