

Andgo Smart Call

Frequently Asked Questions

Last updated: July 19, 2024 (version 1.0)

Contents

My Schedule	2
Smart Call Notifications	3
Support	6

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My Schedule

Q: How do I log into My Schedule?

A: **My Schedule** uses your Southern Health – Santé Sud network network credentials. Use your SH-SS email address and password to log into My Schedule.

Q: I get an error message after I enter my username.

A: You must have a SH-SS active directory account and SH-SS email address. If you do not have one, contact your manager or HR to put in a request to the service desk to have one set up.

If you have a SH-SS email address be sure you are entering the full email address and not just your username (e.g.: username@southernhealth.ca).

Q: I get an error message after I enter my password.

A: You must enter your SH-SS network password. If you get an error message after entering your password your password may have expired. Network passwords must be reset every 3 months. If they expire you must contact the service desk and request a password reset.

Q: How do I change my password in My Schedule?

A: Since your password is linked to your Southern Health – Santé Sud network password, you cannot change your password in **My Schedule**. You can change your password anytime by logging onto a workstation on the SH-SS network and changing it there. The change is immediate and you can use your new password to log into **My Schedule**.

Q: What do I do if I forget my password?

A: If you forget your password you will need to contact Shared Health Service Desk at **1-866-999-9698** and press **option # 2** to have your network password reset. The service desk will have you log in with a temporary password and then set a new password that you choose. This must be done on a workstation on the SH-SS network and cannot be done on a mobile device or home computer. The password change is effective immediately and you will be able to log into **My Schedule** with your new password.

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Q: I am able to enter my email and password to log into My Schedule, but then I get an error message that says: Unknown Account.

A: Contact your staffing/scheduling office and they will look into your employee record.

Q: If I change my personal email address in Andgo, is it updated in real time?

A: Yes. All changes to personal emails are made in real time. You will receive a authentication email to your personal email address. Click on the link in the email and you will be directed to your settings in My Scheduled and you will see your updated email address.

Q: Is my calendar in My Schedule updated in real time?

A: Your schedule will display scheduled shifts 2 weeks prior and 4 weeks in the future of the current date and is updated every hour. Your schedule from the current date to 3 months in the future is updated once a day at the end of the day.

Q: What do I do if I notice a discrepancy in my schedule?

A: If you notice any discrepancies in your schedule in **My Schedule** contact your staffing/scheduling office.

Smart Call Notifications

Q: What number will display when I receive a voice or text notification?

A: Phone call notifications will come from the number 1-833-511-5818 and texts will come from a short code number 26346.

Q: Can I choose more than one way to be notified?

A: Yes. To ensure you always receive a shift offer, it is best to have more than one method of communication. This avoids any delays should one of the systems not work. It is recommended that staff have at least 2 (two) methods of communication to receive shift offers. You can choose to receive a phone call, a text message and/or an email for every offer.

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Q: How do I change my phone number in the Andgo system?

A: To update your phone number(s), please contact your staffing/scheduling office during regular business hours (Monday to Friday).

Q: How long do I have to respond to a shift offer?

A: The submission window is:

- 2 minutes for shifts < 24 hours away
- 5 minutes for shifts between 24 and 48 hours away
- 15 minutes for shifts > 48 hours away

After the submission window has passed the staffing office can process any bids received.

Q: What is a submission window?

A: A submission window is a period of time during which bids for a shift(s) offer are guaranteed to be considered. The submission window for any given offer begins from the time the offer was sent and lasts for duration of the submission window.

Q: What happens when the submission window closes?

A: When the shift's submission window closes, all bids for the shift are compared and the shift is awarded per the appropriate collective agreement. If the submission window has closed, you cannot bid for the shift unless it is sent out again.

Q: Can I bid on more than one shift?

A: Yes. Bid on any shift that you are interested in working. In some instances you may receive multiple offers for the same shift and it is recommended to bid on all of them.

Q: Am I still able to bid late for shifts?

A: Yes, If the submission window closes and there are no bids placed for the shift the offer will remain open until the shift is filled or it is 4 hours before the end of the shift.

Andgo Smart Call

Frequently Asked Questions

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Q: Can I bid on a shift after hours?

A: Yes. If the shift offer is open you can bid on it at anytime. Note that bids place after hours and on weekends will not be process until the next business day. If you bid on a shift after hours or on weekends for an available shift during that same day, you must follow current process and notify the unit clerk or nurse manager that you can pick-up the shift. The scheduling clerk will process the bid and update the scheduling system on the next business day.

Q: What determines who is awarded the shift?

A: **Andgo Smart Call** does not change how shifts are awarded to employees; collective agreement rules and seniority determines who is awarded shift opportunities.

Q: How do I know if I've been awarded a shift?

A: If you are awarded a shift, you will receive an award notification in the same way that you received the original shift offer.

Q: Can I tell Andgo that I'm only available to work part of the shift?

A: Yes, employees can make partial submissions on shifts. This can be done by text, phone, or through the **My Schedule** website.

Q: Will I receive offers while I'm at work?

A: Yes, you can control when and how you received shift offers, which might be when you are at work. Shift offers will be sent to you based on the contact preferences you set in **My Schedule** under **My Account**, on the **Smart Call** tab.

Q: Do I get confirmation for shifts I bid on or responses I send?

A: Yes, Andgo sends a confirmation notification for each of your responses. This will include granted shifts, denied shifts, withdrawn bids and partials. For example, if you withdraw from your shift, you will receive notification advising whether your response was successful or not.

Andgo Smart Call

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Q: If I receive multiple offers, can I indicate preference for one over the other?

No, there is no way to indicate preference for one shift over another when responding to multiple offers.

Q: What should I do if I want to withdraw my bid?

A: You may only withdraw your bid while the submission window is still open and before the shift enters the processing stage. To cancel your bid type “w” and the reference number. For example: W123456. If you want to withdraw your bid after the shift has been awarded you will have to contact your staffing/scheduling office directly.

Q: Can I pause my notifications while I am away?

A: Yes. If you wish to turn off notifications, you can do so in the **MySchedule** however, please note that if you deactivate notifications you will not receive shifts until you reactivate notifications. Please continue to provide any dates you are unavailable to the appropriate personell.

Support

Q: What happens if the Andgo system goes down?

A: In the event of a system downtime, staffing will temporarily revert to the manual callout process.

Q: Where can I find training material?

A: Demo videos and quick reference guides (QRGs) can be found on the Andgo Smart Call staff resource intranet site: <https://www.southernhealth.ca/en/staff-resources/andgo-smart-call>

Q: Who do I contact for support on My Schedule or Smart Call Notifications?

A: For support contact your staffing/scheduling office.