



Ctuit Schedules

Schedules Mobile Software User Guide



Ctuit Schedules

Schedules is a Ctuit mobile software and web app that allows employees to view, manage, and trade their scheduled work shifts. The app also includes a bulletin board and messaging system, putting you in direct contact with your manager and your fellow employees.

Contents

Getting Started	2
Signing In	2
Basic Features	2
Notifications	2
Help	2
Bulletin Board	3
Manager	3
Pending Activity	3
My Schedule	4
Basic Use	4
Pending, Offered and Available Shifts	4
Manage Shifts	5
Basic Use	5
Shift Offering	6
Shift Trading	6
Conflicting Shifts	7
Manager Approval & Cut-Off	7
Available Shifts	8
Roster	9
Messages	10
Contacts	11
Availability	12
Requesting Time Off	12
Want to Work	13
Deleting Requests	13
Blocked Time Off	13
Settings	14
Calendar Link	15
Linking to Google Calendar	15
Linking to Apple Calendar	17
Linking to Outlook	17
Linking to Other Online Calendars	18
Alert Reminder	18
Updating/Disabling your Calendar	19



Getting Started

To begin using Schedules, you must first receive an email/phone invite from your manager. This will include a link to download the app for free from your app store, as well as your invite code/login information and your Company Code.

You will be prompted to change your password once you have gained access. To change your username, you must contact your manager.

Schedules is currently available as an app for iOS, Android and Windows mobile devices. It can also be accessed from the web at any internet-capable device, using the following URL: <https://radar.ctuit.com/schedules>. Note that some features may be restricted when using Schedules on a non-mobile device.

Signing In



Once you have verified your information, you can log in by pressing the 'Schedules Account' button. Alternatively, you can **link your account** to Google or Facebook for quick logging in in the future. If your device is already signed in to these accounts, simply press the 'Google'/'Facebook' button and provide a confirmation. Otherwise, you will have to enter your user information for these services.

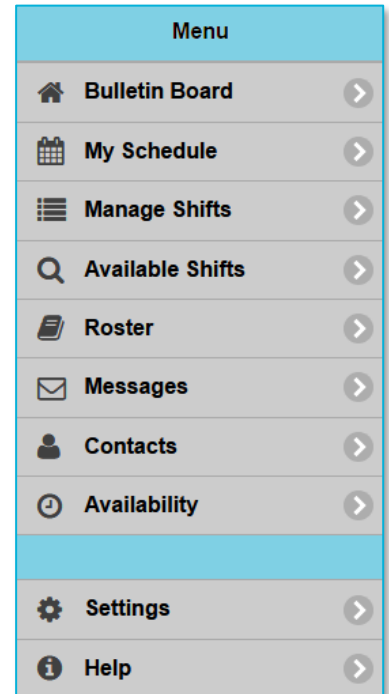
For security reasons, Schedules is set by default to log out when your device switches apps, has been idle for a long time, or has been locked. You can force schedules to **stay logged in** by checking the box next to 'Stay logged in?' on the login screen.

Schedules is currently available in English, Spanish and French. This can be configured using the button at the bottom of the login screen, and can be changed later in the [Settings](#) page.

Basic Features

Most pages in Schedules feature two main buttons – the menu button, and the refresh button.

- The **menu**  button is in the top-left corner of most pages. Pressing this will open the navigational menu (pictured to the right). It is from here that you can access all of the Schedules pages.
- The **refresh**  button re-loads your current page to display the most up-to-date information. Though Schedules notifies you of most changes, it is still useful to use this button multiple times during a session, especially during busy periods when shift details may have been changed.



Notifications

Several Schedules features can make use of your device's notification features. You may wish to be notified when your shift trade has been accepted, for example, or when your manager sends out a global announcement. Notifications can be configured on the [Settings](#) page.

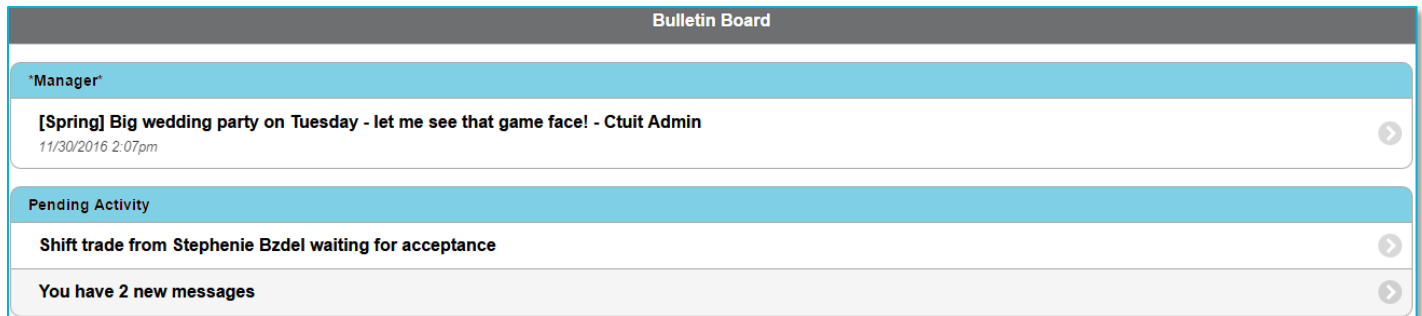
Help

A condensed version of this guide can be found on the Help page. This is the final item in the menu, and is updated with new information when any new version of Schedules is downloaded.



Bulletin Board

Only managers can post directly to the Bulletin Board page, but the information provided here is useful for all users.



Manager

In the '*Manager*' section, **announcements** sent out by your manager will be displayed. These can be configured by the manager to be broadcast to all company work centers, or just yours. The manager can also set whether one company location receives the announcement, or if all locations do. It is useful to check here often.

Pending Activity

This section collects activity that may require further action. All shifts that have been offered to you are displayed here, as is any shift activity awaiting manager approval. Pending Activity will also display any [messages](#) that you have not yet read.

Selecting the right arrow  icon next to a notification will navigate you to the appropriate page.



My Schedule

The My Schedule page displays all of the shifts that you are responsible for working. It also shows shifts that have been offered to you, and notifies you of shifts that are available for anyone to pick up.

My Schedule		
<div>← Week 49 - 2016 →</div>		
Date	Shift	Avail
Mon 11/28/16	Spring Expeditor 10:00A-5:00P	
Tue 11/29/16	Spring Expeditor 9:00A-5:00P	
	Spring Expeditor 9:00P-10:30P	
Wed 11/30/16	Spring Expeditor 9:00A-5:00P	
Thu 12/1/16	Spring Expeditor 9:00A-5:00P	➤
	Spring Expeditor 10:00A-6:00P <i>Pending</i>	➤
Fri 12/2/16	Spring Expeditor 6:00P-2:00A <i>Offered</i>	➤
Sat 12/3/16		1
Sun 12/4/16	Spring Expeditor 12:00P-4:00P <i>Offered</i>	➤

Basic Use

The main My Schedules page shows a single work week within your company. The current week is selected by default, but you can navigate through more weeks by selecting the back and forward buttons at the top of the screen. Alternatively, you can select the green week drop-down button to see a list remaining work weeks.

Under the Shift column, you will see the location, job title, and allotted time for each shift that has been assigned to you by your manager. To edit or view more information about a shift, select the gray right arrow ➤ icon in this column. This will navigate you to the [Manage Shifts](#) page, where you can also make your own requests.

Pending, Offered and Available Shifts

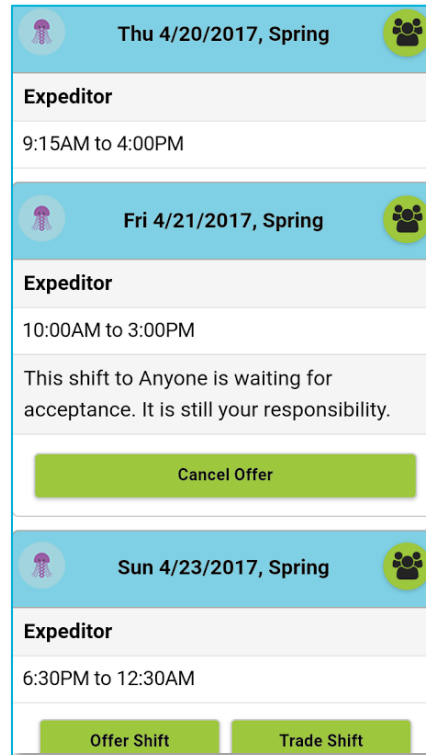
Extra information is provided on shifts that may be picked up or otherwise changed through the [Manage Shifts](#) page. All shift changes must first be accepted by any other employees involved, then finalized by your manager.

- **Pending** shifts are labelled 'Pending'. These include shifts that have been offered to you by another employee, and shifts that are being requested as part of a trade. Shifts that are being offered to you will also be in italics.
- **Offered** shifts are labelled 'Offered'. They remain your responsibility until accepted and finalized.
- **Available** shifts are shown in the 'Avail' column, on the right. These are shifts that an employee wishes to have picked up by any applicable employee. In the above example, we can see that a user has made one shift available for Sat 12/3/16. Selecting this number will navigate the user to the [Available Shifts](#) page.



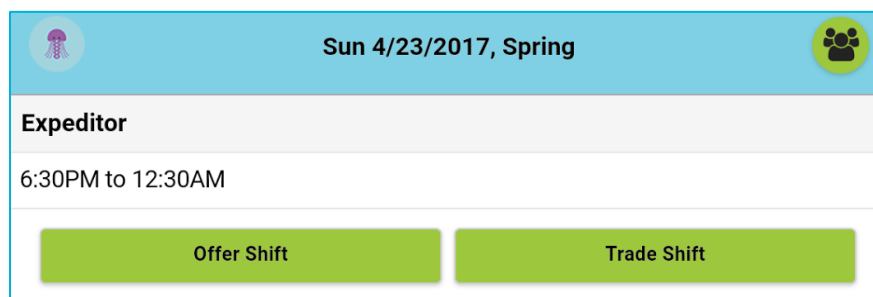
Manage Shifts

The Manage Shifts page displays a more detailed breakdown of all your remaining shifts, including any attached notes. It also shows all **pending activity**, and is the place to go to accept, reject, and make your own **shift offers**.



Basic Use

Each of your scheduled shifts is given a heading of the relevant date and location, followed by your job title, then the scheduled shift time.



To the left of the main header is your profile avatar, which can be changed on the [Settings](#) page. To the right is a green user icon. Selecting this will bring up window that allows you to view working and **available employees**. Anyone that has stated that they [want to work](#) on that day will be signified by a red heart icon.



Shift Offering

To **Offer** a shift, select the green 'Offer Shift' button. This will take you to a separate page. Use the 'Offer to:' drop-down menu to select an employee to offer the shift to.

By default, you can choose any employee that has shared your job description, or you can choose 'Anyone', which will post your shift to the [Available Shifts](#) page. You can attach a note to any offer by entering text into the 'Comments' box.

The left screenshot shows the 'Offer' form. At the top, there are two tabs: 'Offer' (selected) and 'Trade'. Below the tabs, there's a header for 'Sun 4/23/2017, Spring'. Underneath, the 'Expeditor' section shows the shift details: '6:30PM to 12:30AM'. Below that, the 'Trade with:' field has a dropdown menu labeled 'Select an employee'. At the bottom, there's a 'Comments:' text area.

The right screenshot shows the 'Trade' confirmation screen. It has a header for 'Sun 4/23/2017, Spring'. Below that, the 'Expeditor' section shows the shift details: '6:00PM to 12:30AM'. Below that, there's a comment: 'I've got to get to the airport by 3. Could you take this?'. Below the comment, there's a note: 'This shift from Mikey Chihuahua is waiting for your acceptance.' At the bottom, there are two buttons: 'Accept' and 'Reject'.

Once you select Save, the relevant shift will be labelled as 'Offered' on your [My Schedule](#) calendar, and the manager will be notified of the request. You can cancel the offer at any time by selecting the green 'Cancel Offer' button underneath the shift on the main [Manage Shifts](#) page.

To **accept** a shift that has been offered to you, select the 'Accept' button. The manager will be notified of the request, and will approve or cancel it. To **reject** an offer, select 'Reject'.

Shift Trading

To **trade** a shift, select the green 'Trade Shift' button. This will take you to a separate page where you can select an employee to trade the shift to. This employee must have shared your job description.

Once you have selected the employee, the page will display a list of all their shifts. Select one of these and press 'save' to offer the trade. The shift that you are putting up for trade will then be labelled as 'Offered' on your [My Schedule](#) calendar, and the manager will be notified of your request. You can cancel the offer at any time by selecting the green 'Cancel Offer' button underneath the shift on the [Manage Shifts](#) page.

The left screenshot shows the 'Trade with:' dropdown menu set to 'Charles Franco'. Below that, there's a section titled 'Charles's Shifts:' which lists four shifts: '12/27/2017, 1:00AM to 8:00AM Server - Spring', '12/28/2017, 5:00AM to 10:00AM Server - Spring', '12/29/2017, 7:00AM to 11:00PM Server - Spring', and '12/31/2017, 1:00PM to 6:00PM Server - Spring'.

The right screenshot shows the 'Trade' confirmation screen. It has a header for 'Sun 4/23/2017, Spring'. Below that, the 'Expeditor' section shows the shift details: '6:30PM to 12:30AM'. Below that, there's a note: 'This shift is still your responsibility'. Below the note, there are two green arrows pointing in opposite directions. Below that, there's a section for 'Sun 12/31/2017, Spring' with the shift details: 'Server - Charles Franco' and '1:00PM to 6:00PM'. Below that, there's a note: 'This shift trade to Charles Franco is waiting for acceptance'. At the bottom, there's a 'Cancel Offer' button.

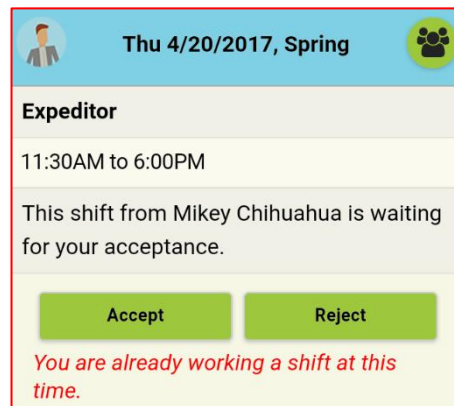


On the [Manage Shifts](#) page, both the requested and offered shifts are displayed alongside each other. In the example above on the right, we can see that the user is asking to trade his 4/23/2017 shift with Charles Franco's 12/31/2017 shift.

Shift trades that have been offered to you by another employee are labelled as '*Pending*' on your [My Schedule](#) calendar. To **accept** a trade that has been offered to you, select the 'Accept' button. The manager will be notified of the change request, and will approve or cancel it. To **reject** a trade, select the 'Reject' button.

Conflicting Shifts

If any of the shifts being offered to you will result in **conflicts** with your current schedule, the [Manage Shifts](#) screen will highlight them with orange, and will display a warning in red italics.



Manager Approval & Cut-Off

Although employees can request and agree to a shift trade/offer at any time, all changes to a shift **must be finalized** by your manager. Schedules will alert you to this fact by tagging shifts that have not yet been manager-approved with a message that says 'This shift is still your responsibility'.

Once changes are approved, your schedule will update automatically, and you will be notified.

Your manager also has control over the cut-off point for shift changes. This can be any length of time, so always try to make offers and trades as far in advance as possible.



Available Shifts

The Available Shifts page displays all shifts that have been made **available for 'Anyone'**. The page filters dates so that only those days with available shifts are displayed.

You can navigate through these days with the left and right arrows, or by selecting the green date drop-down. Shifts that conflict with your current schedule will be highlighted orange.

To pick up a shift, select the 'Pick Up' button. This will open a box where you can choose to enter a comment. Select 'Pick Up' again to verify your intent to work this shift. This will send the request to the manager for approval.

Remember, if there are any shifts available for pick up in the current work week, they will also be displayed on your [My Schedule](#) calendar, in the 'Avail' column.

You may not be able to pick up a shift if you have no past experience working the associated job.

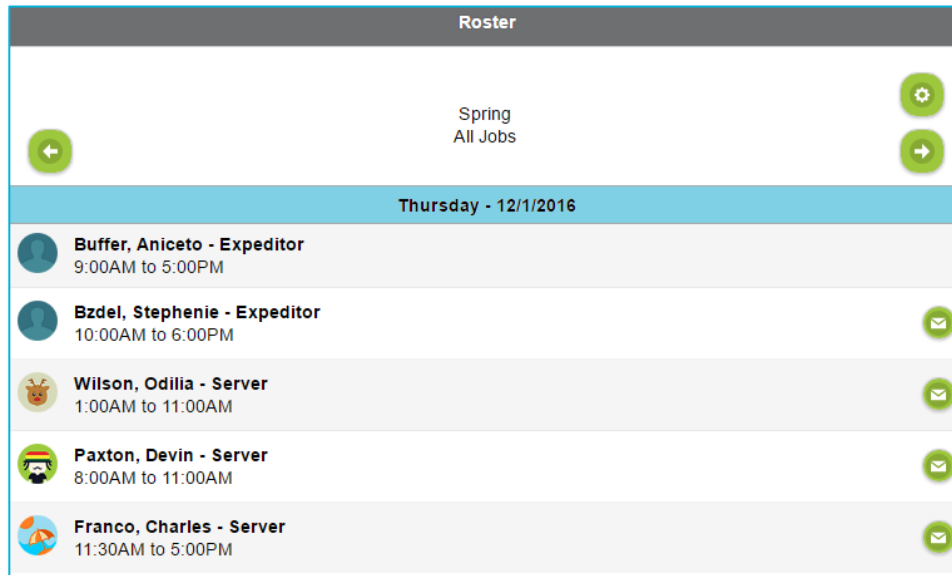
**Thu 4/20/2017, Spring**


Server
12:30PM to 4:30PM (Break: 30 mins)
House shift is available.
A manager has made this shift available to anyone.
Pick Up



Roster

The Roster page displays all shifts for all employees on a given day. You can narrow your results by date or job type by selecting the gear icon. The forward and back arrows will move you quickly between single dates.



Selecting the green mail icon next to each employee will open a separate page that allows you to email the employee. If the user has chosen to share their mobile number and you are currently using a mobile device, the contact  icon on this page can also be used as a shortcut to call or text the user.

You can share and edit your mobile number using the [Settings](#) page.





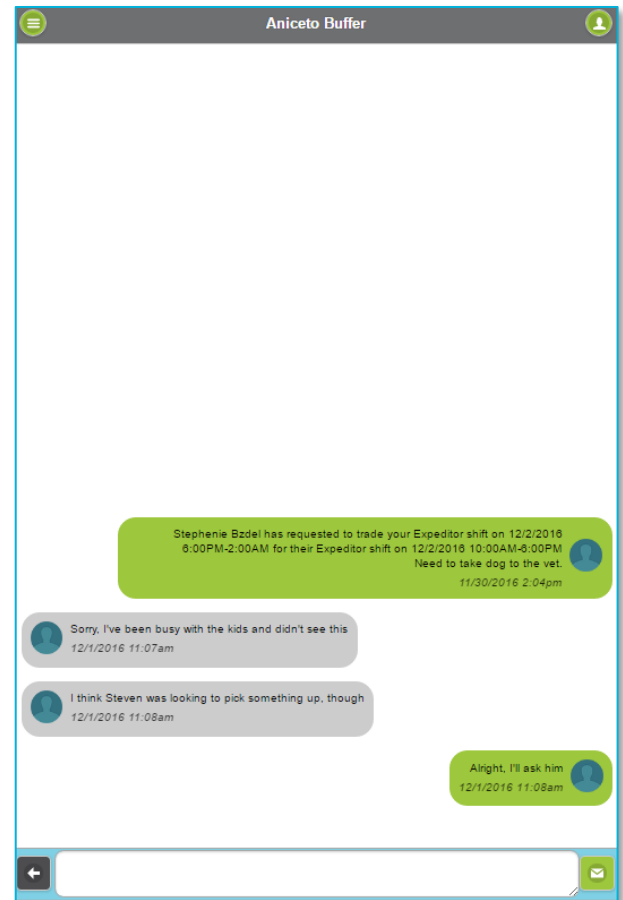
Messages

The Messages page collects all of the **alerts** for your user, including shift trade requests/acceptances, and manager **Bulletin** posts.

To open a message, select the arrow icon next to it. This will navigate you to the conversation page, seen to the right. For conversations with unread messages, the arrow icon will be blue.


Note: The conversation text box will not be available to message your manager. Your manager is also able to turn off messaging between employees.

- To **begin** a conversation, select the '+ New Message' button at the top-right of the main Messages page. From here, you can use the drop-down menus to select any number of recipients from a specific job category.
- To **send** a message, enter text into the text field, then select the green send button. On the conversation page, this is replaced by a mail  icon.
- To **delete** one of your messages, hold down the message until the x icon is displayed, then select it.
- To **call** or **text** a user (if on a mobile device), select the contact  icon in the upper-right corner. You can share and edit your mobile number using the [Settings](#) page.
- To navigate back to the main Messages page, select the left arrow icon.





Contacts

The Contacts page acts as a messenger shortcut. Select the right arrow  icon to open a conversation with one of the listed employees. To search for an employee, enter their name into the 'Filter items...' field.

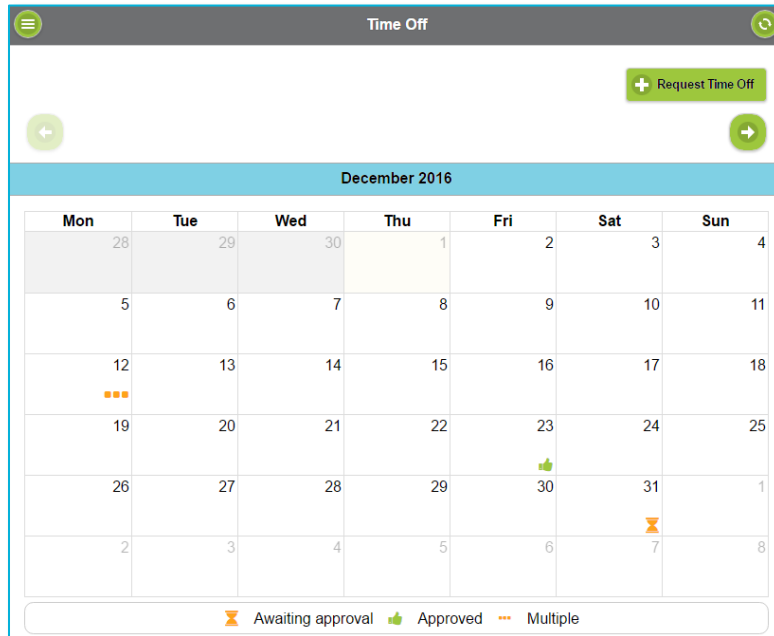
This page also includes a **Ctuit Schedules Support** contact. This can be utilized to send feedback or details of other issues to a Ctuit admin. Ctuit will then be able to respond to you by email.



Availability

The main Availability page displays a calendar with all of your pending and approved time off requests, as well as your 'want to work' days. Select a day with an icon to drill down on it and display it in more detail.

Use the back and forward arrows to quickly move between months/days.



Requesting Time Off

To request time off, select the '+ Request Time Off' button, or select an empty date. This will navigate you to the Time Off Request screen, shown to the right. From here, you can toggle between 'Select Days' and 'Repeating Time Off'.

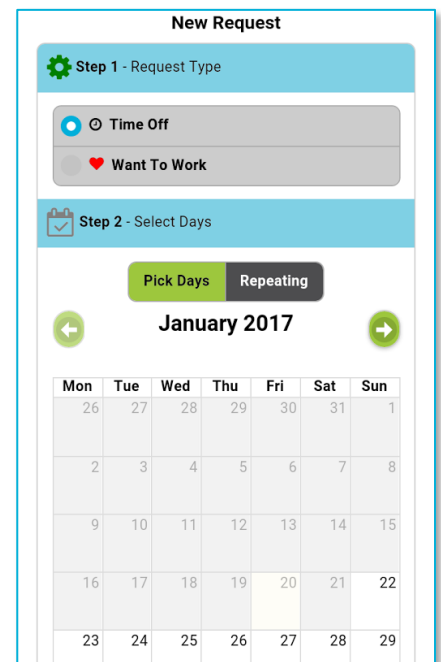
Note: If you want to request varying start and end times across multiple days, you must submit each day individually.

- **'Select Days'** shows a month calendar, and allows you to select a day or days on which to request time off. Once your chosen dates are selected, you can check the 'All Day' box to request the entire day(s) off.

Alternatively, can uncheck this box to manually enter start and end times. You can also attach notes to be seen by your manager in the text entry field.

- **'Repeating Time Off'** shows a week calendar. This allows you to select a recurring day or series of recurring days on which you will be unavailable to work. Simply check a day or days on which to request time off.

You can check the 'All Day' box to request the entire day(s) off, or you can uncheck this box to manually enter start and end times. You can also attach notes to be seen by your manager in the text entry field.





Want to Work

The Want to Work feature allows you to select dates on which you would like to advertise yourself as **available to work**. When another employee views these dates on the [Manage Shifts](#) page, your user will be highlighted with a red heart icon. The date selection process for Want to Work works the same as it does for Time Off – just select 'Want to Work' in Step one, then choose your date(s).

Deleting Requests

To delete a want to work entry, or pending/approved time off, return to the main Availability page and drill down on the relevant day. From here, select the green x icon. No approval is needed to delete a request.


Blocked Time Off

Your manager can block time off requests on certain days. These days are shown as grayed out on the Time Off Request page.



Settings

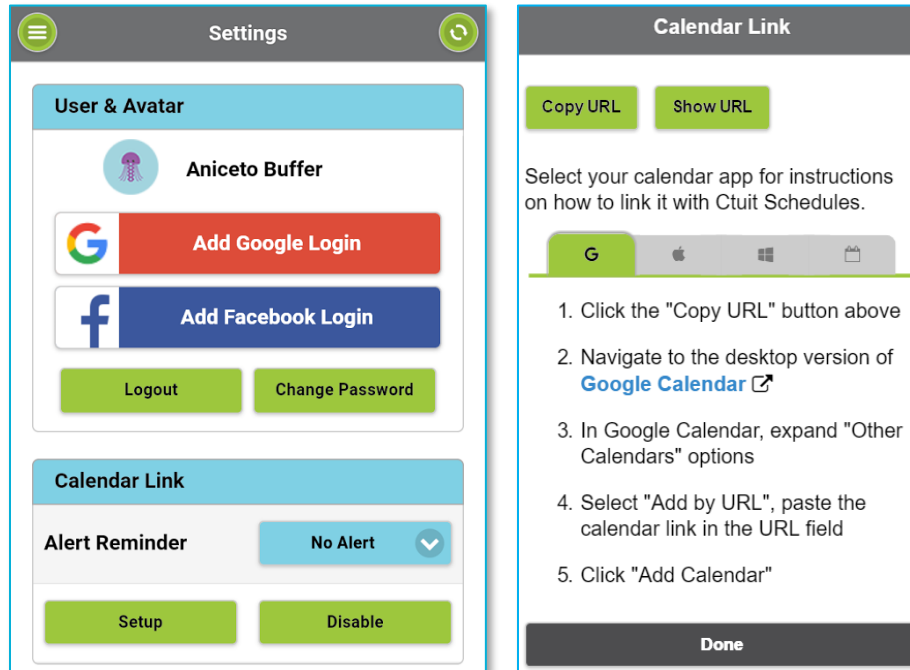
The Settings page is used to change how you use Schedules.

- The **'User and Avatar'** section allows you to choose an avatar for yourself to be displayed to others on the Messages page and Contacts page. Select the default  icon to show a list of avatar options. You can also [link your account](#) to Facebook or Google for login purposes. The **'Logout'** and **'Change Password'** functions are located here.
- The **'Calendar Link'** section allows you to sync your Schedules shift activity with your device's calendar software. This will vary depending on your device. See [Calendar Link](#) below for more information.
- The **'Notifications'** section lets you select which type of action notifies you of recent activity. You may select to be notified via push notification, email, or both. Select 'None' to receive no alert for the corresponding action type.
- The **'Phone Number'** section allows you to edit and share your phone number by entering it into the text field. If you share your number, an employee will be able to call or text you by selecting the contact icon on the [Messages](#) screen. Note that both you and the user must be using Schedules on a mobile device.
- The **'Language'** section allows you to change the language of Schedules. English, Spanish and French are currently available. This will be saved on logout.
- The **'Date Format'** drop-down allows you to choose from MM/DD/YYYY, DD/MM/YYYY and YYYY/MM/DD formats. This will be saved on logout.



Calendar Link

The “Calendar Link” section allows you to **sync** your Schedules shift activity with your Google, Apple, Outlook, or other ics/iCal-based internet calendar.



If this your first time using the function, you will see the ‘Enable’ button, with the ‘Disable’ button grayed out. To set up your Calendar Link, select ‘Enable’. This will navigate you to a new page where you can choose your device type by selecting the relevant logo. Note that if you are using a Google device, the Apple logo will not be displayed, and vice versa.

Once you have selected your device type, Schedules will generate a unique URL that can be copied to your Calendar software. Select ‘Copy URL’ to automatically copy this code to your device’s clipboard. Alternatively, you can select ‘Show URL’ to view the URL and copy it manually – it will be similar to this:

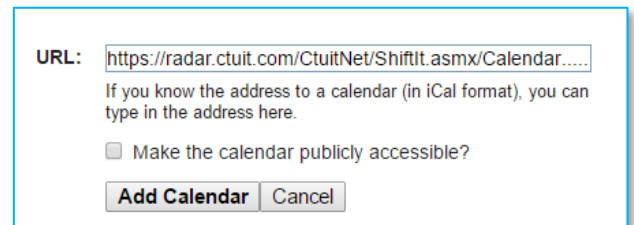
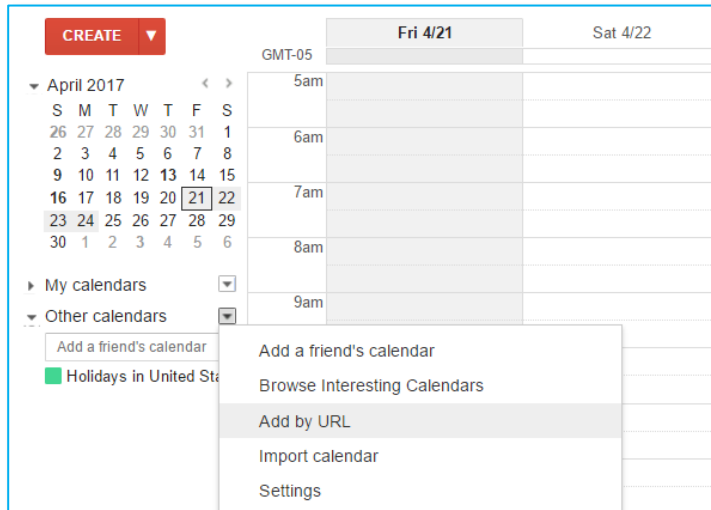
<https://radar.ctuit.com/CtuitNet/ShiftIt.aspx/Calendar>.

Linking to Google Calendar

Once you have copied the URL from the Google tab, you will need to navigate to the desktop version of the Google Calendar at calendar.google.com; you cannot add calendars via URL through the Google calendar mobile app.

It is recommended that you use a desktop computer for this step, though some mobile browsers may be able to reliably display the page in desktop mode.

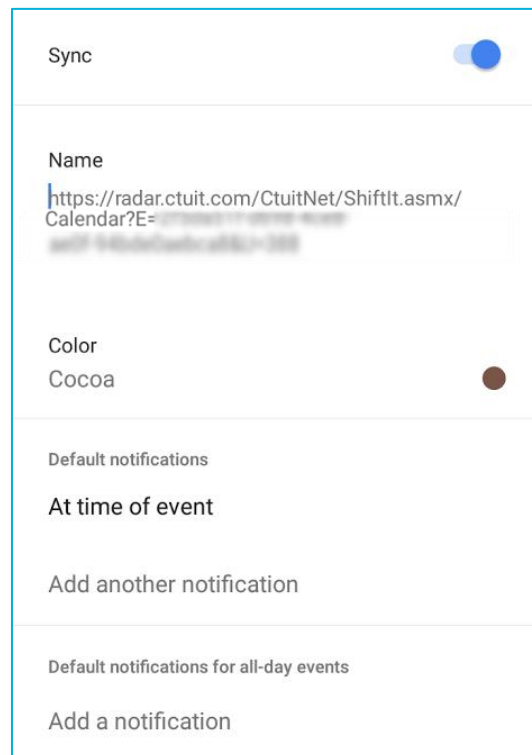
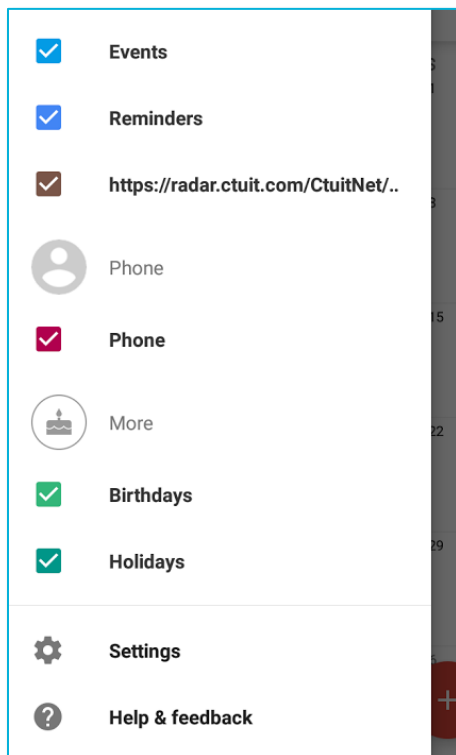
From here, navigate to Google Calendar’s ‘Add by URL’ function, which is nested within ‘Other calendars’. A pop-up window will appear. Paste the URL that you copied from Schedules into the URL field. On selecting ‘Add Calendar’, all of your shifts will be entered into your Google Calendar:



After this, your Schedules Calendar will also be available for selection on your mobile device. Open the Google Calendar mobile app, and select the menu icon in the top-left corner. You will see your Schedules Calendar URL underneath any calendars you already have. If it is not already, select the check-box next to the calendar to make its entries visible.

From the menu, navigate to Settings, and select the Schedules calendar URL once again. Select the sync option to have your calendar update more reliably, and to make it available on other apps that utilize Google Calendar.

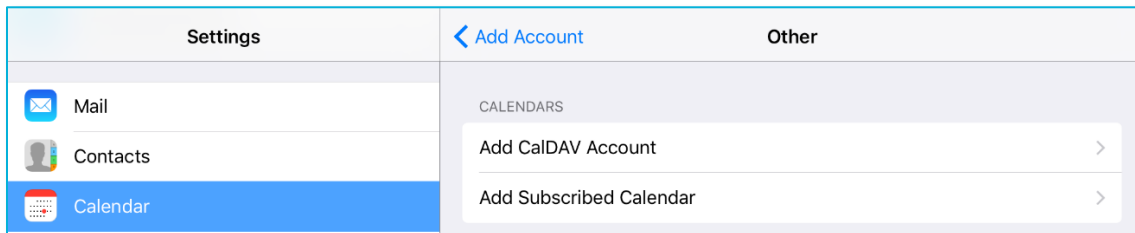
You can also set notifications for upcoming shifts here. For more information on notifications, see [Alert Reminder](#).



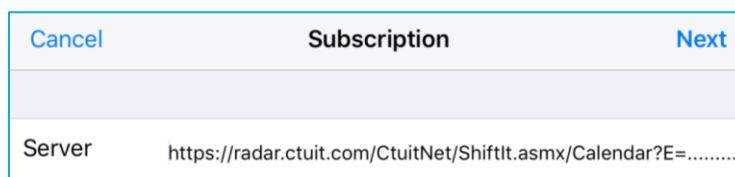


Linking to Apple Calendar

Once you have copied the URL from the Apple tab, you will need to navigate to your device's Settings app. From here, navigate to Calendar, then Accounts. Select 'Add Account', then 'Other'.



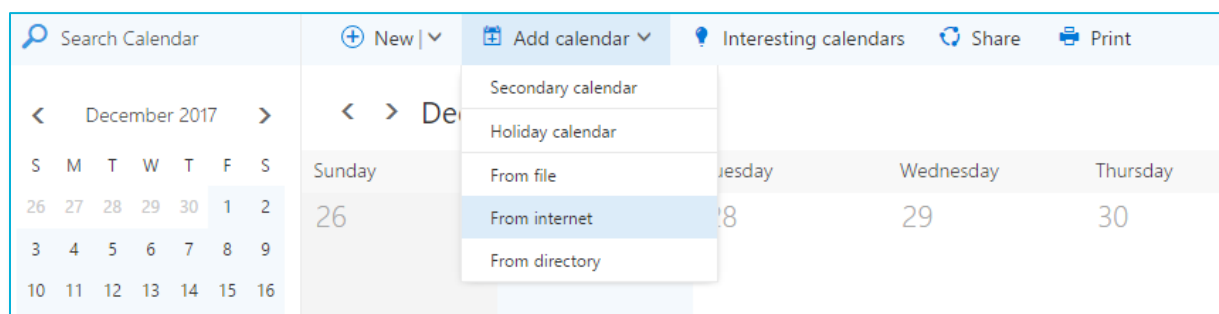
Select 'Add Subscribed Calendar', then paste the URL from Schedules into the pop-up window, and select 'Next'. Your Schedules shifts will be added to your Calendar.



Linking to Outlook

Once you have copied the URL from the Outlook tab, you will need to navigate to the desktop version of Office 365 Outlook at outlook.office365.com; you cannot add calendars via URL through the Outlook mobile app. It is recommended that you use a desktop computer for this step, though some mobile browsers may be able to reliably switch the page to desktop mode.

After selecting the Calendar button, select 'Add calendar' from the blue ribbon toward the top of the screen, then select 'from internet'.

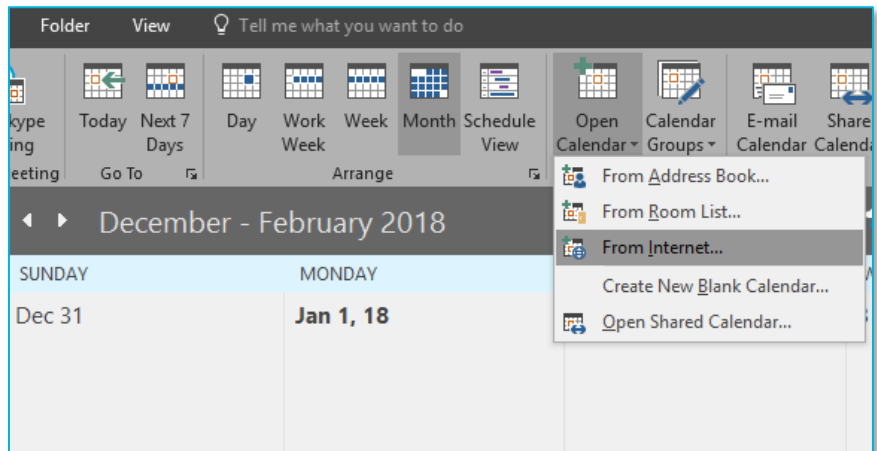
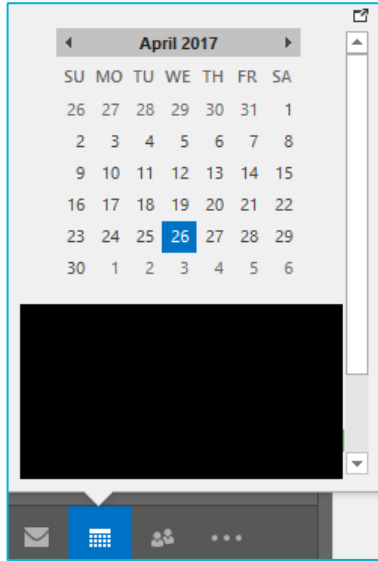


A pop-up tab will appear. Paste the link that you copied from Schedules into the 'Link to the calendar' field. You can also give your calendar a name by entering one into the 'Calendar name' field. On selecting 'Save', all of your shifts will be entered into your Outlook Calendar.



You can also add a calendar from the Outlook program, if you have it/Office365 downloaded to your desktop computer. Simply open Outlook, navigate to the calendar tab, then select 'Open Calendar' from the top bar.

On choosing 'From Internet...', a pop-up window will appear where you can enter your Calendar URL:



Linking to Other Online Calendars

As long as a service makes use of iCal or .ics files, it should be applicable with your Ctuit Schedules calendar. You can retrieve a general URL for any alternate service from the rightmost tab on the Calendar Link screen; from there, please refer to the relevant help files for your software of choice.

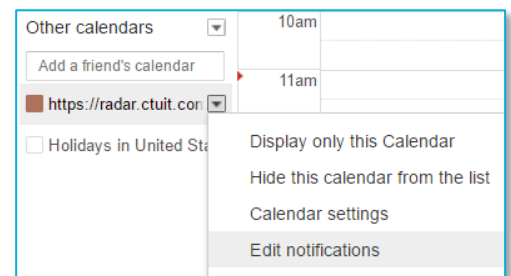
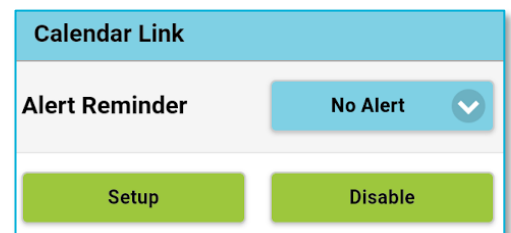
Alert Reminder

Once you have established a calendar link, you will be able to set alerts that remind you of upcoming shifts. Select the 'Alert Reminder' drop-down box on the Settings page, and choose how far in advance of your shift to receive alerts.

These alerts will mapped to the URL itself, meaning they are received through your device's calendar software, rather than through Schedules push notifications. Remember to check your device's notification settings.

Outlook and Google do not currently support automatic syncing of alerts from a URL. Google Calendar users are able to manually add alert intervals through the Google Calendar app, however, as outlined in [Linking to Google Calendar](#).

You can also add notifications through the desktop version of Google Calendar. To do this, select your Schedules Calendar under 'Other calendars', then select 'Edit notifications'.





From here, navigate to the 'Event notifications' section and select 'Add a notification'. This will display three fields with which you are able to customize the type and timing of your notification.

By default, notify me via Notification ▼ 10 minutes ▼ before each event [remove](#)
[Add a notification](#)

Email notifications for events that were created on Google+ are sent by Google+. You can control which emails you want to receive for these events in your [Google+ settings](#). [Learn more](#)

You can add further notifications by selecting 'Add a notification', or remove a notification by selecting 'remove'. Remember to select 'Save' at the top of the page to keep your changes.

It is recommended that you only add Google Calendar notifications through either the mobile app or the desktop version. Having notifications active on both versions can result in notifications being overwritten.

Updating/Disabling your Calendar

Any updates to your shifts that occur after the initial calendar sync may take some time to display in your Calendar. This is due to the variable polling speed between Ctuit's servers and the servers utilized by your device's software.

If your device has a manual account sync feature, this may assist in **updating** your calendar. If you need immediate information, you may wish to cross-reference your calendar entries with [My Schedule](#).

To **disable** your calendar, select 'Disable' from the Settings screen. This will make your URL invalid, and your calendar will no longer update. Note that any shifts that have already been added to your calendar will remain there – these must be deleted by directly removing the calendar from your software of choice.