AMERICAN POOL

Workforce Scheduling App
Employee User Guide

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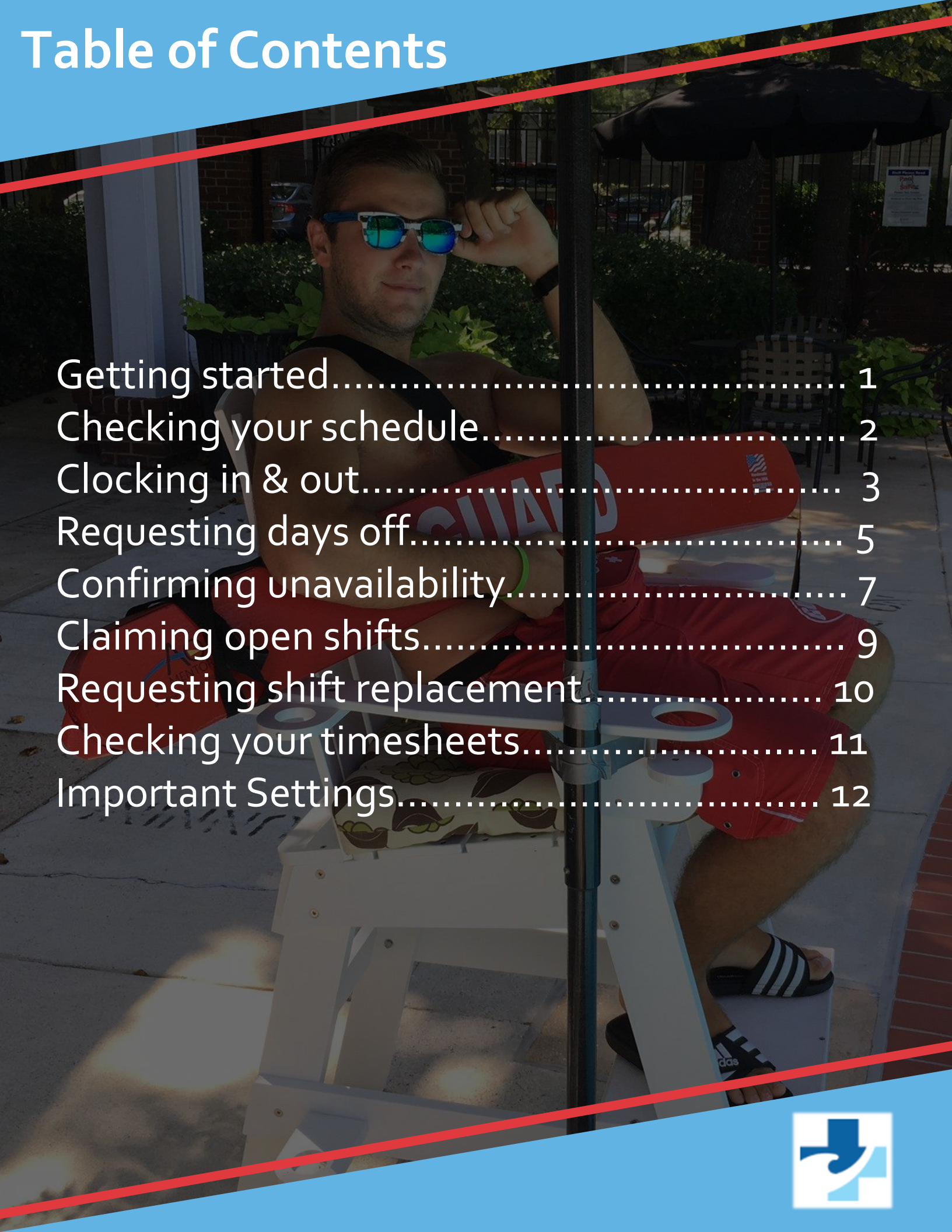

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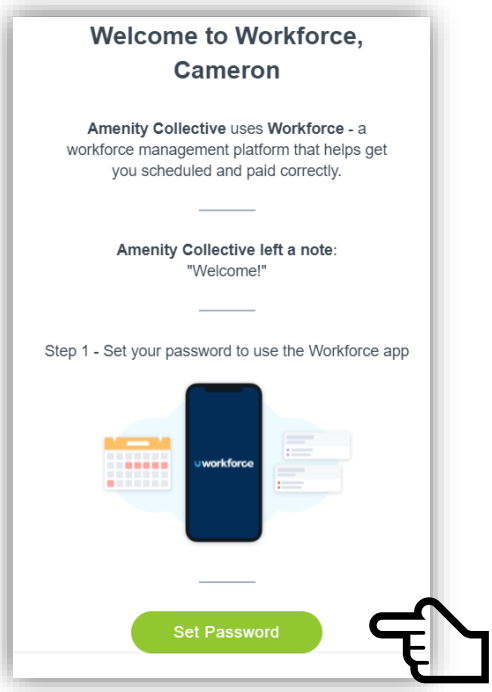
Getting Started

At American Pool we use workforce.com for our employee scheduling. Here you will find the information on how to download and navigate the app so you can view your schedule, clock in and out, request time off, claim open shifts, and much more.



1. Set your password

You will need to set your password to confirm your workforce account. Look out for an email titled "You've been invited to use Workforce"

Contact your Staffing Coordinator if you have not received it.

2. Download the App

Next, download the app to access information about your personal shifts. Use the links in the email to find the app on your device's app store.

Download on the App Store

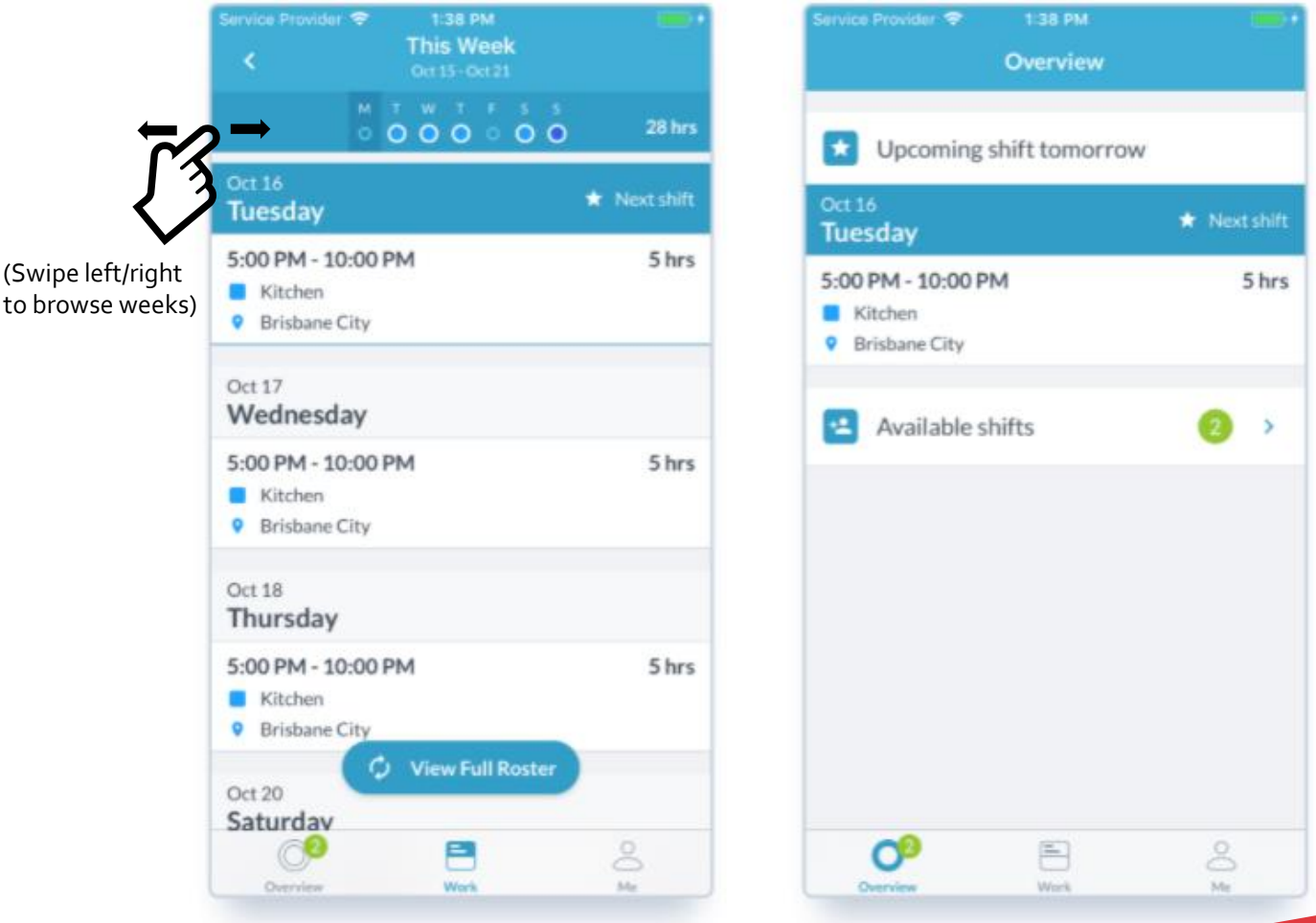
GET IT ON Google Play

Checking Your Schedule

Your shifts will become visible on the mobile app as soon as your manager publishes your schedule.

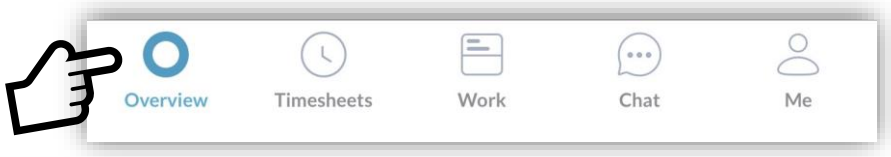
Your manager may also send an email and/or SMS from Workforce with your schedule, but you can always find your published shifts in the app.

On the mobile app, your roster will display on the **work** tab and your next shift on the **overview** tab:

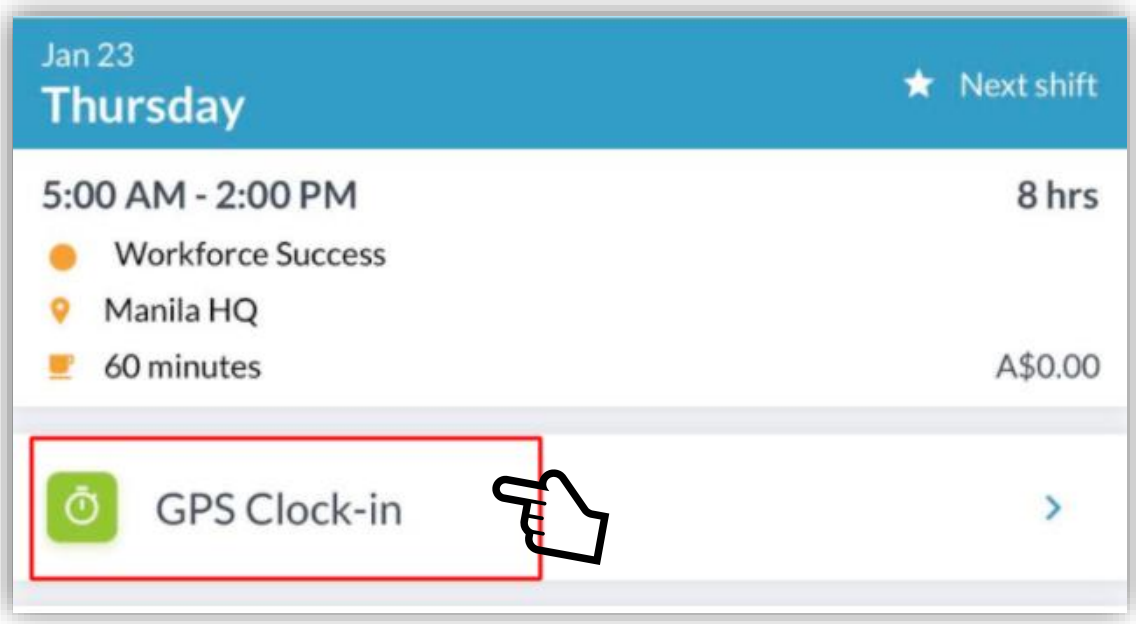


Clocking In & Out

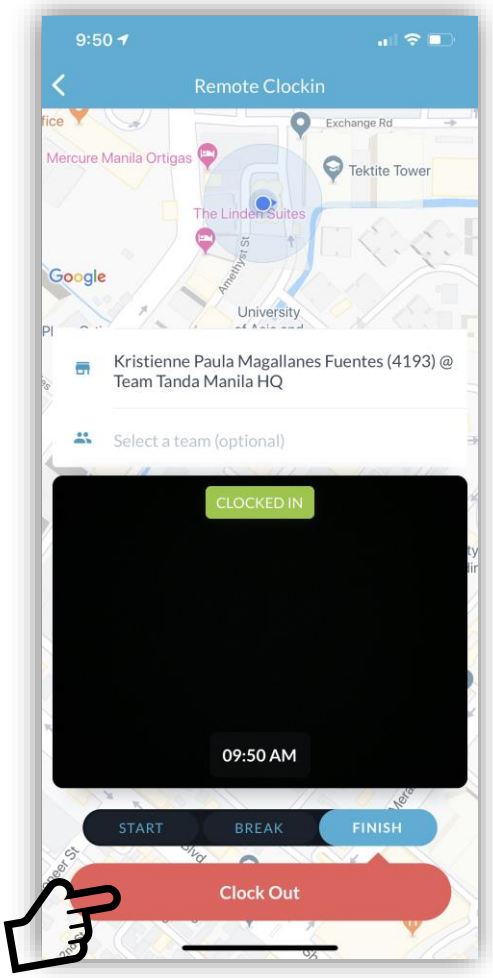
1. Sign into the Mobile App and tap on **Overview**



2. Tap **GPS Clock-in** and **accept the permissions** on the screen that follows. Failing to accept permissions will cause your punch to fail.

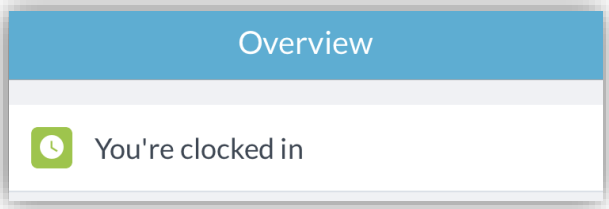


Clocking In & Out continued..



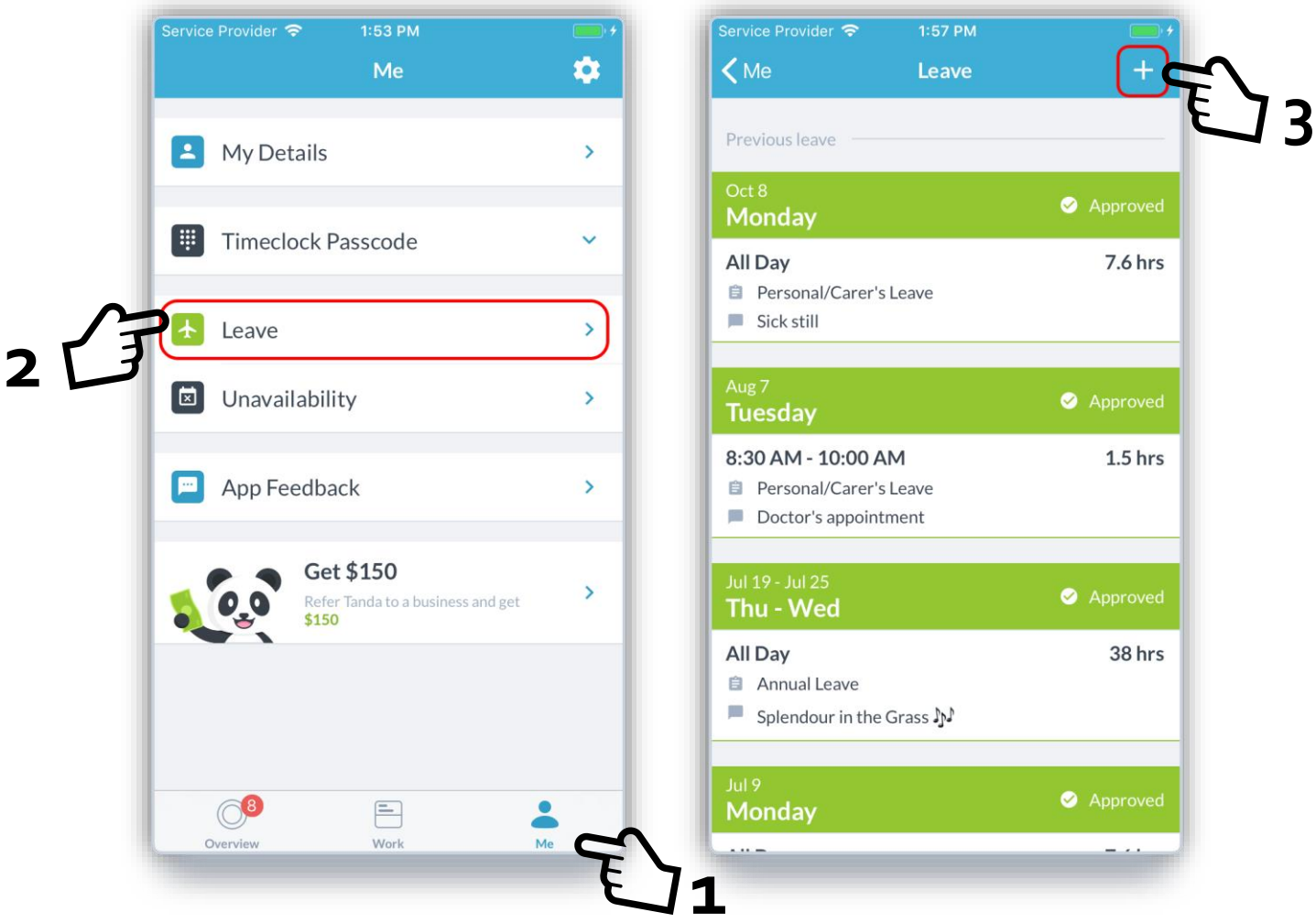
3. Select the **Clock In** or **Clock Out** button on the bottom of the screen.

4. Review the **Overview** page to ensure your punch was recorded.

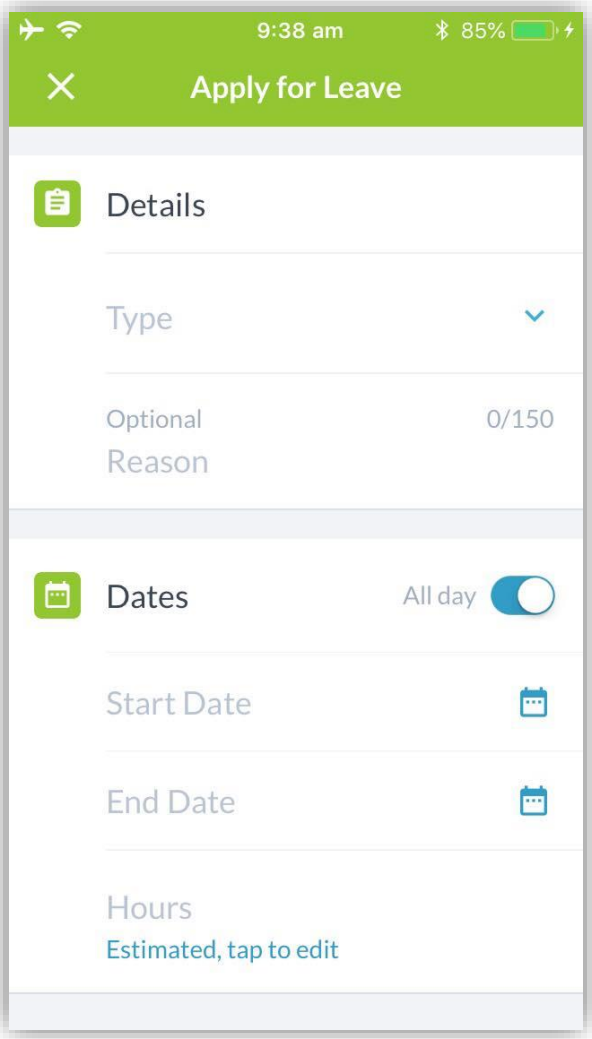


Requesting Days Off

Leave can be entered on the mobile app by selecting the **Me** icon at the bottom. Then, selecting leave. Here you will see any previous leave requests, but to enter a new leave request click the '+' icon in the top right corner.



Requesting Days Off Continued…



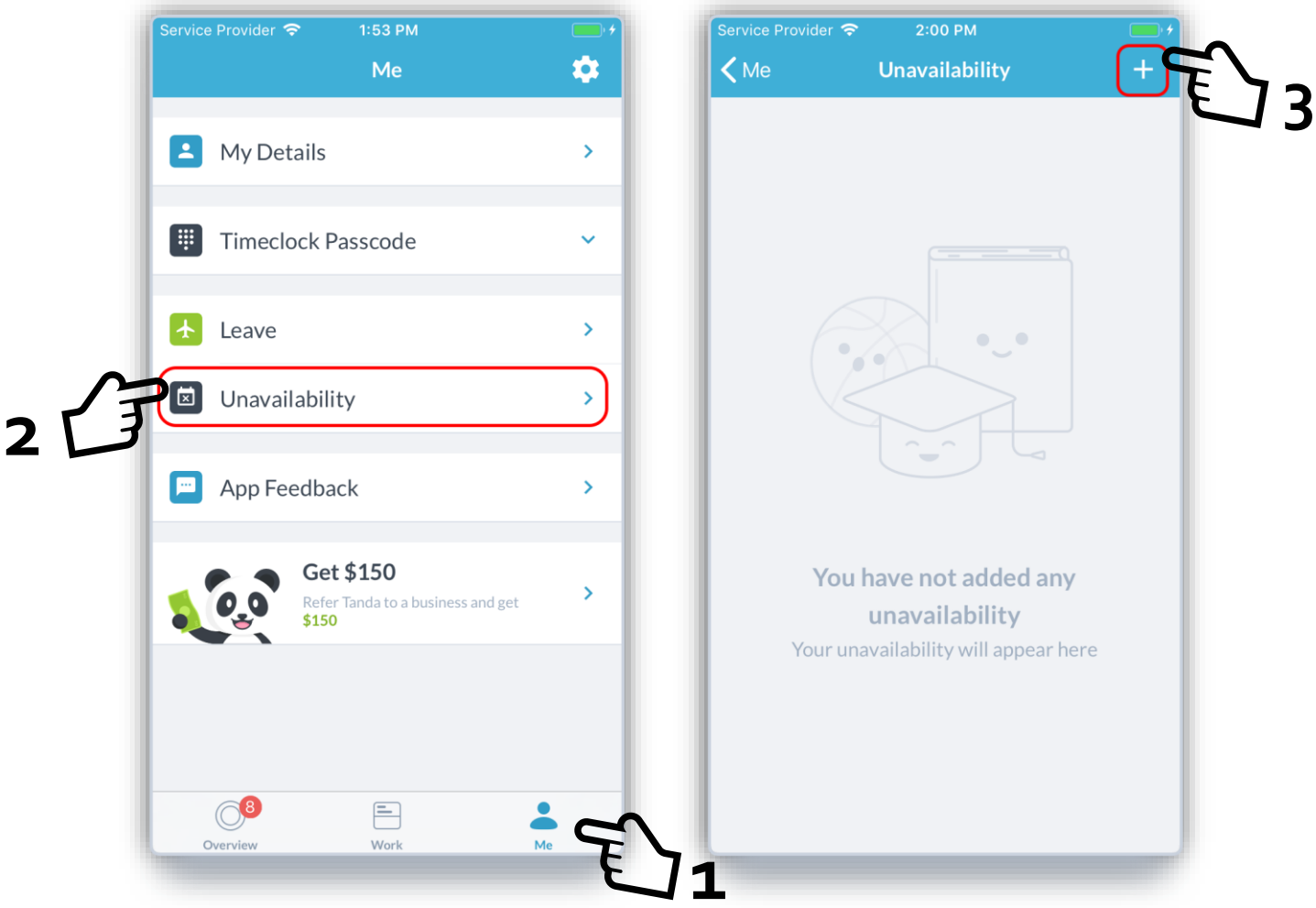
Select the type of leave you are applying for, as well as your proposed dates and specific start and end times.

Your manager will be notified once your leave request has been submitted and you will see the status as *Pending*. You can see when your leave request has been confirmed by coming back to the leave page.

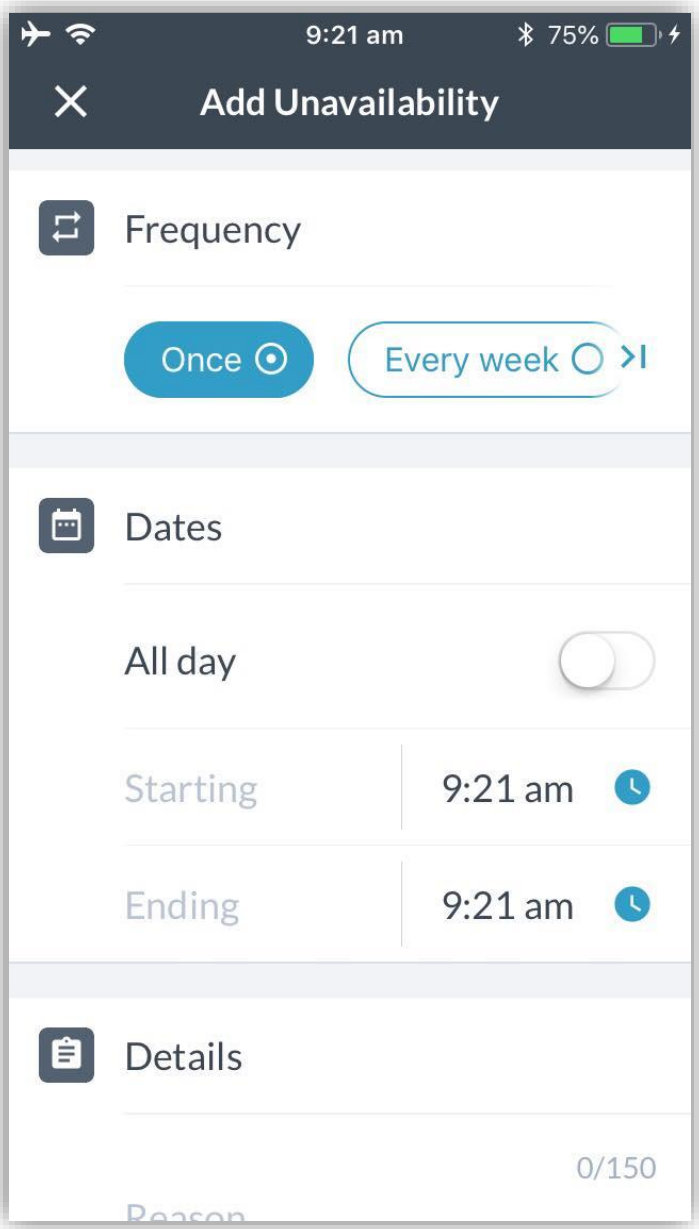
Confirming Unavailability

Unavailability is used by your manager when building the schedule to see the times when you are regularly unavailable to work, for example: school, sports practices, another job etc.

Entering unavailability works the same way as entering a leave request but can also be set as a repeating event.



Confirming Unavailability continued...



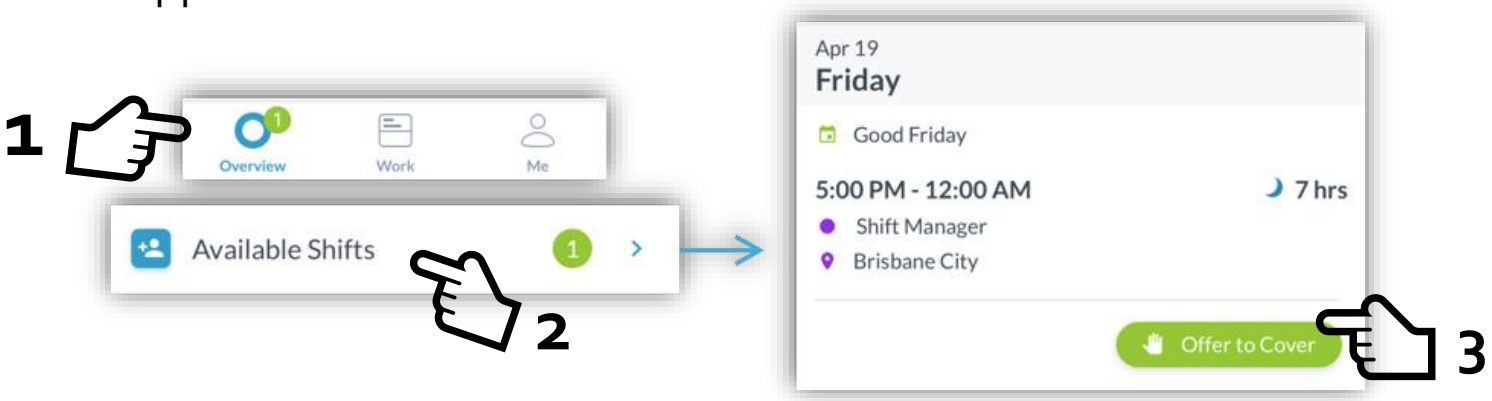
You won't be able to enter unavailability if your Manager has already published the schedule for that time period.

Like leave requests, submitted unavailability also requires manager approval.

Claiming open shifts

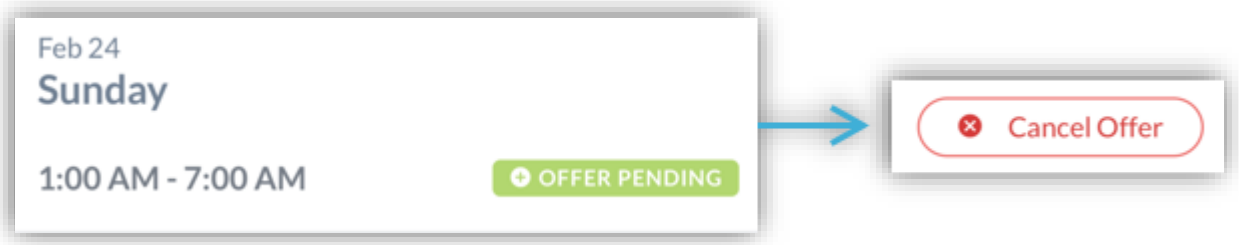
Shifts that are available to cover will show in the **Overview** tab of the Workforce app. You will also see a green bubble showing the number of available shifts.

If there's a shift you can cover, tap the "**Offer to Cover**" button. Your manager will see that you've offered, and can choose to approve this shift.



If your offer is still waiting to be approved by your manager, it will have a green "**Offer Pending**" tag. After your manager accepts this offer, this shift will show in your roster as normal.

If you can no longer cover a shift, you can cancel your offer. Shifts you've offered to cover also show in your roster to help you plan your week.



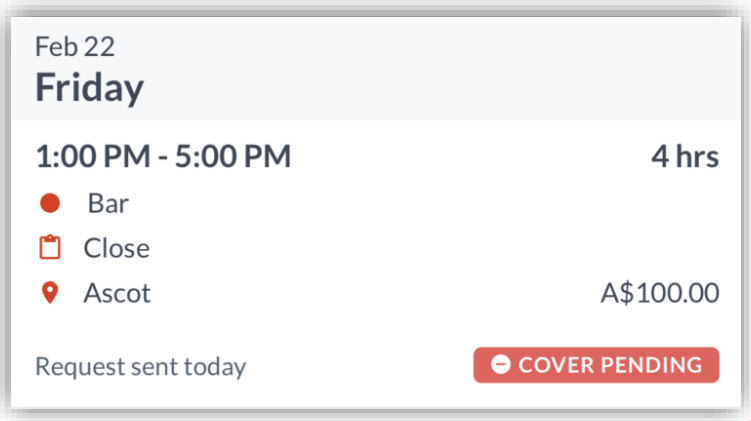
Requesting Shift Replacement

If unable to work a shift, you can use the app to alert Managers and help find an appropriate replacement. To do this, open the shift that you can no longer work and click on the '**I can't work this shift**' button'.

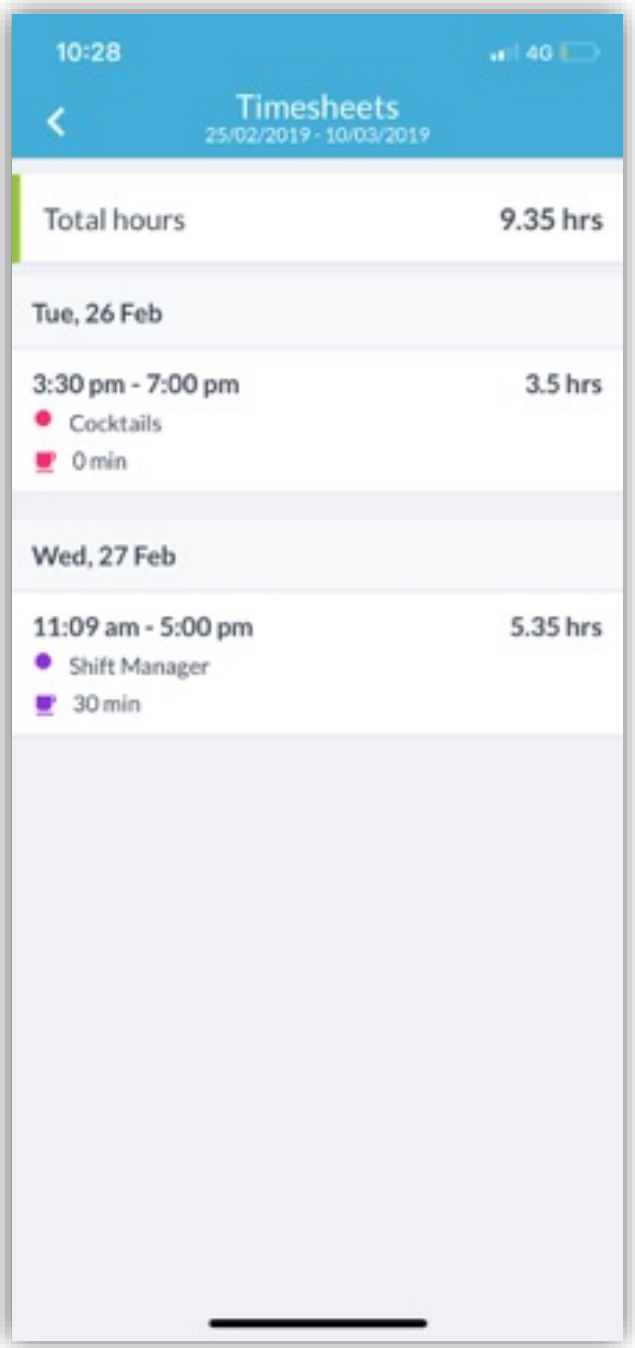
The app will then ask to add a reason for your request. Only your managers can see this reason. Once you've submitted this request, you will see that your shift is tagged with "**Cover Pending**".

This means that your shift still belongs to you until the shift is claimed by another guard and/or it is removed from your schedule.

You can open the shift again and cancel the request at any time.

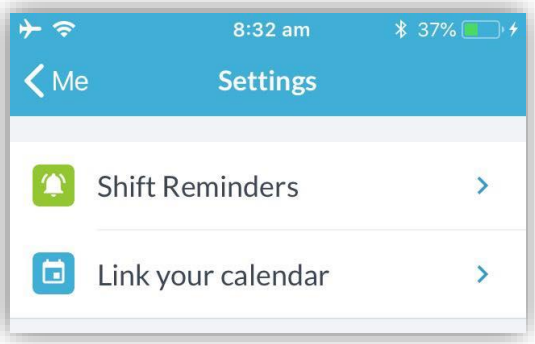


Timesheets



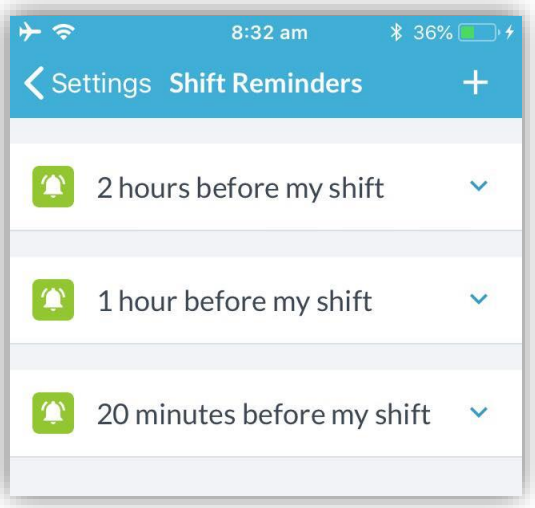
You can access your timesheets in the bottom row of the Mobile App. Here you will see information about your worked times and total worked hours for the pay period.

Important Settings



Set Up Shift Reminders

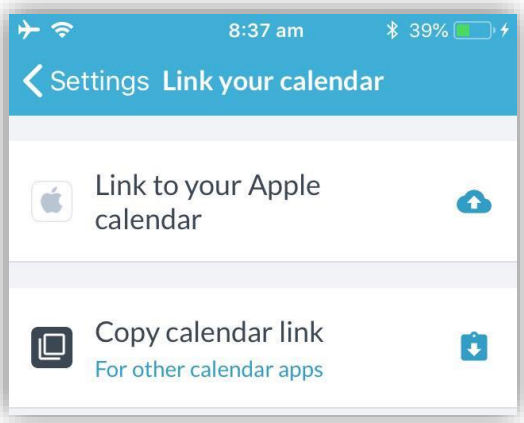
Shift Reminders allow you to activate push notifications to remind you of upcoming shifts. You can set multiple alerts which stack on top of each other i.e. 2hrs before the shift and then 30mins before the shift.



To access, click on the **Me** Tab and then the "⚙" icon in the top right of the screen. Select Shift Reminders and use the "+" icon to add new notifications

Link Your Calendar

You can also link your schedule (including schedule updates) to external calendar programs such as Apple Calendar and Gmail.



Access this functionality through the **Me** Tab, clicking on **Link to your Calendar**.