AMERICAN POOL

Workforce Scheduling App
Employee User Guide

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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.
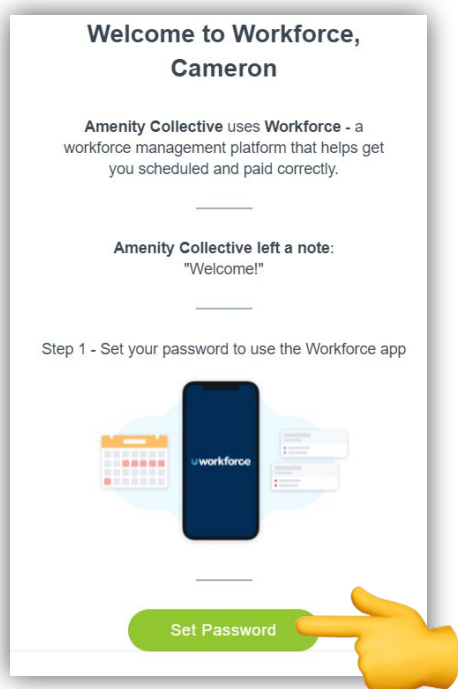
1. Set your password

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" from The Amenity Collective

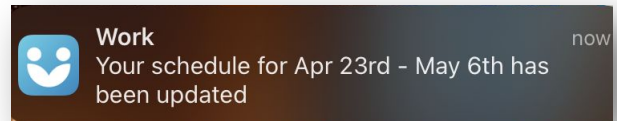Contact your Staffing Coordinator if you have not received it.

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.
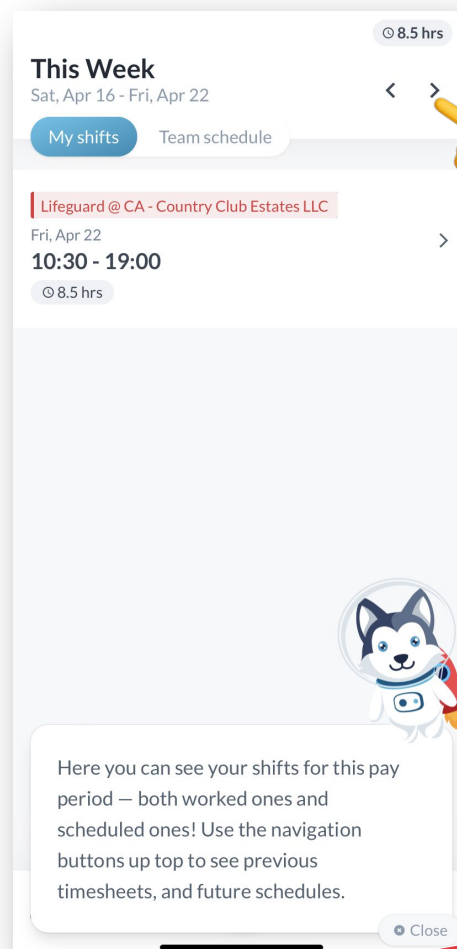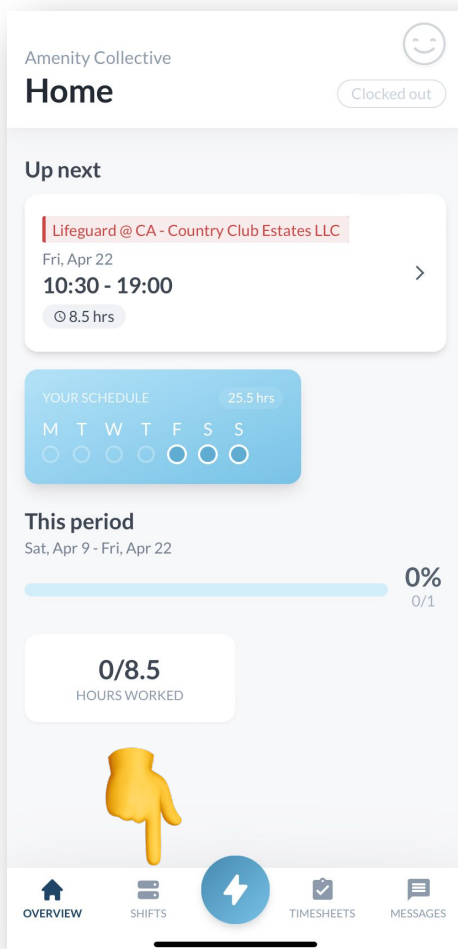
Checking Your Schedule

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, you can find your next scheduled shift on the home screen. You can view future schedules by selecting **'Shifts'** from the navigation menu.
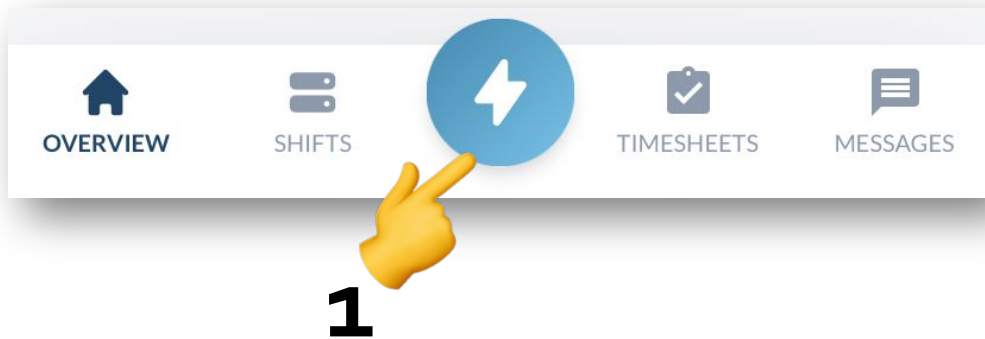

Amenity Collective
Home   Clocked out

Up next

Lifeguard @ CA - Country Club Estates LLC
Fri, Apr 22
10:30 - 19:00
⏱ 8.5 hrs

YOUR SCHEDULE   25.5 hrs
M T W T F S S
○ ○ ○ ○ ○ ○ ○

This period
Sat, Apr 9 - Fri, Apr 22

0%
0/1

0/8.5
HOURS WORKED

OVERVIEW   SHIFTS   TIMESHEETS   MESSAGES

⏱ 8.5 hrs

This Week
Sat, Apr 16 - Fri, Apr 22   ‹ ›

My shifts   Team schedule

Lifeguard @ CA - Country Club Estates LLC
Fri, Apr 22
10:30 - 19:00
⏱ 8.5 hrs

(Tap left/right to browse weeks)

Here you can see your shifts for this pay period — both worked ones and scheduled ones! Use the navigation buttons up top to see previous timesheets, and future schedules.
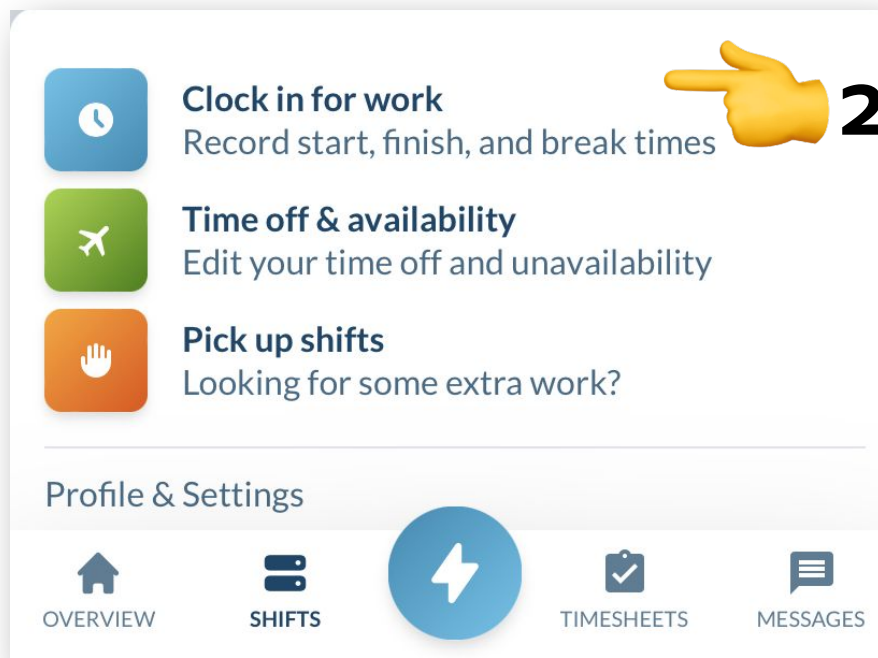
⊗ Close

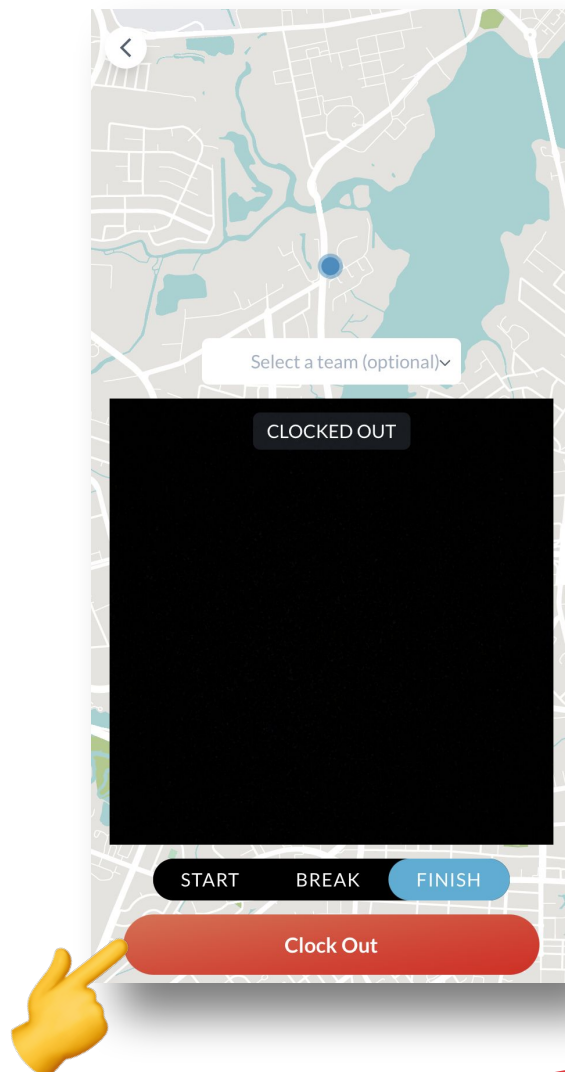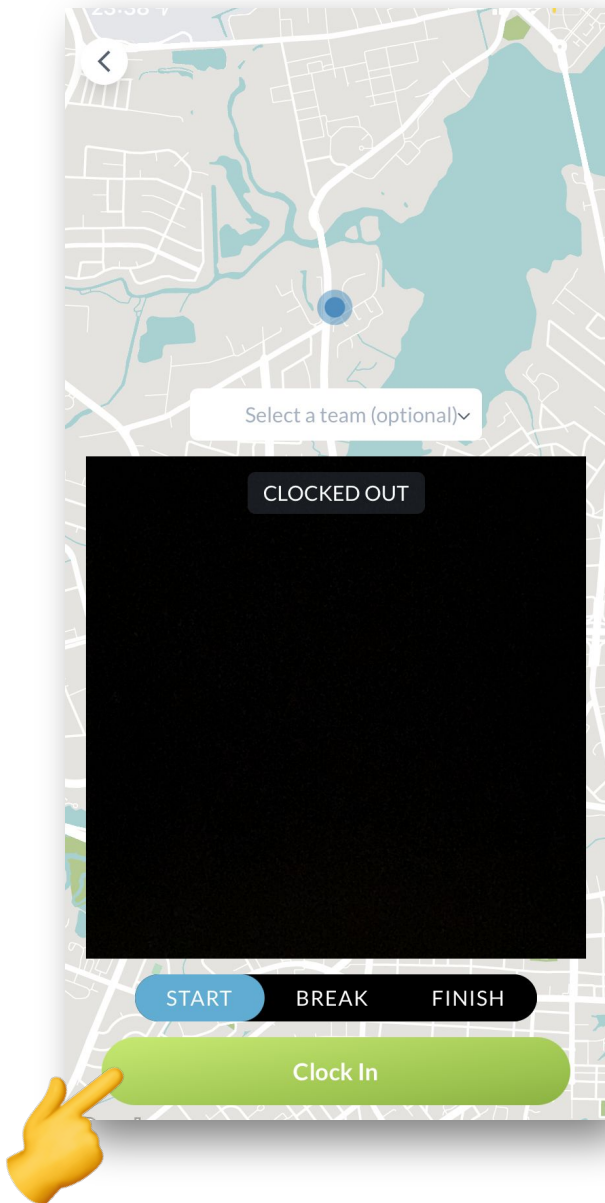1. Sign into the Mobile App and tap on the **Action Menu (⚡)**

1

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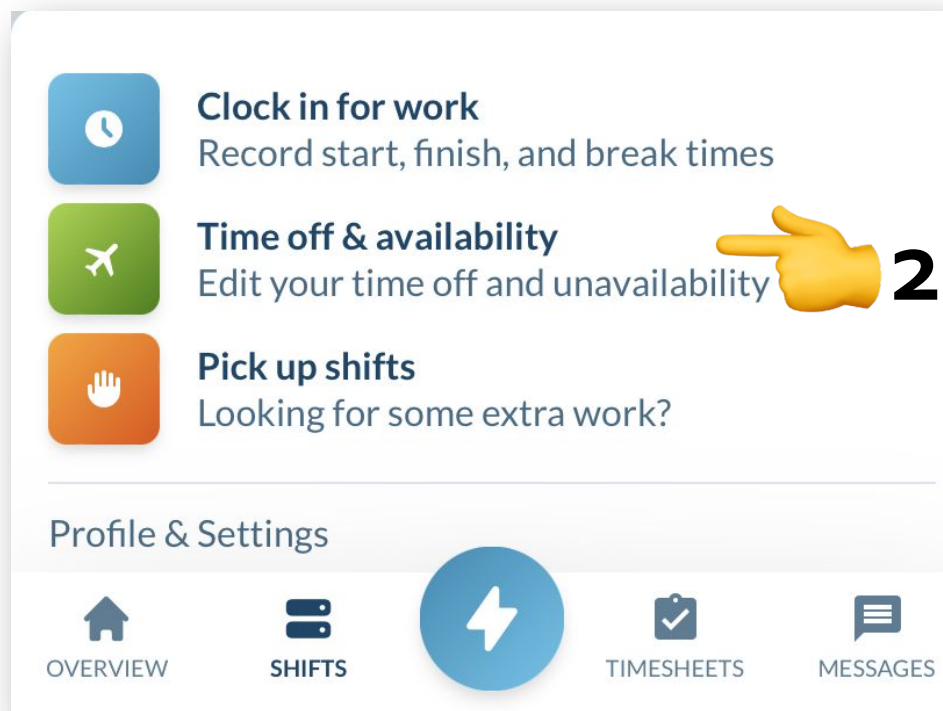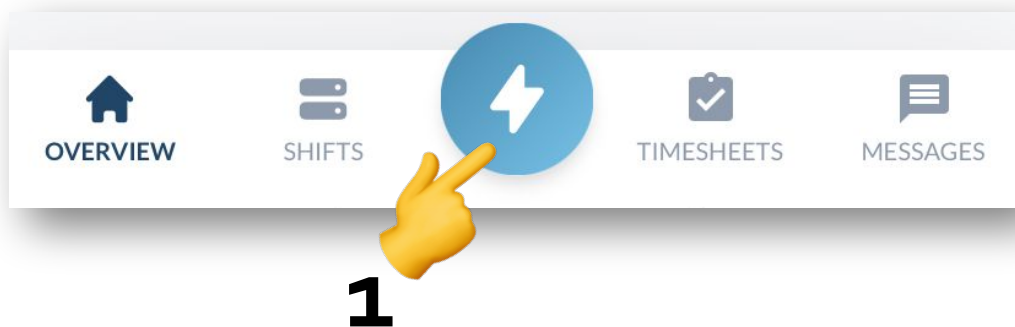

3

Clocking In & Out continued..

3. Select the **Clock In** or **Clock Out** button on the bottom of the screen. You must be on site before clocking in to your shift or your punch will fail.

4

Requesting Days Off

Time off can be entered on the mobile app by tapping the **Action Menu (⚡)** and selecting **Time off & availability**. Here you will see any previous leave requests and the option to add new ones..

1

2

< Back

Request Time Off

I'd like to take off...

One day   Multiple days

Apr 21, 2022

All day   Between the hours of...

Time Off Type   Total Hours

Select ...   ∨   8.0

Reason (optional)

Accepted formats: .pdf, .png, .jpg, .gif, .txt. Max file size is 5MB.

Request Time Off

OVERVIEW   SHIFTS   TIMESHEETS   MESSAGES

Select the type of leave you are applying for, as well as your proposed dates and 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 approved by coming back to the time off page.

Confirming Unavailability

Unavailability is used by your manager when building the schedule to see the times when you are <u>regularly unavailable to work</u>, 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.
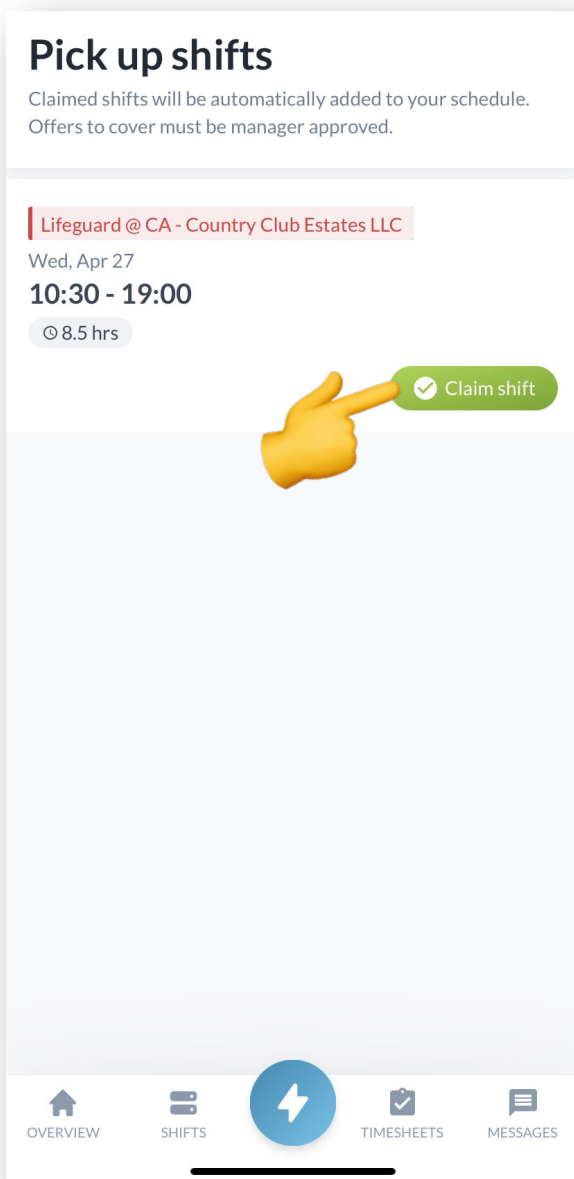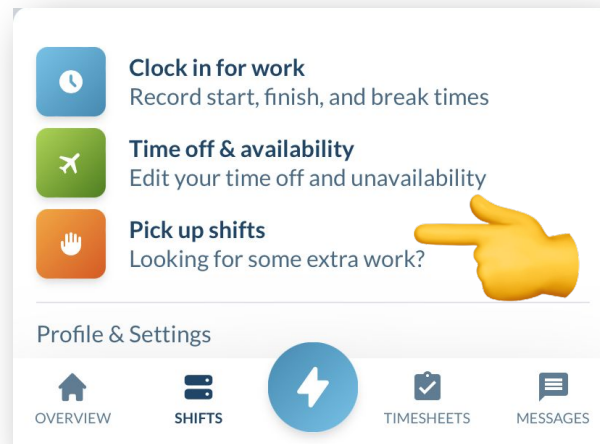

You won't be able to enter unavailability if your Manager has already published the schedule for the time period you are requesting.

Like leave requests, submitted unavailability also requires manager approval.

Claiming open shifts

Looking to earn some extra money? Shifts that are available to cover will show in the '**Pick up shifts'** tab of the **Action Menu (⚡)**

Pick up shifts

Claimed shifts will be automatically added to your schedule. Offers to cover must be manager approved.

Lifeguard @ CA - Country Club Estates LLC

Wed, Apr 27
10:30 - 19:00
🕐 8.5 hrs

✓ Claim shift

OVERVIEW   SHIFTS   TIMESHEETS   MESSAGES

If there's a shift you can cover, tap the **'Claim shift'** 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 an "**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 before it is approved. Shifts you've offered to cover also show in your roster as pending to help you plan your week.

If unable to work a shift that starts within **48** hours, you must call the office and speak with your staffer. For shifts further away, you can alert Managers and help find an appropriate replacement using the app. To do this, open the shift that you can no longer work and click on the '**Request a replacement**' button.
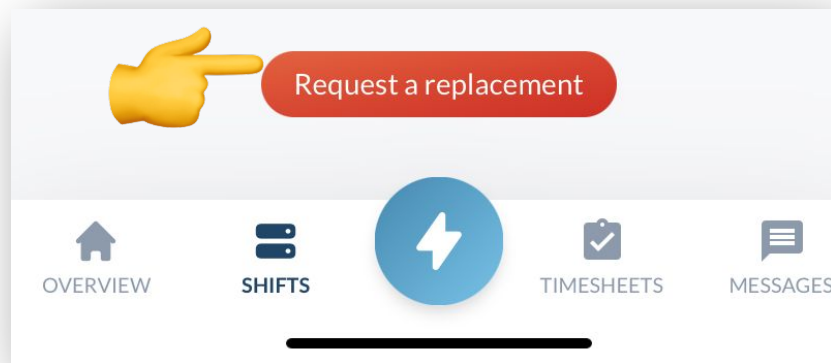
The app will then ask to add a reason for your request. Only your managers can see this reason. Once you've submitted this request, you will see that your shift is tagged with "**Cover Pending**".
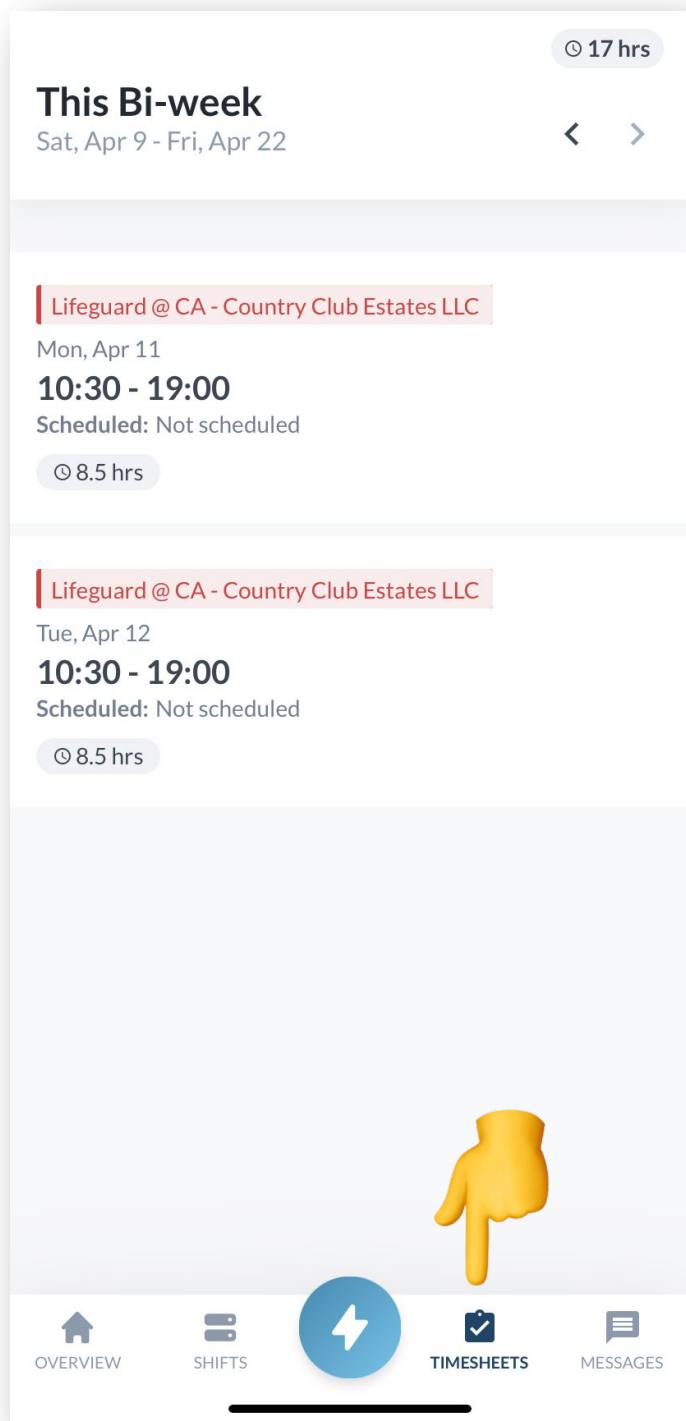
This means that your shift still belongs to you until the shift is claimed by another guard and/or it is removed from your schedule.

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

Timesheets

This Bi-week
Sat, Apr 9 - Fri, Apr 22

🕐 **17 hrs**

〈　〉

| Lifeguard @ CA - Country Club Estates LLC

Mon, Apr 11
10:30 - 19:00
Scheduled: Not scheduled

🕐 8.5 hrs

| Lifeguard @ CA - Country Club Estates LLC

Tue, Apr 12
10:30 - 19:00
Scheduled: Not scheduled

🕐 8.5 hrs

OVERVIEW　　SHIFTS　　⚡　　**TIMESHEETS**　　MESSAGES

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.
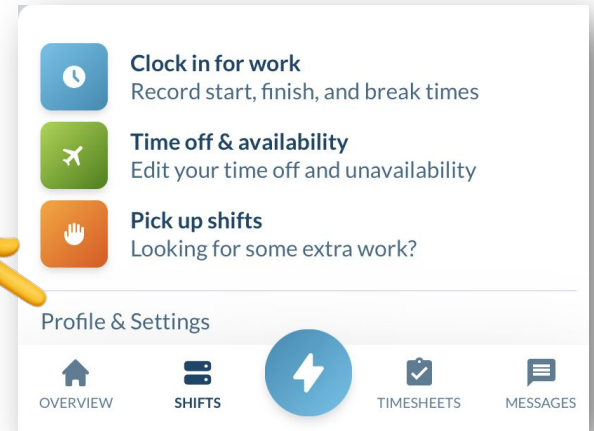
Set Up Shift Reminders

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 **Action Menu (⚡)** and select **'Profile & Settings'**. Then select **'Shift Reminders'** and choose how far in advance you want to be notified.

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 in the **'Profile & Settings'** menu and selecting '**Copy calendar link +'**.

Clock in for work
Record start, finish, and break times

Time off & availability
Edit your time off and unavailability

Pick up shifts
Looking for some extra work?

Profile & Settings

OVERVIEW　SHIFTS　TIMESHEETS　MESSAGES

Manage Shift Reminders

Shift Reminders
When before a shift would you like to be reminded?

30 minutes　1 hour　2 hours

12 hours　1 day　+ add custom

Copy calendar link +