LGI |SCHEDULING MOBILE APP

EMPLOYEE GUIDE

MARCH 2024

lgisolutions.com

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OVERVIEW

The Scheduling Mobile App is a new mobile application which allows you to receive shift offer notifications, view your calendar and respond to shift offers. It provides a better and more efficient way of accessing schedules, and interacting with shift offers.

Supported devices

The Scheduling Mobile App will work on any phone device as follows:

- iOS versions 15, 16 and 17
- Android versions 10, 11, 12 and 13

This guide provides you with a complete reference guide on how to use the application.

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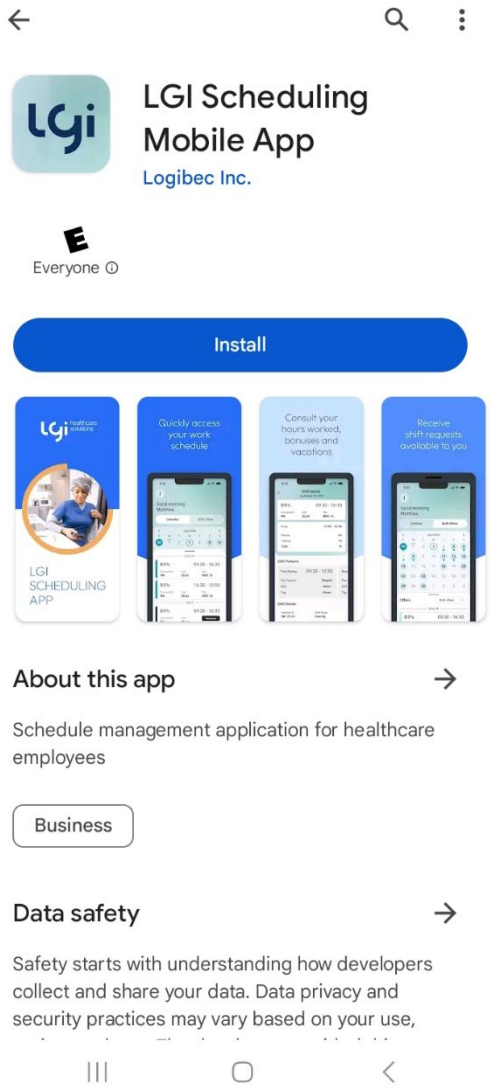
DOWNLOADING THE APP

The mobile app can be downloaded on any mobile device.

Go to your device's **App Store** for iOS and **Play Store** for Android

Search for LGI and locate the application called **LGI Scheduling**

Tap on **Get** then/or **Install.**



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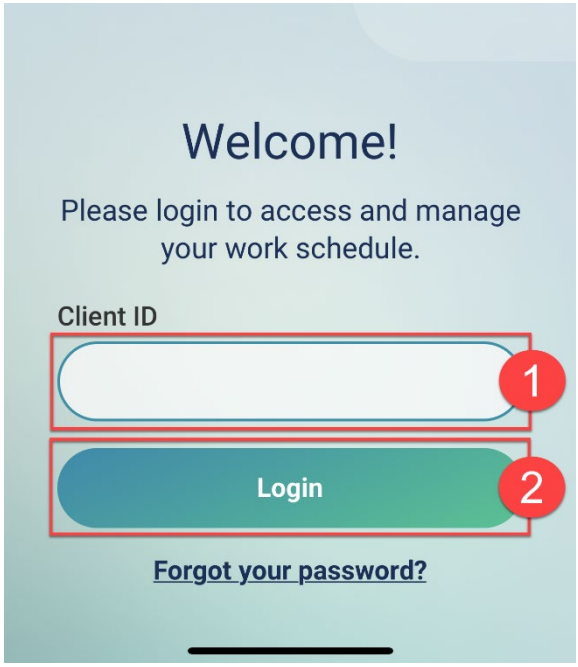
LOGGING IN

After downloading the app, follow the instructions below to login to the application for the first time.

1. Enter the **Client ID**
2. Tap **Login**.



NOTE: The **client ID** is a unique ID assigned to your organization. This is required the first time you log in to the application. The client ID will be saved in your device and will be automatically filled the next time you login.

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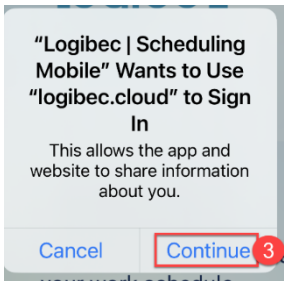
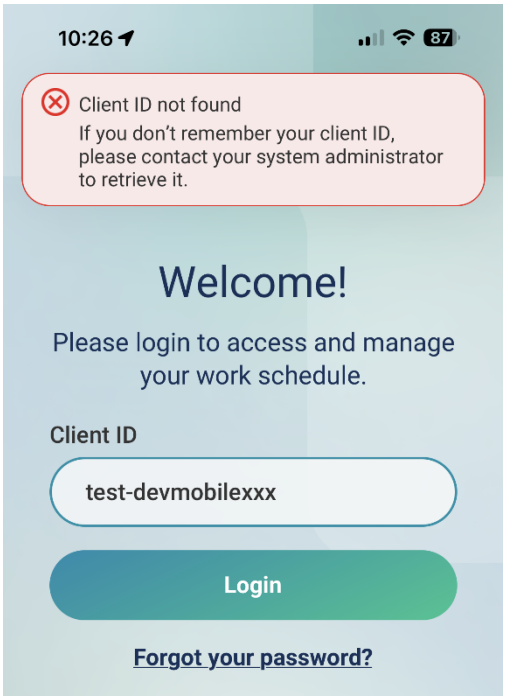
With the correct **Client ID** entered, Apple device users will get the following message upon tapping **Login**. Click **Continue** to proceed.



If you entered an incorrect **Client ID**, you will get the following error message. Simply re-enter the correct **Client ID** and tap **Login** again.

If you do not have the correct **Client ID**, please reach out to your organization's administrator.



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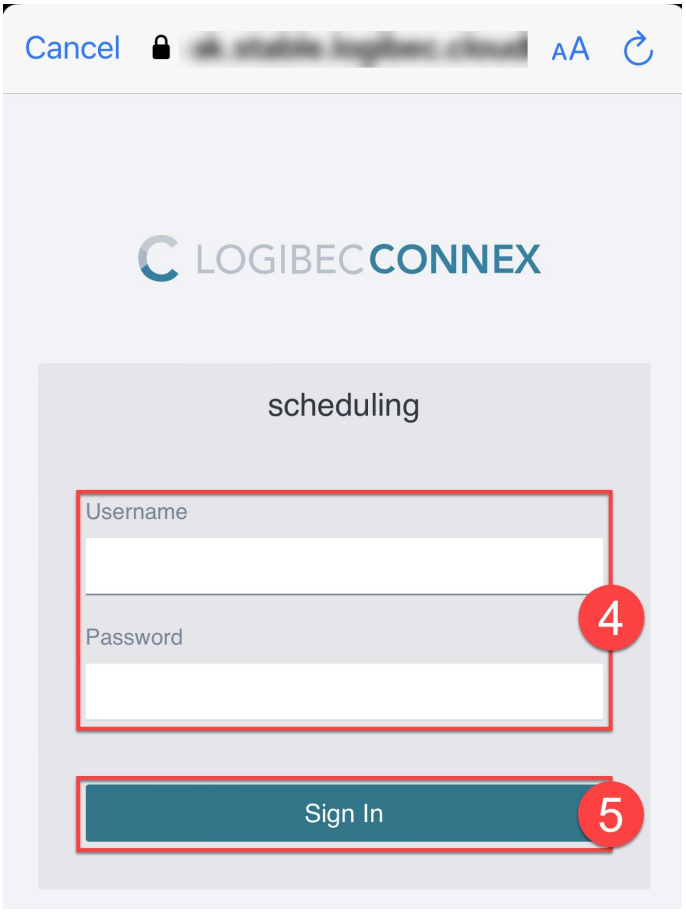
Enter your **Username** and **Password** on Logibec Connex.

Use the same username and password you use to log into Logibec Scheduling from your computer.

NOTE: If your organization is not using Logibec Connex, the look of the screen will be different than the above.

Tap **Sign In**.



NOTE: If you need to go back to the previous screen where you enter the **Client ID**, you can tap Cancel at the top of the screen before signing in.

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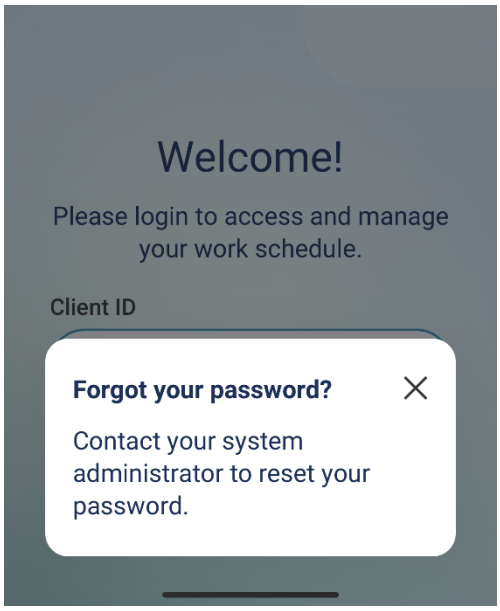
Forgot your username or password?

Since you are using the same username and password that are managed by your own organization's IT, please contact your IT or system administrator if you need to reset your password.

Tapping on the **Forgot your password** will bring up the following screen. Tap **X** to close.



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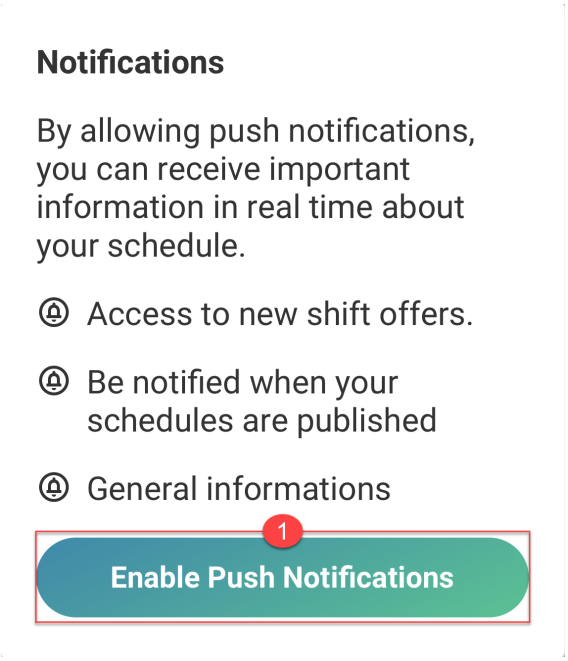
ENABLING NOTIFICATIONS

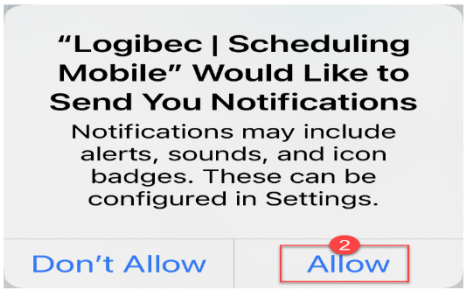
After installing the application, when you first login, you will get a warning to enable push notifications.

1. Tap **Enable Push Notifications**.



For Apple device users, the following popup message to allow communication with Logibec cloud will also appear.

2. Tap **Allow**.



IMPORTANT: You must enable notifications for the Scheduling Mobile App in your device so you are able to receive notifications for shift offers and other types of notifications.

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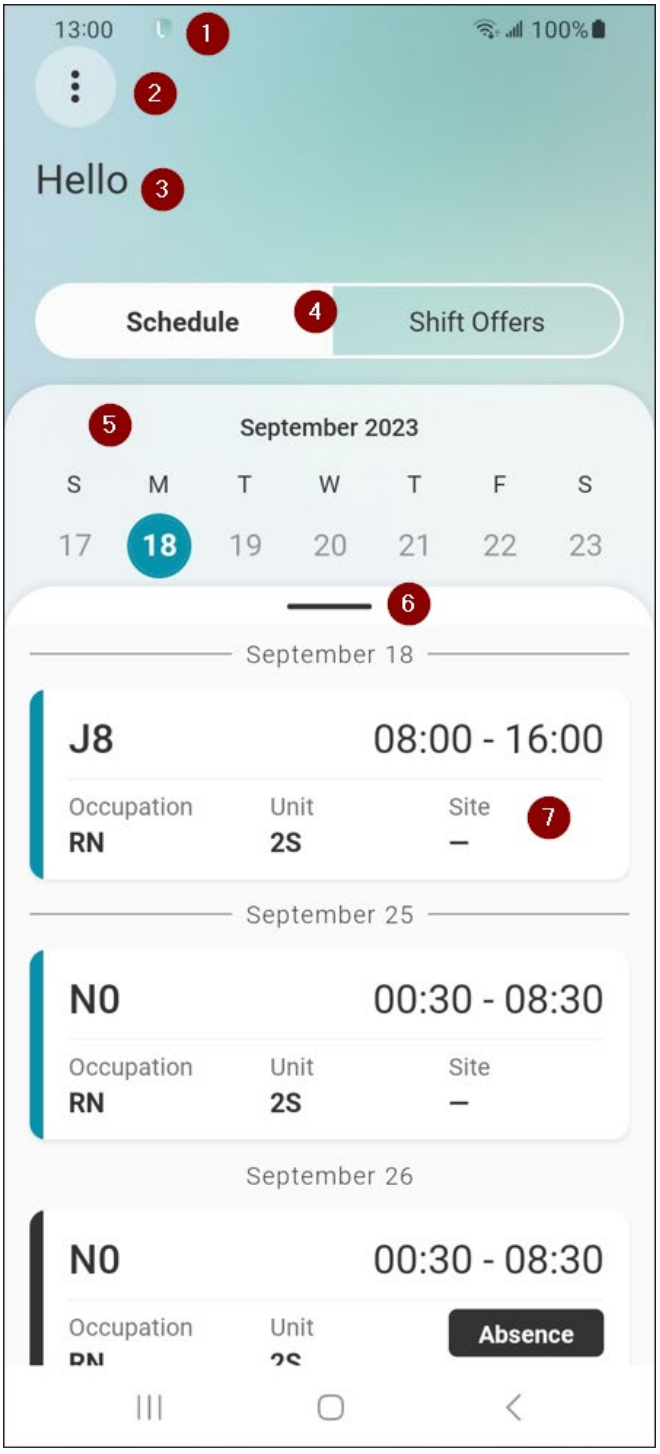
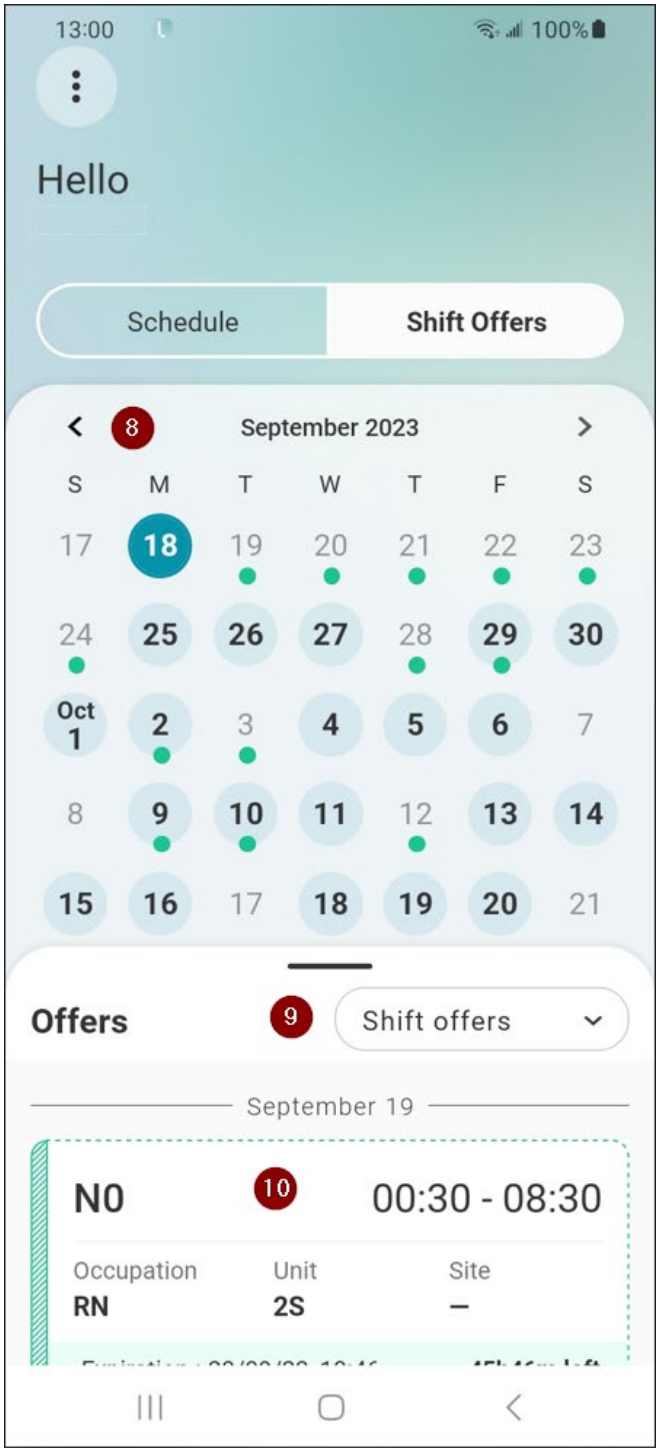
APPLICATION LAYOUT





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Sections of the Mobile App

1. Notification Indicator from LGI Scheduling
2. Ellipsis Menu
3. Greeting with employee name
4. Navigation Tabs - Switching between Schedule and Shift Offer page
5. Calendar
6. Calendar Extend/Collapse bar
7. Shift Quick View Cards
8. Calendar Navigation Arrows - Previous and next 5 weeks periods
9. Shift Offers Filter Dropdown Menu
10. Shift Offer Quick View Cards

Ellipsis Menu

Changing the Language Setting

By default, the language will be set to English. To change the language setting, follow the instructions below:

1. After you have logged in, access the **Ellipsis Menu** located on the upper left corner.
2. Tap the **Language** icon change the language. The language selected is highlighted in teal color.

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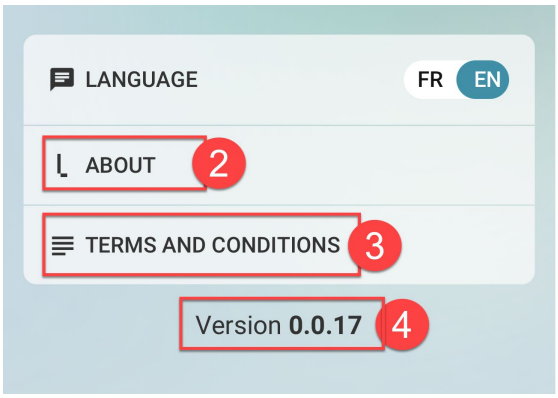
Additional Information

1. After you have logged in, access the main menu (represented by the three vertical dots) located on the upper left corner of the application.
2. The Scheduling Mobile App includes a link to the Logibec's website where you can find information about Logibec. To view the About page, tap **About**.
3. To view the Terms and Conditions of the use of the app, tap **Terms and Conditions**. This will open the mobile web browser app that will navigate to the requested page.
4. The app **version number** is displayed at the bottom of the page.



Navigation –

Switching between Schedule and Shift Offers

You can switch between **Schedule** and **Shift Offers** anytime you are on the main screen by tapping the appropriate tab.

The tab with the light background is the active tab.

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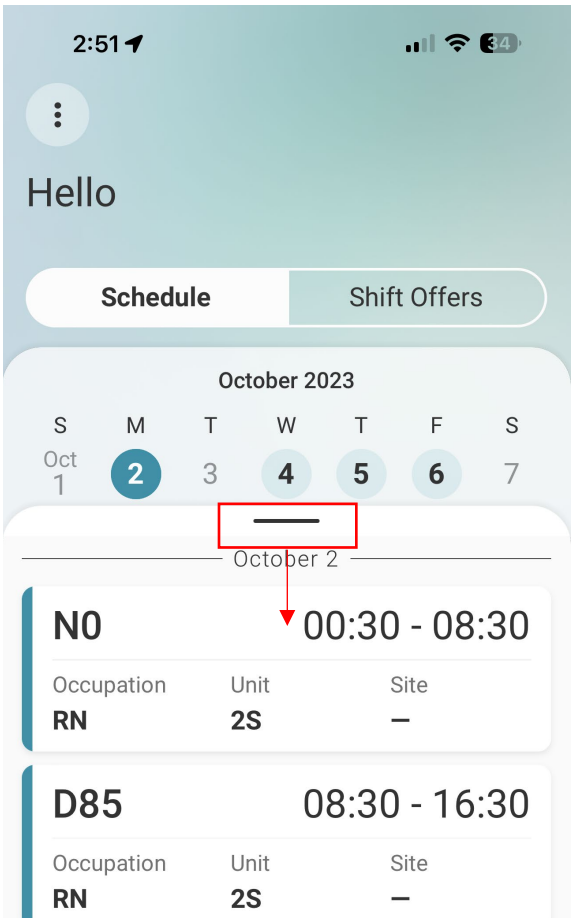
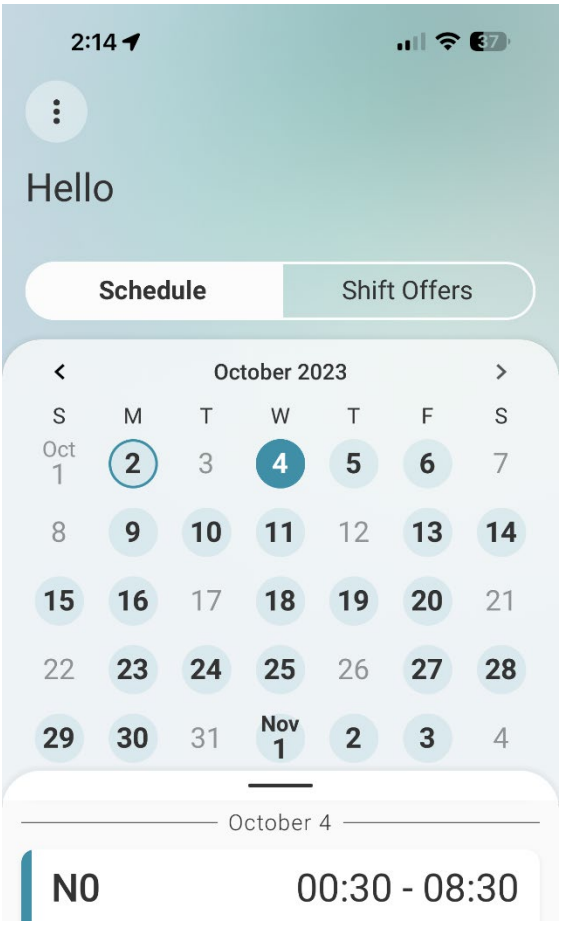
Expand Your Calendar

By default, the **Schedule** tab will display a calendar showing the current week, with the current date selected. You can expand the calendar by holding the divider between the calendar and the shift and scrolling down until you see a five-week timeframe.

Below you will see the expanded calendar showing the full 5-week period.





To collapse the calendar, simply tap and hold the divider and scroll up.

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Calendar Legend

Back and forward arrows to go the previous or next 5-week period, respectively

The month and year representing the current week is displayed at the top.

The current week is the first week displayed by default.

The month is displayed on top of the first of every month

Calendar Indicator	Meaning
2 Light background with an outline	Today's date
4 Light background and bold black calendar date	You have a scheduled shift on this date
22 No background, light grey calendar date, green dot	You have an active shift offer on this date
16 Light background and bold black calendar date	You have a scheduled shift on this date, and you have an active shift offer on this date
3 Dark teal background with bold white calendar date	You have selected this date on the calendar

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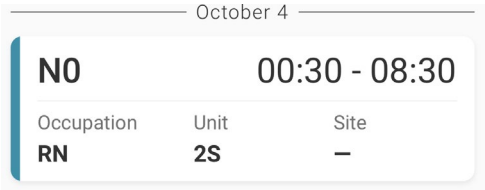
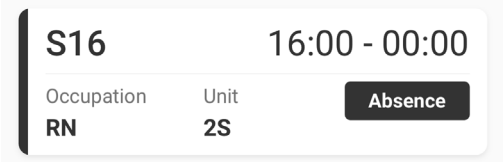
Dark teal background with bold white calendar date, green dot	You have selected this date on the calendar, and you have an active shift offer on this date.
No background, light grey calendar date	You have no shift scheduled on this date, and you have no active shift offer on this date.

Shift Quick View Card

Indicator	Description
	A **worked shift** is indicated by a solid blue line on the left of the cell. Each card contains the shift symbol, the start and end times, the occupation, the unit, and the site of a shift. The date of the shift is displayed at the top of the shift card. If there are multiple shifts on a given date, they will be listed below the date grouping header.
	An **absence** is indicated by a solid black line on the left of the card, and an “Absence” tag will be place where the site should be.
	An **offered shift** is indicated by a striped light green line on the left of the cell, with the expiration date and time and the remaining hours and minutes before the shift expires.

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VIEWING YOUR SCHEDULE

By default, the **Schedule** tab will display a calendar showing the current week, with the current date selected. The **Shift Quick View Cards** portion will display scheduled shifts.

Navigate to next/prior 5-week period

With the full 5-week calendar in view, you can navigate forward to the next period of 5 weeks or back to the previous period of 5 weeks by tapping the forward and backward arrows, respectively.

Alternatively, you can swipe left and right to go forward and backward, respectively.

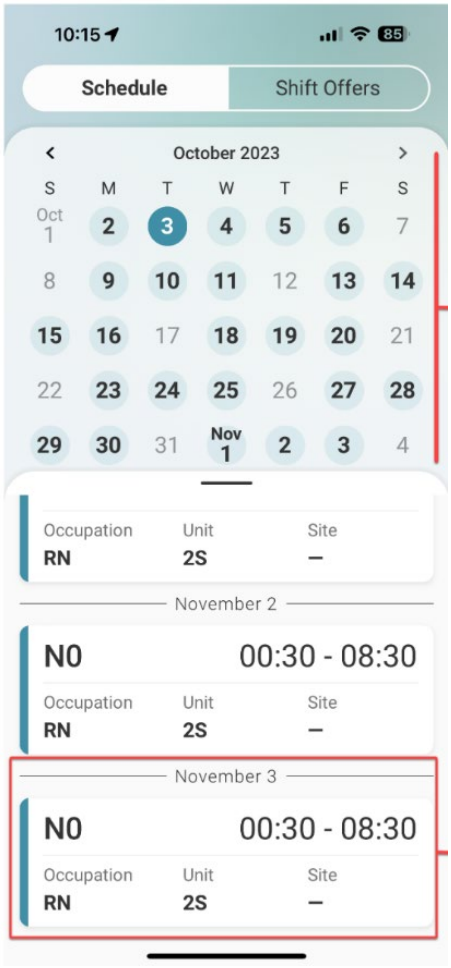
TIP: Quickly navigate to shifts on a specific week by selecting a date on the calendar.

Browsing through your shifts

The shift quick view cards section of the **Schedule** tab shows your scheduled shifts, where each shift is displayed in a shift card. All shifts starting from the current date up to the end of the 5-week period + 1 day will be displayed. You can scroll through the shifts until you reach the end of the end of the 5-week period.

In this calendar were the current date and the date selected as indicated by the dark teal highlight on the calendar is October 3. The next shift scheduled from this date is a shift on October 4th. As you scroll up the shift cards, the last shift displayed is the one scheduled on November 3rd.

NOTE: If there is a shift on November 5th (the last day of the 5-week period + 1 day), it will also be displayed.



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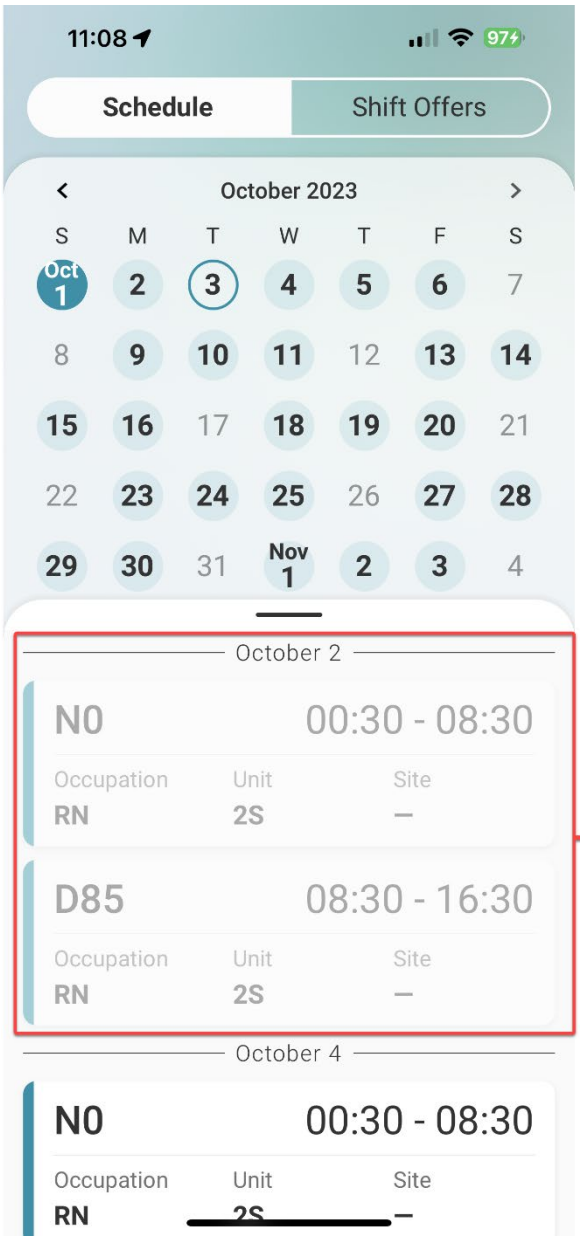
Shifts in the past will be displayed in a faded color. Below is an example.



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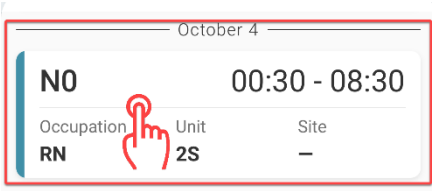
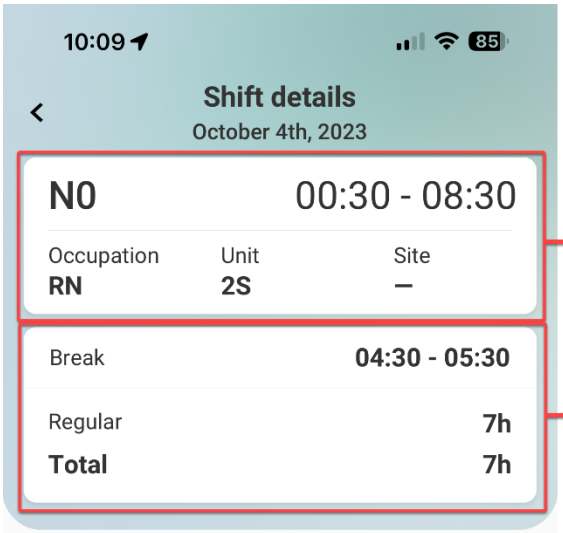
BROWSING SHIFT DETAILS

You can view shift details by tapping on any shift.

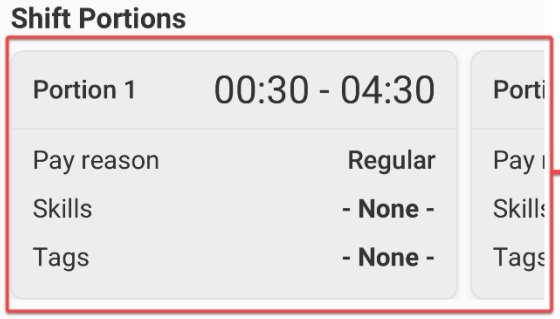




This section displays the shift date, start/end time, occupation, unit and site.

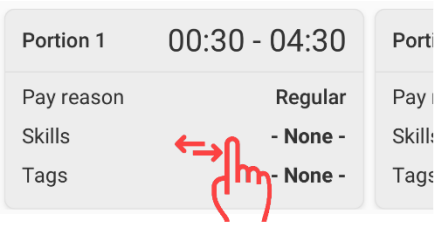
This section displays the start and end time of the breaks.

The hours associated to each pay reason, and the total shift hours are also displayed.



This section displays all shift portions organized in horizontal carousel. Each portion shows the start and end time, the pay reason, any skills and tags associated.

You can swipe left and right on the carousel to browse through the different portions.



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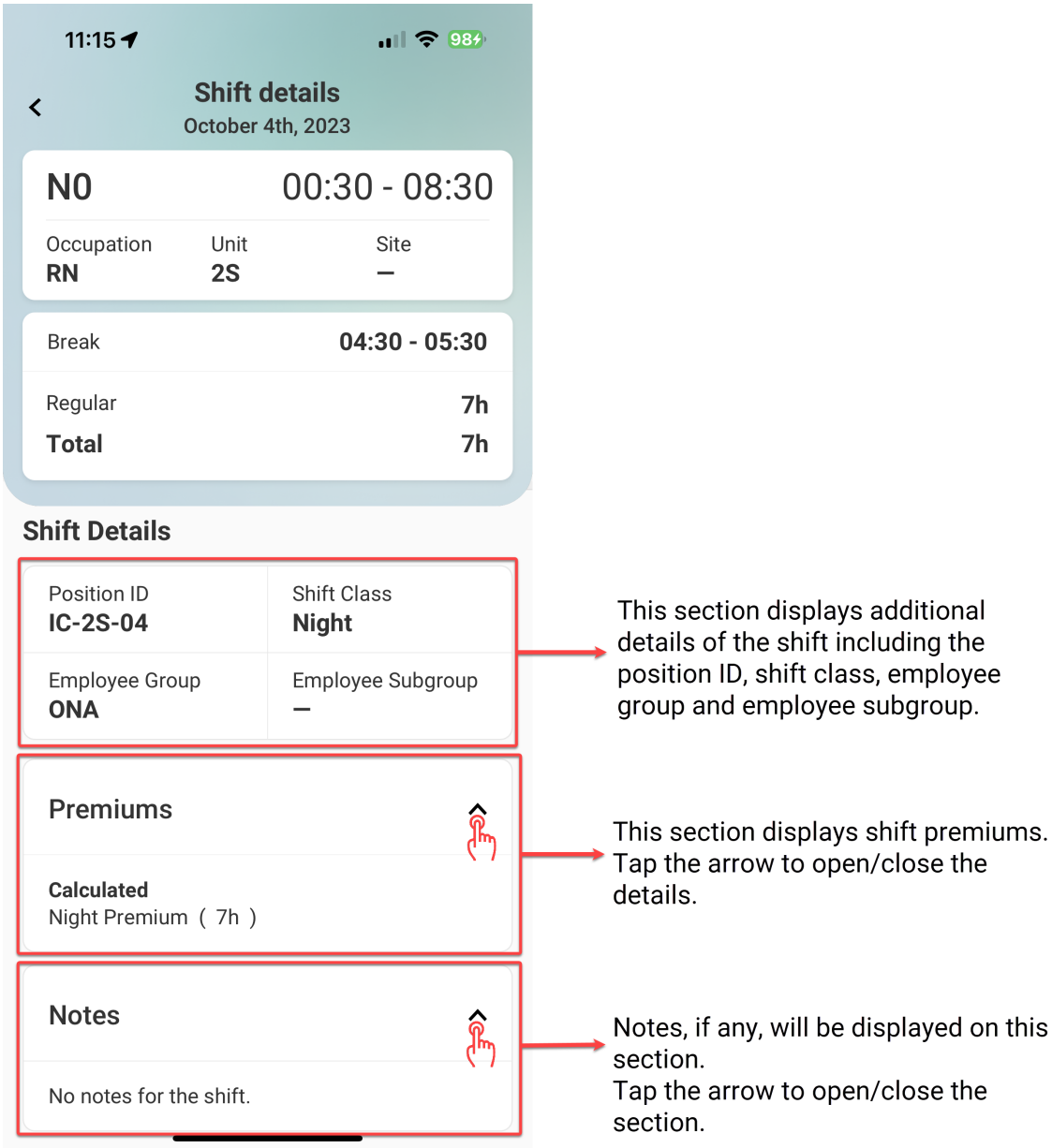
If you scroll up, you will see further details of the shift, as described below:



Refreshing the view of your calendar

The Calendar refreshes every 5 minutes. You can force a refresh by selecting the Shift Offer tab and then back to the Calendar tab.

Also, receiving notifications of shift offers and shift offer awards will trigger a refresh.

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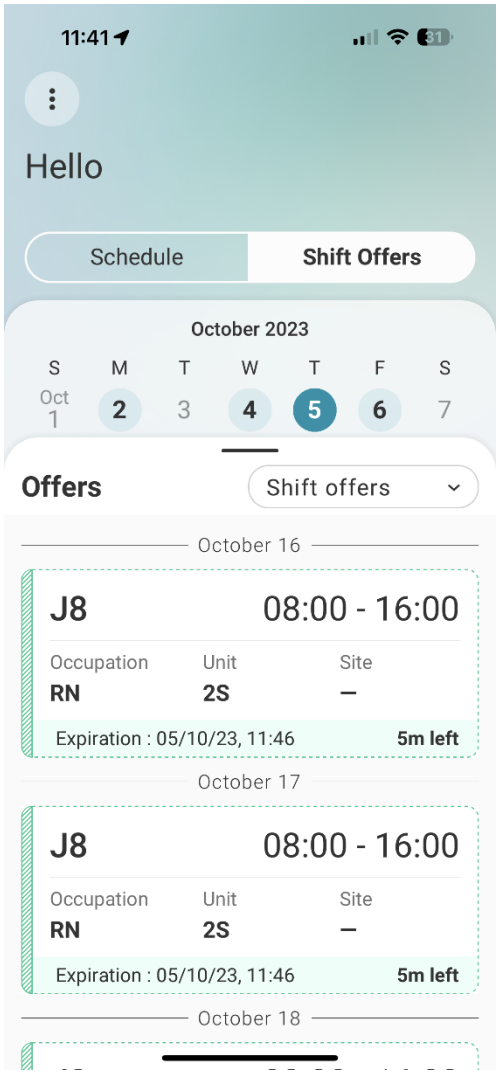
VIEW SHIFT OFFERS

Your active shift offers will be available in the **Shift Offers** tab. By default, the **Shift Offers** tab will display a calendar showing the current week, with the current date selected. The **Shift Offer Cards** portion will display active shift offers.



Once the shift offer expiry time is reached, users will no longer be able to respond to the offer. The shift offer quick view card will be disabled and removed from the Shift Offers page.

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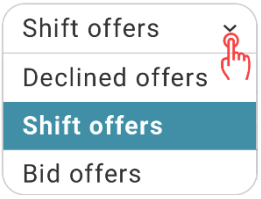
Browsing through your shift offers

The 'Shift Quick View Cards' section within the Shift Offers tab presents your offered shifts, with each shift displayed on an individual card. All shift offers quick view cards, ranging from the current date to the end of the 5-week period plus one day, are visible. You can scroll through these shifts until you reach the end of the 5-week period.

Browsing through your shift offers

By default, Shift Offers that you have not responded to will be displayed. You can change the filter by selecting the appropriate option in the dropdown menu.

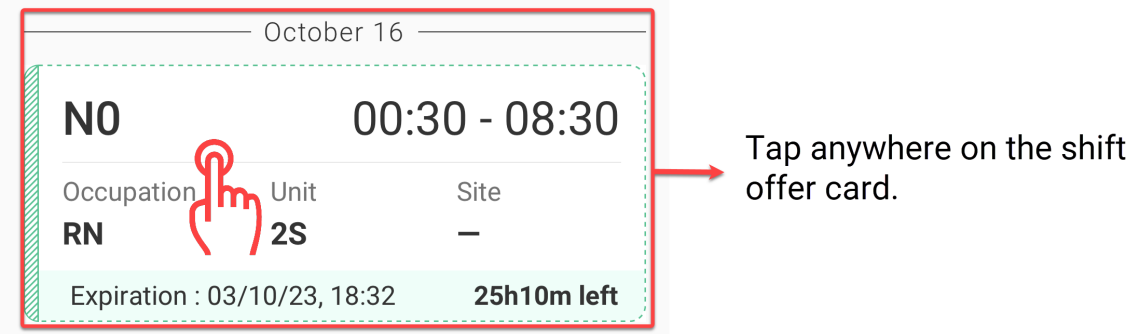


- **Shift Offers:** shift offers that you have not responded to.
- **Declined Offers:** shift offers that you have declined
- **Bid Offers:** shift offers that you have bid on.

SHIFT OFFER DETAILS

The **Shift Offer Details** page offers important information when you are making a decision on bidding or declining an offered shift.

Tap any shift offer to access the shift offer details view.



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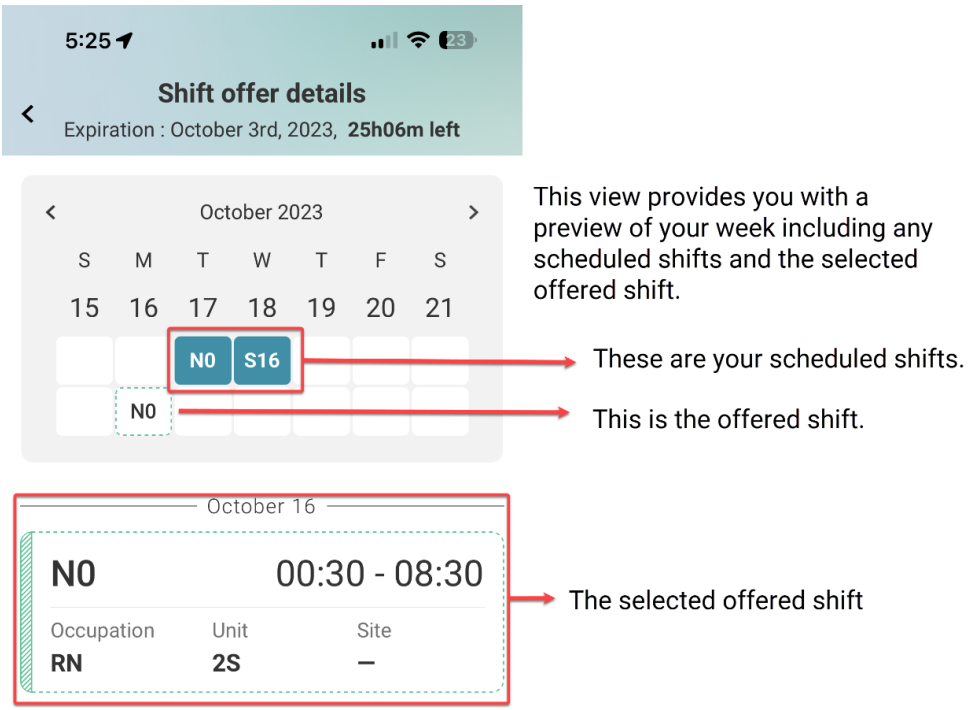
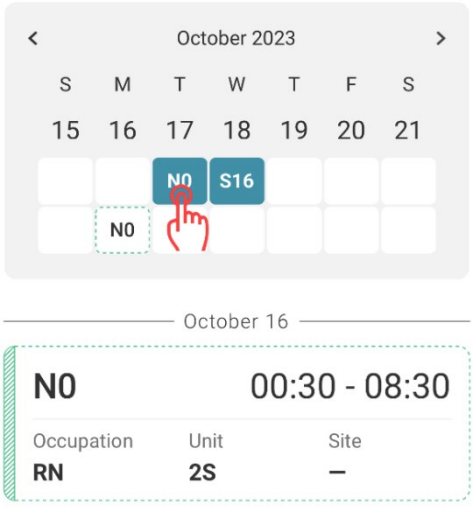
The shift offer details will appear as illustrated below.



From Shift Offer Details to Shift Details

On this view you have the opportunity to view your scheduled shift details by tapping on any of your scheduled shifts. You will be brought to the **Shift Details** page. See **Browsing Shift Details** in section 11 for more information.



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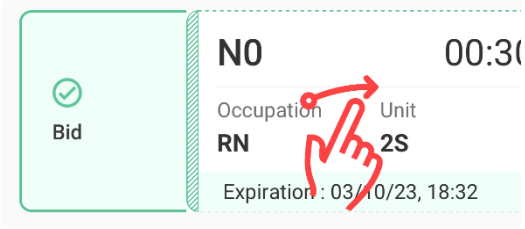
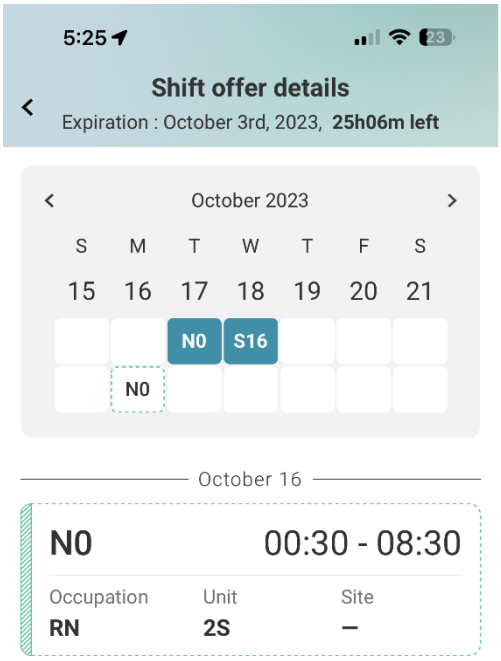
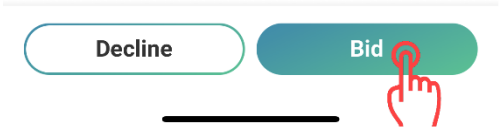
BIDDING ON SHIFT OFFERS

You have two ways that you can bid on a shift offer from the **Shift Offers** tab: using the swipe right action or tapping on the **Bid** button on the Shift Offer details. The steps are explained below.







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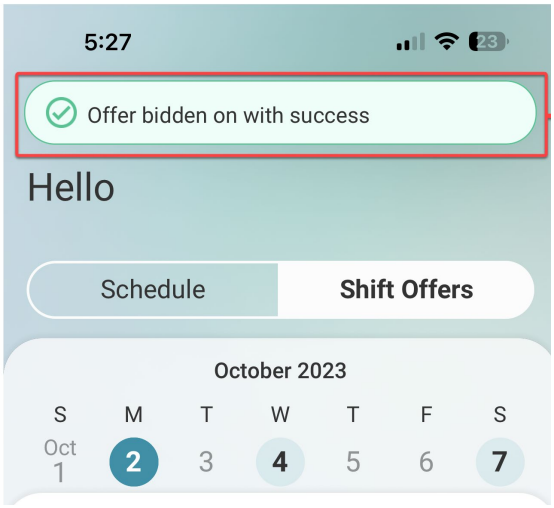
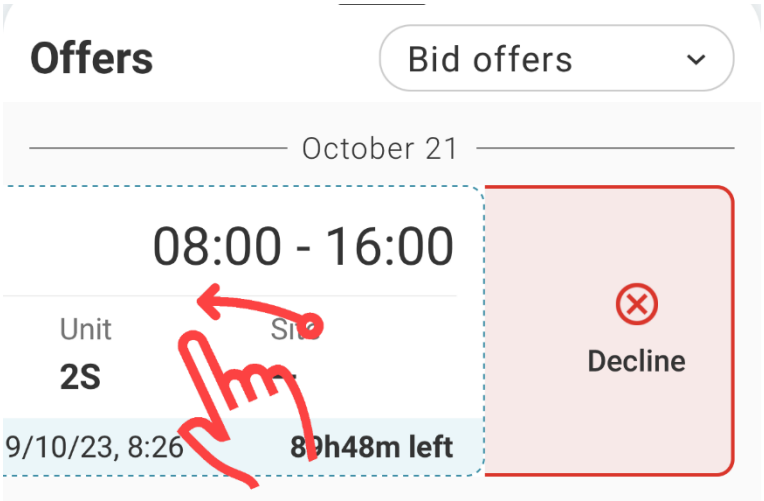
A confirmation will appear on the upper section of your mobile device confirming the bid.



Changing a Bid response to a Decline response

After you have Bid on a shift offer, you can change your response to a decline response as long as the shift offer is still active. Set the filter to **Bid Offers.** All active offers that you have bid on will be displayed.



Swipe left on the shift offer card.

The Decline icon appears to the right of the card.

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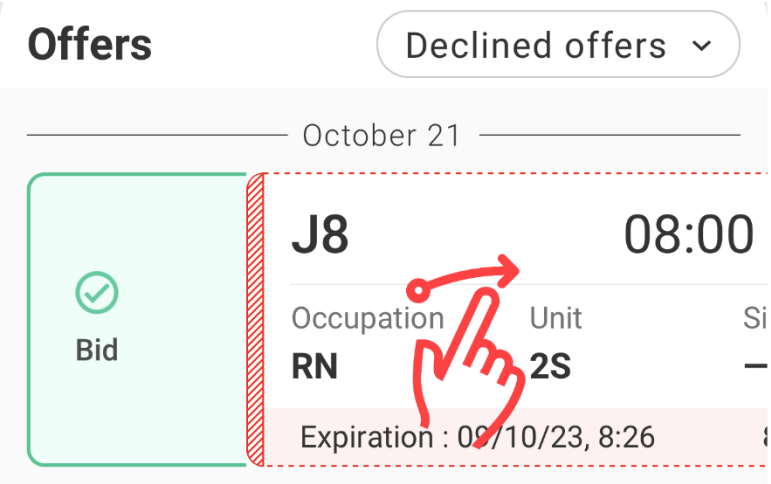
CHANGING A DECLINE RESPONSE TO A BID RESPONSE

After you have declined a shift offer, you can change your **Decline** response to a **Bid** response as long as the shift offer is still active. There are two ways that you can do this: Using the swipe right action on the shift offer card or tapping on the **Bid** button.



Swipe right on the shift offer card.

The Bid icon appears to the right of the card.

Refreshing your view of your calendar

The Calendar refreshes every 5 minutes. You can force a refresh by selecting the Shift Offer tab and then back to the Calendar tab.

Also, receiving notifications of shift offers and shift offer awards will trigger a refresh.

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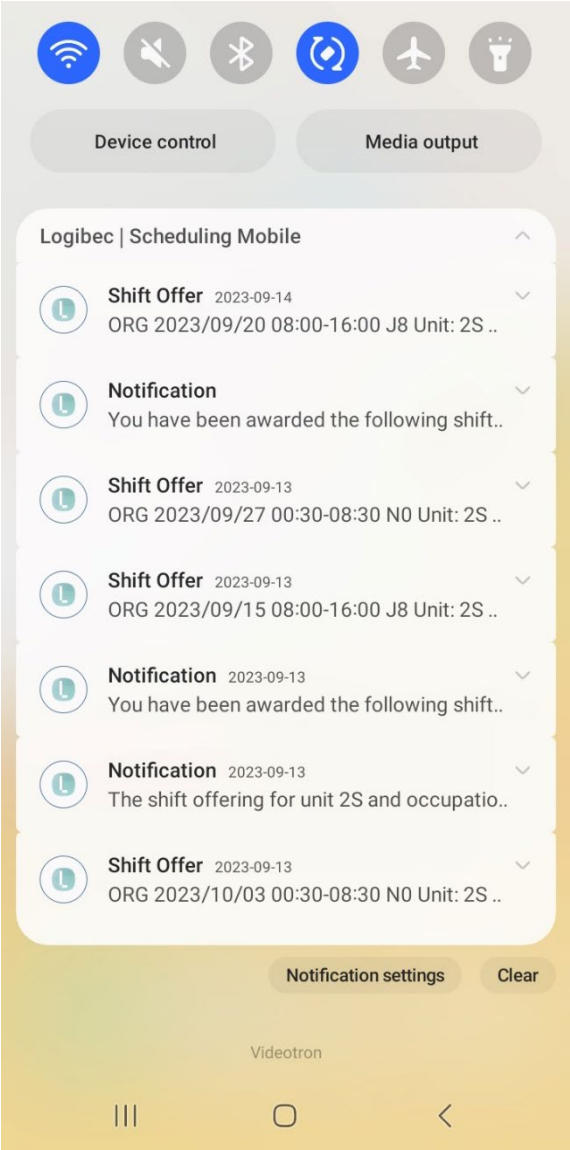
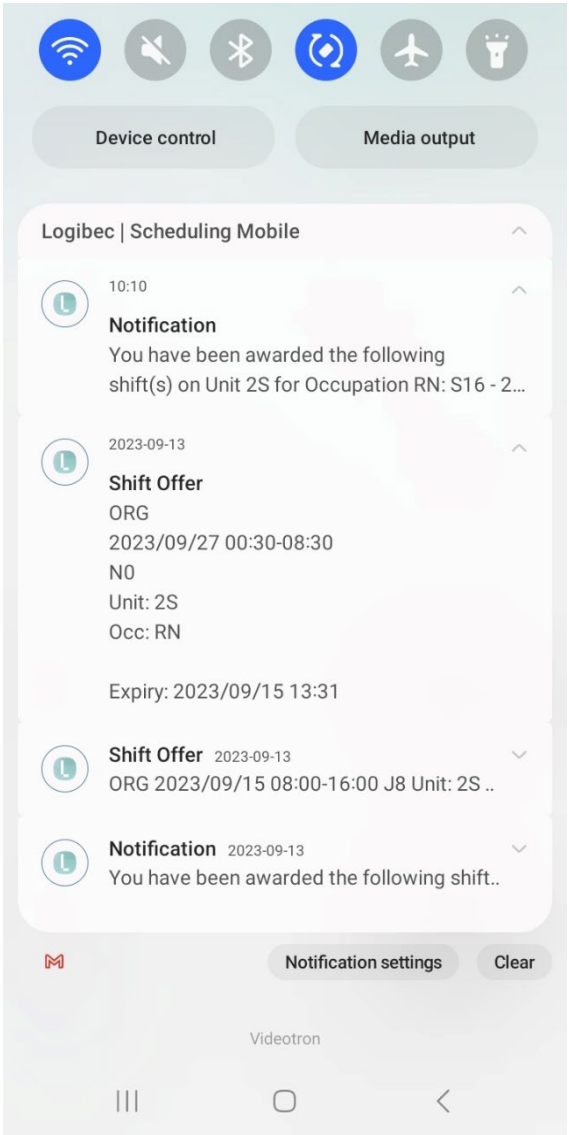
NOTIFICATIONS

Viewing notifications

The way notifications are displayed will depend on the device you are using. In general terms, notifications will appear in your device's notification centre. Depending on your device configuration, you may be able to view the details of the notifications from your device's locked screen. If a user have more than 3 notification, All notifications will be grouped together.

You can expand the list by tapping the notification. Also, you are able to view the full description of the notifications. The way that you interact with push notifications will depend on the device you are using, and the way that notifications are configured on your phone.





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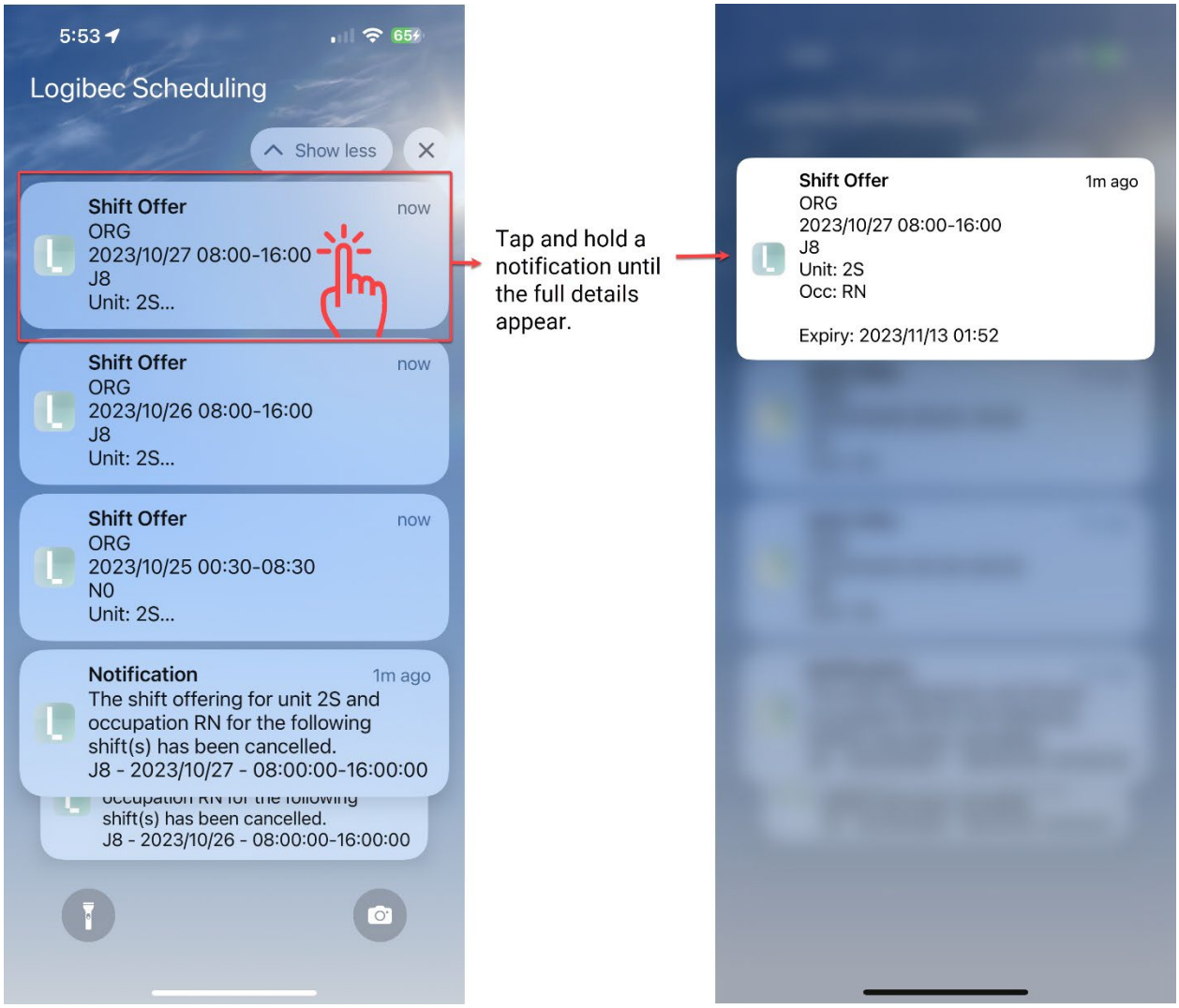
When you tap on a specific Scheduling Mobile App notification, the app will open to the specific shift offer or shift that was awarded



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FAQS

1. **How long is the period of inactivity before the app logs me off?**

   15 minutes

2. **Does the system automatically refresh the view of my schedule and shift offer?**

   Yes. The system will refresh every 5 minutes. The system will also automatically refresh when a notification of a shift offer or shift award is received. Alternatively, you can force a refresh by toggling between the Schedule and Shift Offer tabs.

3. **What if I did not enable notifications when the application asked me to? Can I enable it later?**

   Depending on your device, you may or may not be able to enable notifications at a later time. If you did not enable notifications initially, you will need to restart the process by deleting the app from your phone and reinstalling it.

4. **What if I forget or I don't know my Client ID?**

   Your Client ID would have been provided to your organization's administrator. Please contact your IT or system administrator.

5. **What if I forget my username and password?**

   The username and password for the app is the same username and password you use in your organization. Please contact your IT or system administrator if you need assistance with this.

6. **Will it work on my phone?**

   The app will work on any phone device that is running the following versions: iOS versions 15, 16 and 17; Android versions 10, 11, 12 and 13.

7. **Will it work on my tablet?**

   The app is available on any tablet running the same versions as above.

8. **Can I do a Leave Request or Shift Swap with this application?**

   The initial version of the app will only include the capabilities of viewing the schedule and shift offers, and receiving push notifications. We will incrementally add employee self-serve features including Leave Requests ans Shift Swaps in future releases.

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Can I use SMS and the the mobile app at the same time?

Both SMS and Mobile App will be available for a period of time. However, you can only choose one option for receiving shift offers and notifications.

SMS capabilities will be removed in January 2024.

9. **What if I want to receive voice calls for shift offers?**

   If you prefer to receive shift offers through voice calls, you can opt to do so by setting your preference to Auto-Call.

10. **How do I set my preference to receive Shift Offers through the mobile app?**

    In order to set your preference, you must login to the Scheduling solution on your computer or on your phone's web browser.

    Alternatively, you can ask your system administrator to set this preference for you.

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