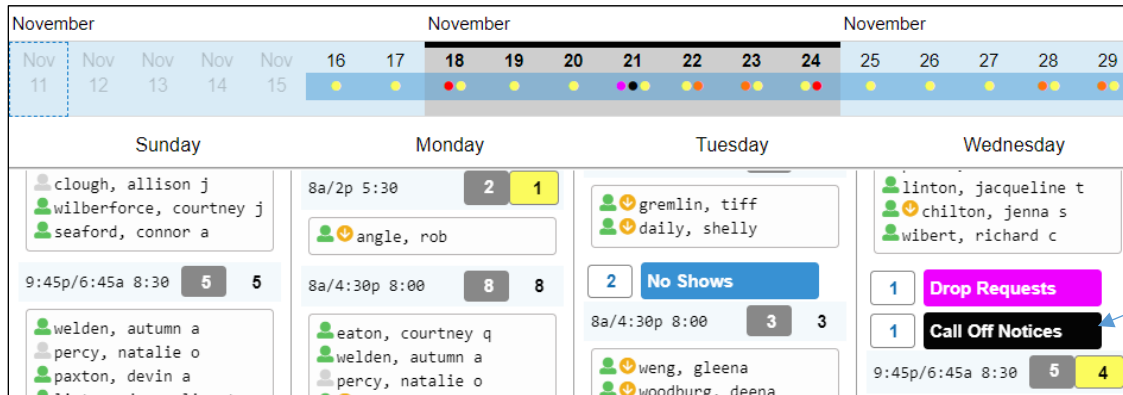


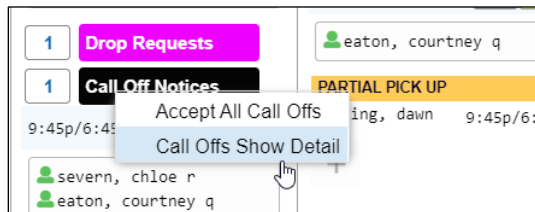
Visual Scheduling: Managing Schedule Call Offs

Job Aid

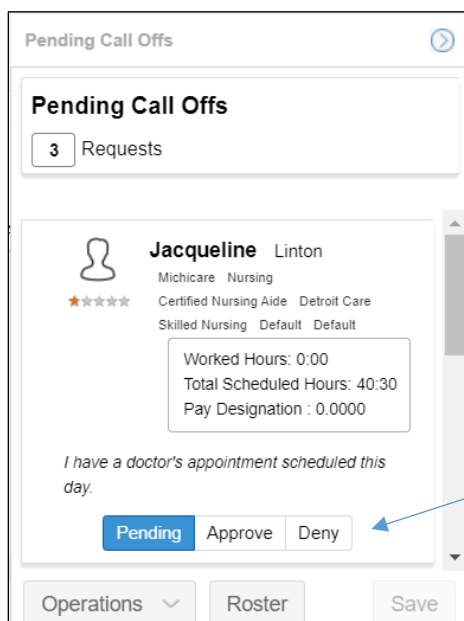
Employee Self Service (ESS) has a feature that allows employees to send a message to their manager to request a schedule call off. Call off requests trigger a Call Off banner in the Visual Scheduling template, indicating that the request is waiting for manager approval. The number box next to the left of the banner indicates the number of call off requests for the coverage schedule.



Click the banner and select Accept All Call Offs to approve the call off or select Call Offs Show Detail to view details about the employee who has requested a call off. If you have multiple call offs for a coverage schedule, the Call Off Show Details can be used to individually approve or deny each call off. Call Offs are listed in the To Do List, but they need to be addressed from the template.



The Pending Call Offs panel has a list of all of the call offs. You can select Approve or Deny for each call off.



Approve or deny the call off

Click the **Save** button after making your Approve and Deny selections, which are highlighted in blue when selected.

Pending Call Offs

3 Requests

Jacqueline Linton
Michicare Nursing
★★★★★
Certified Nursing Aide Detroit Care
Skilled Nursing Default Default

Worked Hours: 0:00
Total Scheduled Hours: 40:30
Pay Designation : 0.0000

I have a doctor's appointment scheduled this day.

Pending **Approve** Deny

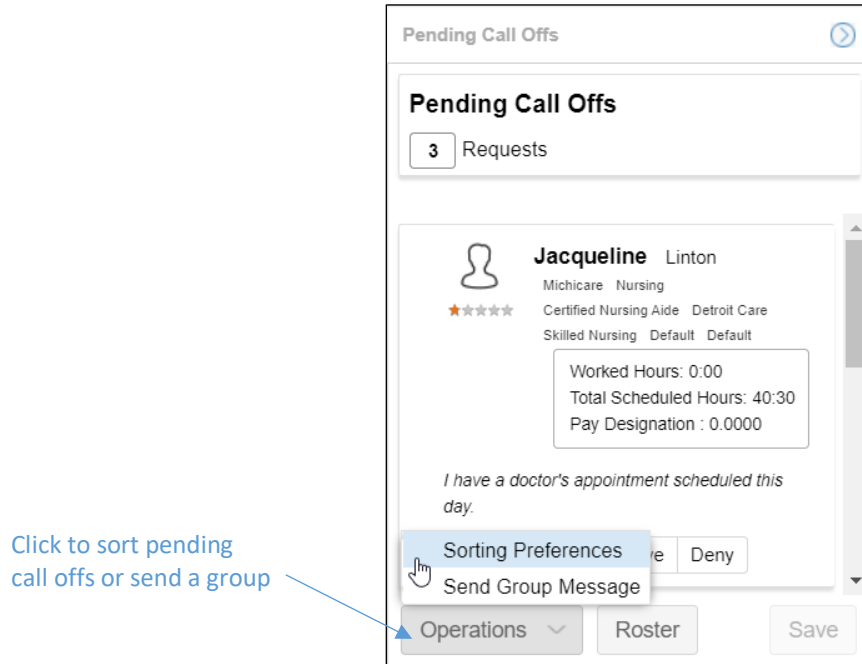
Natalie Percy
Michicare Nursing
★★★★★
Certified Nursing Aide Detroit Care
Skilled Nursing Default Default

Worked Hours: 0:00
Total Scheduled Hours: 57:00
Pay Designation : 0.0000

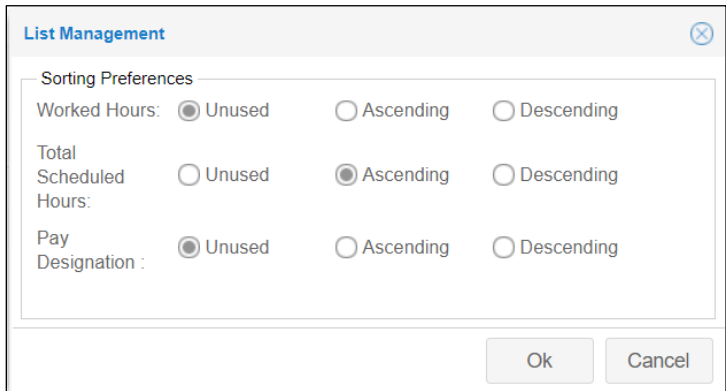
Pending Approve **Deny**

Operations ▾ Roster **Save**

If you have multiple call offs for a coverage schedule, you can sort the call offs in the Pending Call Offs panel by selecting **Sorting Preferences** from the Operations drop-down list.

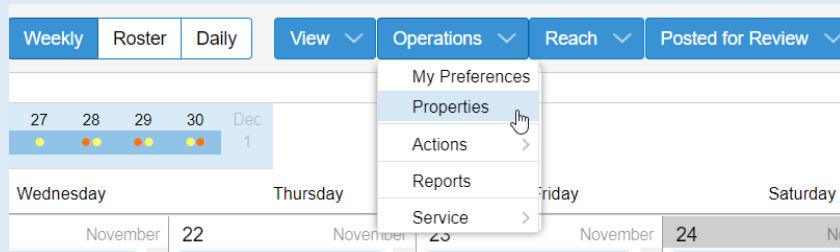


Select the preferences to apply, indicating the order for sorting in the *List Management* window.

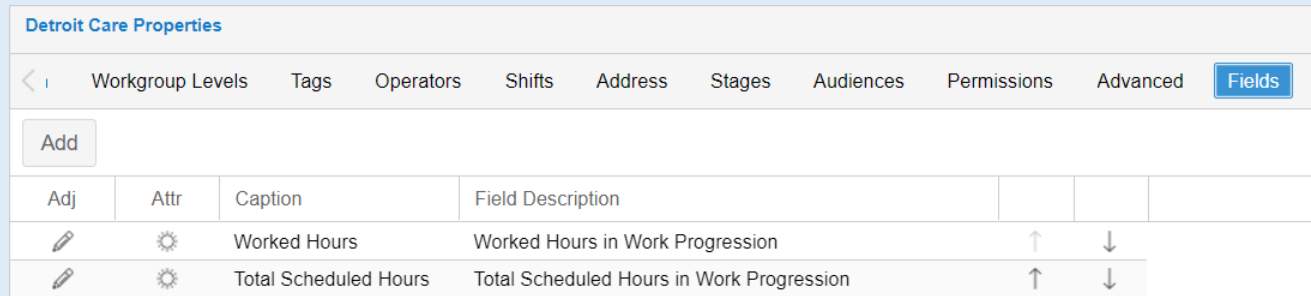


Sorting Preferences

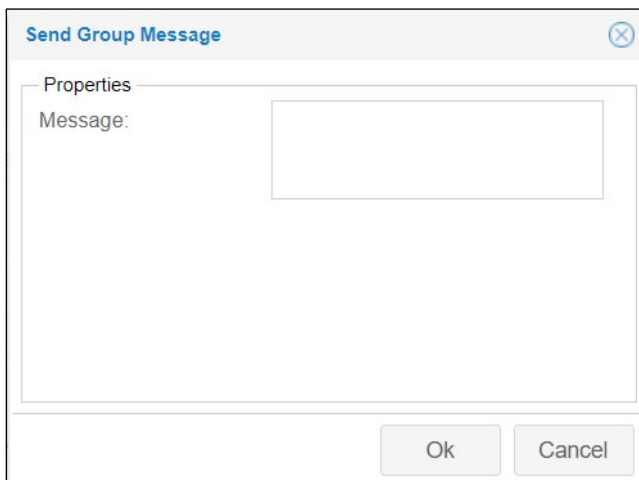
If you have access to the schedule template properties, you can add sorting preferences by clicking the **Operations** drop-down list in the schedule template page and selecting **Properties**.



Click the **Fields** tab in the template properties panel and click the **Add New** button. Select the type of information you want to base the employee sorting on in the detail panels of Pick Up Requests, Drop Requests, No Shows and Call Off Notices.



Send a message to the employees requesting to call off the shift by selecting **Send Group Message**. Type the message in the *Message* field of the *Send Group Message* window and click **OK**.



The roster schedules page displays a list view of the week's personal schedules for employees requesting to call off a shift.

Pending Call Offs

3 Requests

Jacqueline Linton

Michicare Nursing

★★★★★ Certified Nursing Aide Detroit Care

Skilled Nursing Default Default

Worked Hours: 0:00

Total Scheduled Hours: 40:30

Pay Designation : 0.0000

I have a doctor's appointment scheduled this day.

Pending
Approve
Deny

Natalie Percy

Operations
Roster
Save

Roster schedule view

Call off employees are indicated with a red Call Off banner.

	November 16	November 17	November 18	November 19	November 20	November 21	November 22	November 23	November 24	November 25	November 26	November 27	November 28	November 29	November 30	December 1
<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <div> <p>Jacqueline Linton</p> <p>Michicare Nursing</p> <p>★★★★★ Certified Nursing Aide Detroit Care</p> <p>Skilled Nursing Default Default</p> </div> </div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;"> <p>Worked Hours: 0:00</p> <p>Total Scheduled Hours: 40:30</p> <p>Pay Designation : 0.0000</p> </div>	18 November 945p/645a 8½h +	19 November 945p/645a 8½h +	20 November 8a/430p 8h Schedule Style 1 +	21 November 8a/430p 8h +	22 November 8a/430p 8h +											
<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <div> <p>Autumn Welden</p> <p>Michicare Nursing</p> <p>★★★★★ Certified Nursing Aide Detroit Care</p> <p>Skilled Nursing Default Default</p> </div> </div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;"> <p>Worked Hours: 8:00</p> <p>Total Scheduled Hours: 48:30</p> <p>Pay Designation : 0.0000</p> </div>	18 November 945p/645a 8½h +	19 November 8a/430p 8h 10p/6a 7½h +	20 November 10a/7p 8½h Schedule Style 1 +	21 November 8a/430p 8h 945p/645a 8½h +	22 November +											
<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <div> <p>Devin Paxton</p> <p>Michicare Nursing</p> <p>★★★★★ Certified Nursing Aide Detroit Care</p> <p>Skilled Nursing Default Default</p> </div> </div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;"> <p>Worked Hours: 17:00</p> <p>Total Scheduled Hours: 57:00</p> <p>Pay Designation : 0.0000</p> </div>	18 November 945p/645a 8½h +	19 November 945p/645a 8½h +	20 November 8a/430p 8h Schedule Style 1 +	21 November 8a/430p 8h +	22 November 8a/430p 8h +											

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