

HealthRoster

Employee Online (EOL) Request a Duty User Guide

September 2018
Version 1.0



eHealth

Document Control

Date	Version	Author	Description
7.9.18	V 0.1	Sheryl Timney	Create document
24.9.18	V0.4	Sheryl Timney	Update from feedback
27.9.18	V1	Sheryl Timney	Completed Reviews

Circulation for review

Date	Version	Name	Section for Review
11.9.18	V0.2	Laura Lo Iacono	Whole Document
11.9.18	V.03	Andrew McRae	Whole Document
20.9.18	V.03	Ann-Marie Lawrence, Ben Worthington, Stephen Ibbotson, Christopher Moore	Whole Document
24.9.18	V.04	Andrew McRae	Document approved

Approvals

This document requires the following approvals.

Name	Signature	Date of Issue	Version
Laura Lo Iacono	LL	2.10.18	V1.0

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This User Guide includes information regarding the Employee Online (EOL) Request a Duty interface to HealthRoster. Employee Online Request a Duty enables staff, to make and view requests for shifts, rest days and ADOs in EOL via the internet from any location within Australia with an internet connection.

Please note: *Images in this training guide may vary from your live system, as visibility and functionality depend on your user permissions.*

How to use this User Guide:

1. **We recommend saving this User Guide** as an electronic document resource for quick reference, rather than printing.

Having saved the file to your desktop or other easily accessed location:

- **Double Click** the file name to open the User Guide
- Scroll to the **Table of Contents**
- Click the item you wish to view

This will open the item clicked within the body of the User Guide giving you immediate access to the information you require.

To return to the table of contents and to select another item from the table:

- **Hold down the Alt key** and **hit the left arrow key**. If you have scrolled through a number of pages within the guide, continue to hold down the Alt Key and keep hitting the left arrow key until the table of content displays.

2. **Information Icons.** You will see additional information references within the body of this guide. The icons indicate the nature of the information in these blue text box highlights as below.



Tip related to software



Refer to additional information – not related to software training



Reference material & resources e.g.UG, QRGs eLearning Videos

1. EOL Request a Duty Overview

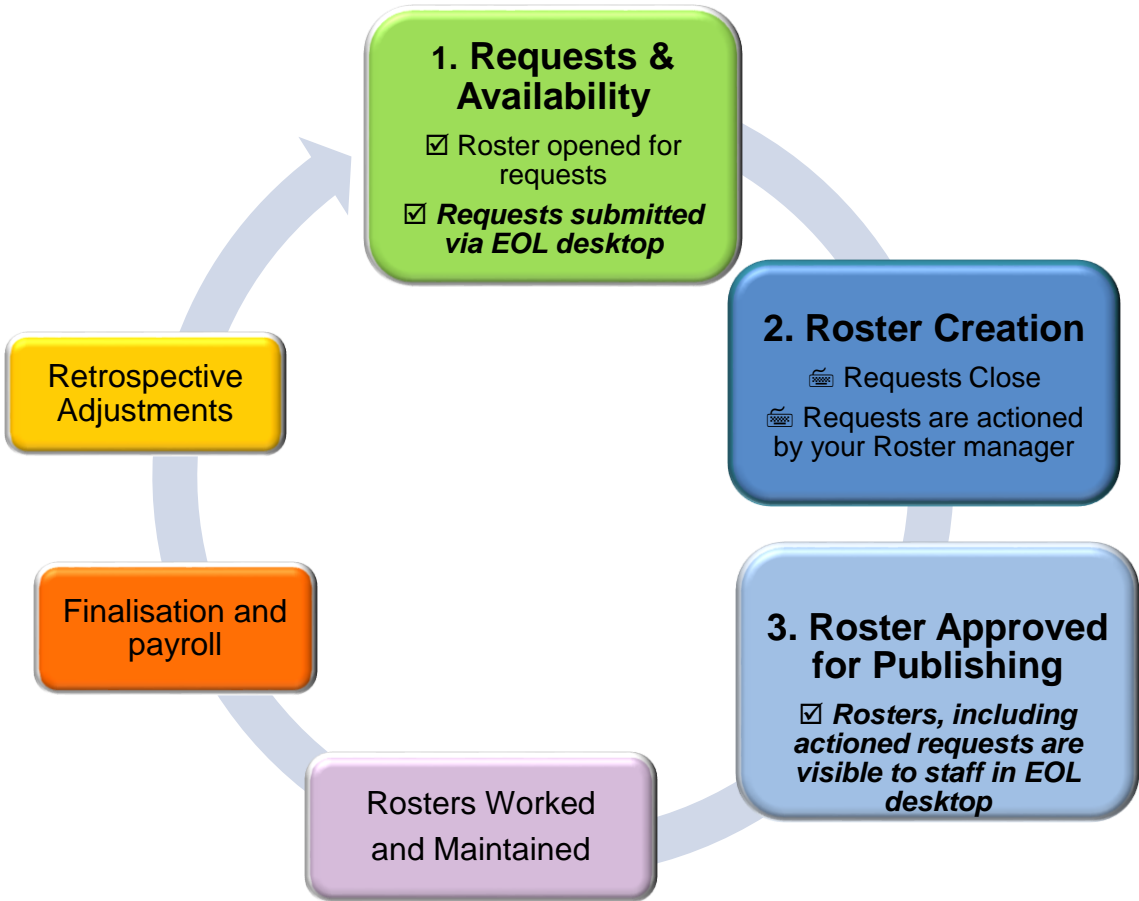
The Request a Duty option allows you to request particular shifts, rest days and ADOs according to your grade and entitlement for rosters open for requests.

The Roster Creator or Roster Manager is responsible for opening a roster for requests, according to the roster cycle.

Note: Any local business practices regarding timeframe for requests and number of allowable requests in a roster period is still applicable.

Roster Cycle elements impacted by electronic requests:

- 1. **Request and Availability:** The roster is generated and is opened for staff requests in EOL.(Desktop)
- 2. **Roster Creation:** When the roster closes for requests the Roster Creator or Manager then actions the requests (request actions are not visible to staff, while roster is being created)
- 3. **Roster Approved and Published:** Once the roster is published staff can see actioned requests in EOL (Desktop)



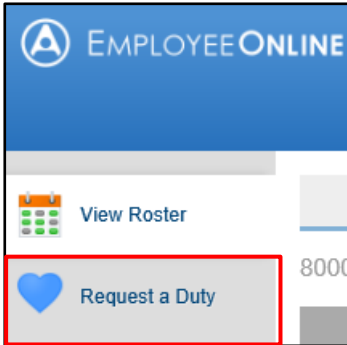
2. Request a Duty in EOL (Substantive)

2.1 Request a Shift

- 1. Log into **EOL** using your StaffLink ID and password

EOL will open on the View Roster screen.

*The **Request a Duty** option displays.*

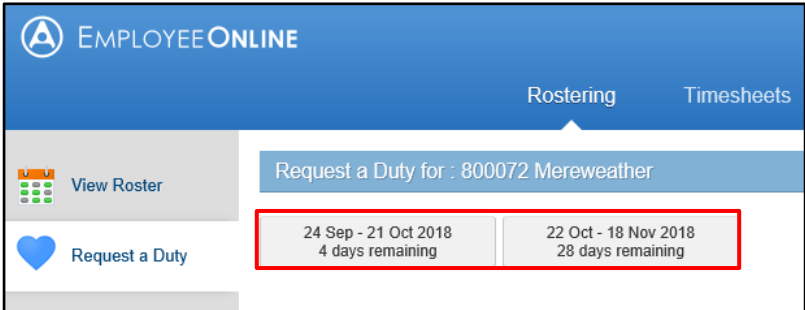


- 2. Click **Request a Duty**

The Request a Duty window will open.

Rosters that are available for duty requests display as tiles.

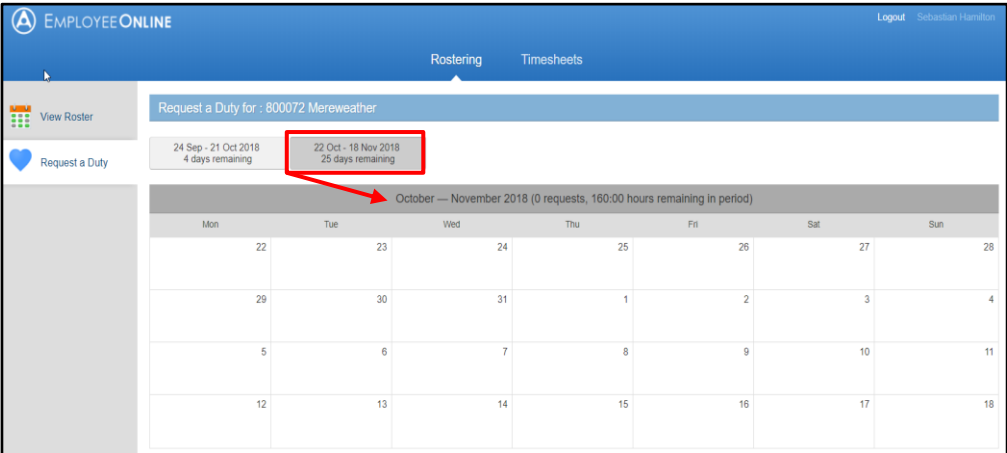
- The start and end day of the roster
- The number of days remaining for roster requests in that period



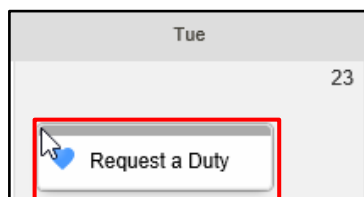
- 3. Click the **Roster Period** you require

The Calendar for that roster period will display.

The selected roster period is highlighted in dark grey.

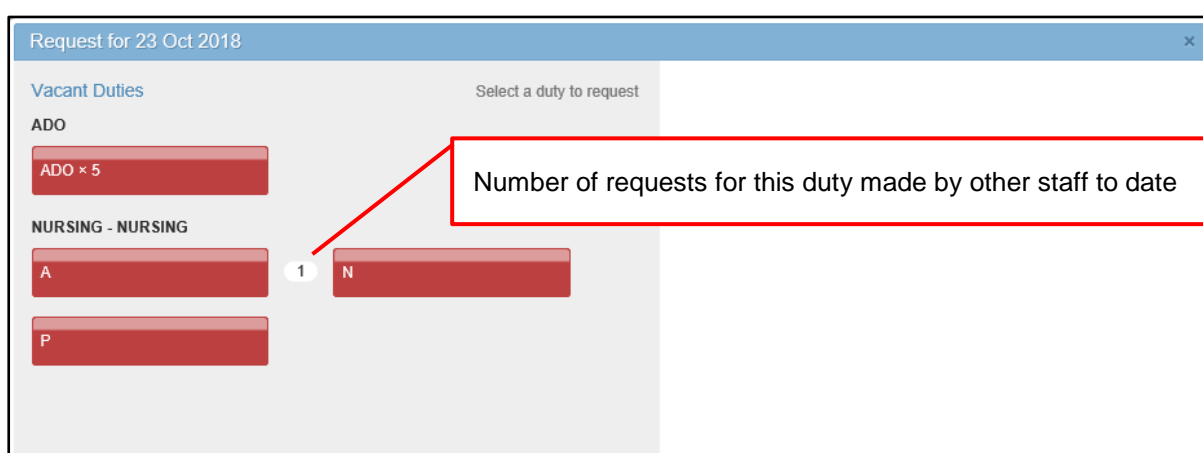


- Click on the **Date** you wish to request a duty for
- Click the **Request a Duty** pop-up



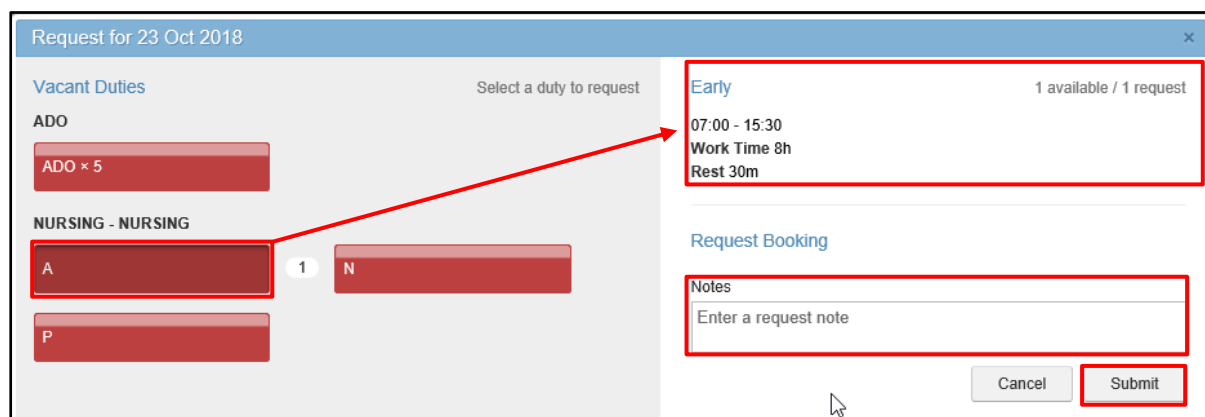
The request window displays tiles for each available shift on that day. Shift types are identified by a letter on the tile. If there is more than one duty an **x** and number will display e.g. ADO x 5.

If a number displays beside a duty, this indicates the number of requests already made for this shift.

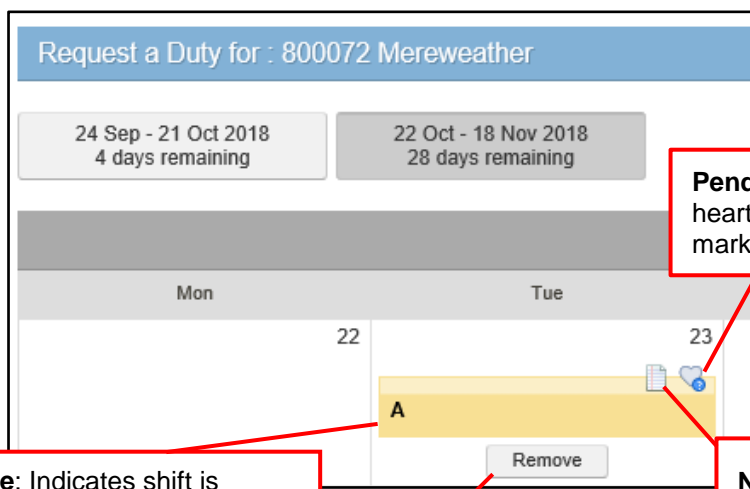


Even if others have requested a duty, this does not stop you from submitting a request for the duty.

- Click the **Duty** or **ADO** tile required
- Click the **Notes** field and enter notes if required (optional)
- Click the **Submit** button to complete your request



The request will appear in the request calendar.



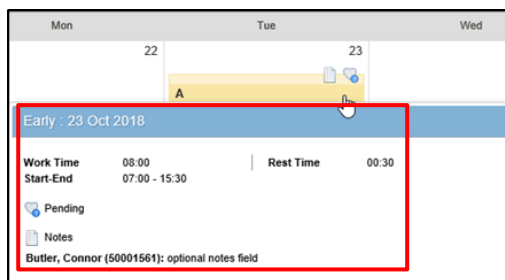
Pending Request Icon: Grey heart icon with a blue question mark is attached to the yellow tile

Yellow Tile: Indicates shift is requested

Note Icon: Displays if notes have been added

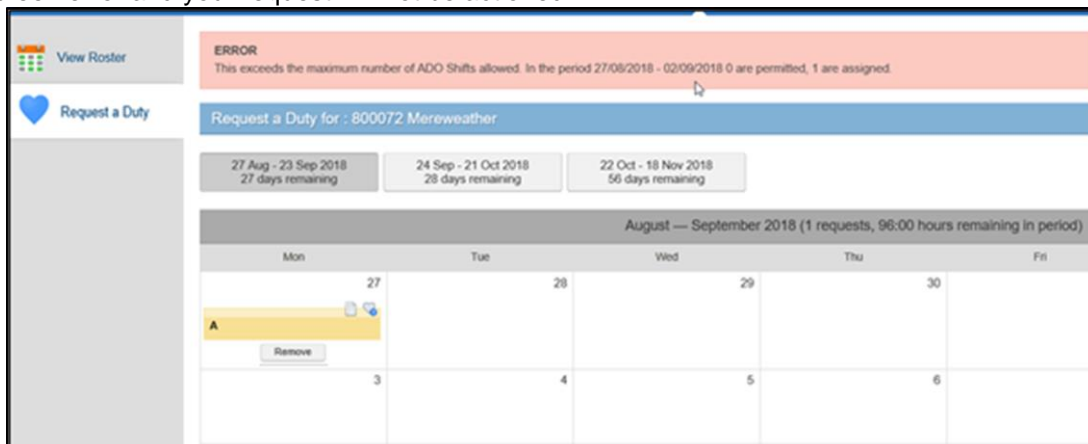
Remove button: Requests can be removed, while the request period is open

9. Click the **Yellow Request** tile to see the tooltip detail, including notes



How many requests can I make?

Your local business process will determine how many requests you can make in a period. If you make a request in excess of the allowed number of requests in a period, you will see a screen error and your request will not be actioned.



3. Viewing Actioned Shift Requests on a Published Roster

Your manager will review your requests after the request period has closed, when building a roster for publishing.

Your Manager can:

- Approve a Request
- Deny a Request including a reason as a note
- Create an additional duty to allocate and approve the request
- Search for and allocate the same (start and/or end time as requested) or similar shift (start and/or end time different from requested time) to that requested

Once the roster is published your requests can be viewed in the View Roster screen in EOL.

1. Log into **EOL** using your StaffLink ID and password

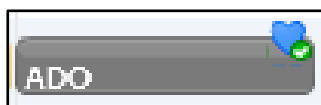
EOL will open on the View Roster screen.

3.1 Outcome from Manager Review of Duty requests

- **Approved requests** display as a green tile with a blue heart with a green tick icon



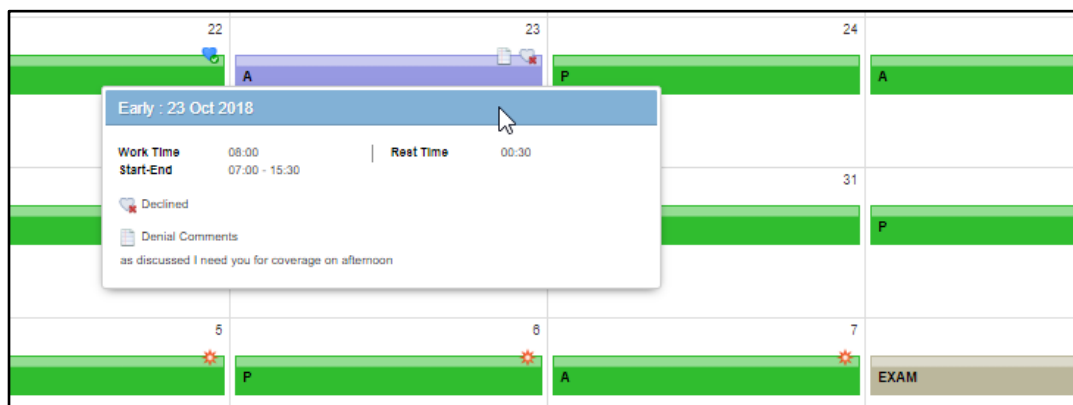
- **Approved ADO/Rest Day** display as a grey tile with a blue heart with a green tick icon



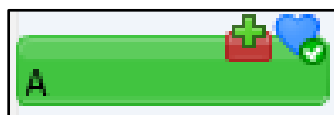
- **Denied Requests** display as a purple tile with a grey heart icon with a red cross plus a note icon



- Click a denied requested shift to view the manager's reason for declining the request



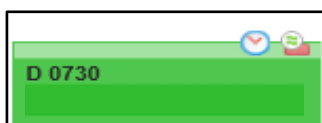
- Assigned an Additional shift:** If your manager assigns an additional shift to allocate the request, the shift displays as a green tile with an Approved Request icon (blue heart with green tick) and an Additional Duty icon (red rectangle with a green cross).



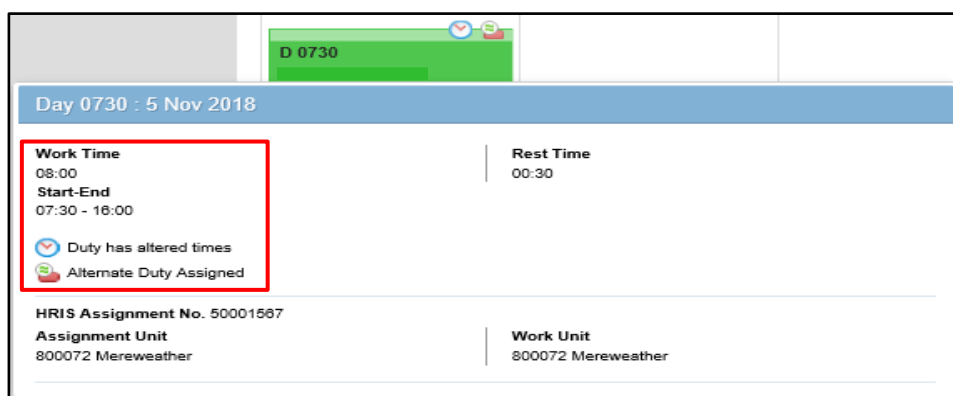
- Assigned an Alternative shift (same times requested):** If your manager assigns an alternative duty with the same start and end time as requested, the shift will display as a green tile with an Approved Request icon (blue heart with a green tick icon). Click the shift to see the details.



- Assigned an Alternate Duty (different start and end time as requested):** Your manager can allocate an alternate duty, with a different start or end time from your request. (This is usually plus or minus an hour from your original request times).
 - If your manager takes this action, it does not count as a request
 - The request icon will be removed from the shift display
 - The green allocated shift has the **Clock Icon** to indicate a change of duty time
 - The **Alternate Duty Icon** (red tile with two green wavy lines) indicates an alternative duty time has been allocated



- Click the **tile** to see the change of shift detail





If you need to make a change on a published roster, contact your Roster Manager and follow your local business process.