

HealthRoster: EOL Mobile and Shift Requests

FAQ's for Employees



Q How do I make requests?

A. Open the following web page (<http://www.ehealth.nsw.gov.au/programs/corporate/healthroster>) on your mobile device and then select your Agency or Local Health District (LHD) from the drop down menu. Once you have logged in select the **Request a Duty** option. Any roster periods that are open to requests should be visible to you.

Q. Can I still access EOL on my desktop computer?

A. Yes, through the above URL by selecting your Agency/LHD from the drop down menu.


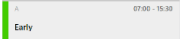

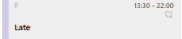

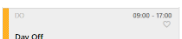

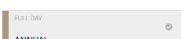
Q. When I login to EOLm I can't see the Request a Duty option?

A. Speak to your manager, you may not have been provided with the correct EOL access yet.


Q. How long do I have to enter requests?

A. The time you have left to enter requests is displayed on the roster request period tile in the **Request a Duty** tab.

Q. What do the different duty colours in EOL Mobile and EOL mean?

	EOL	EOL Mobile
1. An assigned duty which you are rostered to work is Green .		
2. A denied request or a cancelled duty which you <u>are not</u> required to work is Purple .		
3. A requested duty that is pending approval is Yellow .		
4. A non-productive duty, such as any form of leave or a course is Grey		

Q. Can I access the Desktop site from EOL Mobile?

A. Yes, from the EOL Mobile home page click on the 3 lines  in the right hand corner of the screen and then select '**Go to Full Site**'.

Q. Can I cancel a duty I have requested?

A. You can change your requests as required during the request open period. Once the request open period is closed you will need to speak to your manager to change shifts.

Q. Will I be able to see any other staff member's rosters?

A. No. You will only be able to see your own roster.

Q. Can I request leave in EOL?

A. No. If you can't see your approved leave when you are making your requests you should speak to your manager to have it added to HealthRoster.

Q. I can open the *Request a Duty* tab but have no duties to request from

A. Speak to your manager in the first instance as you may not be assigned to a team or have the relevant skills assigned.

Q. I can't see my Roster in EOL Mobile or EOL

A. Speak to your manager, as your roster may not yet be approved for publication.

Q. Are requests approved in a first come first served basis?

A. No. Each request needs to be manually approved by the Roster Manager and is accordance with your unit's operational requirements.

Q. What further support and training will be available?

A. Modules, videos, webinars, user guides and QRG's are available for all staff on My Health Learning and by visiting <http://hseh.intranet.health.nsw.gov.au/toolkit/resources/healthroster/employee-online-eol-mobile>

More information?

Please Contact your Local Rostering Team