

HealthRoster: EOL Mobile and Shift Requests

FAQ's for Roster Managers



Q. How many employees can request the same duty?

A. Multiple staff can request the same duty. It will be up to you as the Roster Manager to manage the requests in accordance with your staffing requirements set out in your unit's roster template.

Q. How many duties can staff request?

A. There is no restriction in EOL on how many shifts a staff member can request, however employees should be advised to follow the local Policy when making requests. If an employee wants to make a priority request they need to enter a note on the request.

Q. Are requests approved on a first-come first-served basis?

A. No. All pending requests will be visible and it will be at the Roster Manager's discretion as to which requests are approved or denied.

Q. Are staff able to request any shift in the roster?

A. No. They will only be able to see and request shifts that match their team, grade and skills.

Q. Can staff request leave through EOL or EOL Mobile?

A. No. Non-Productives (e.g. Annual leave, Study leave etc.) should be added to the roster prior to the request period opening so that employees can enter requests around their approved leave. Staff can however request ADOs and Days Off.

Q. Can staff see what other staff have requested?

A. Staff can see the number of staff that have already requested a duty but not specifically who has requested it.

Q. Can staff cancel a duty once it has been requested?

A. Staff can change their requests during the request open period. Approved requests cannot be changed by the employee.

Q. Is there a record of previous shift requests?

A. The **Requests** tab in **Staff Outcomes** report shows a history of approved and denied requests. The **Staff Outcomes** report is located by right clicking on the purple roster bar.

Q. How do I open the request period for staff?

A. Once the purple roster bar is applied, the request period is automatically set to open 91 days before the first day of the roster and close 49 days before the first day of the roster.

Q. Can I change the request period?

A. The request period can be changed as soon as you add the purple roster bar. Right click on the purple roster bar and select **Change Request Period**.

Q. On which devices can staff log in to make their requests?

A. EOL Mobile can be accessed on all Android and iOS devices. The EOL desktop version can be accessed on all mobile devices as well as desktop computers.

Q. Why can't my Staff member see the Request a Duty Tab in EOL or EOLm?

A. They may not have the correct HealthRoster profile to allow them access to enter requests. You should contact your local HealthRoster support team and ask them to assign them the appropriate profile.

Q. Why can't a staff member see any duties to request?

A. They may not be in their correct team or have the skills required. Check that the employee is in the appropriate team with the appropriate skills assigned.

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?

Contact your Local Rostering Team