WhenToWork.com User Guide

WhenToWork.com is an online staff scheduling program used by San Francisco State University's Campus Recreation Department. With this program employees will be able to access their schedules, update their availability, trade shifts and much more. Campus Recreation Department employees will find this site useful because it gives them a direct contact to other staff including the managers. The program is very easy to use and can be accessed anytime during the day or night. This user guide will help answer any questions you may have in understanding how to use the WhentoWork site.

Initial Hiring Procedure:
Upon being hired by the Campus Recreation Department, your Program Coordinator will add you into the system and e-mail you the employee sign in instructions. Once you receive the e-mail you can log in to WhenToWork.com using the temporary Sign-In ID and password given.

NOTE: Be sure to check your SPAM e-mail folder in case the instructions were sent there instead of you inbox.

Once you log in to WhenToWork you can change your Sign-In ID and password to something you will remember. Upon logging in for the first time, you must enter a phone number and permanent mailing address where you can be reached.

Signing In:
Step 1) On the Home page Click **Sign In** on the top left hand side of screen.
Step 2) Enter ID under **Sign-In ID**
Step 3) Enter Password under **Password**
Step 4) Click **Sign-In Now**

You will then be redirected to the San Francisco State University Campus Recreation Department WhentoWork Page.

Did you forget your ID or password?
Step 1) On the Home page Click **Sign In** on the top left hand side of screen.
Step 2) Below Log in Box refer to **Need your ID and/or password?** and click the link next to it.
Step 3) Enter your email address and click **E-mail my ID and Password**

Your ID and Password will then be sent to you through the email address you setup with your WhentoWork account.

Check Schedule:
Step 1) Sign in to **WhentoWork**
Step 2) Click on the first blue box in the center of the window titled **Show My Schedule**

OR
Step 2) At the top of the window click on the second tab from the left titled **Schedule**
Your schedule for the week will then be displayed from Sunday to Saturday.

**Putting In Your Availability:**
You can enter your work availability in two ways. You can select either **Set SPECIFIC DATE Preferences** or **Set REPEATING WEEKLY Preferences**. Specific Date Preference will only set the schedule for the day(s) you choose. Repeating Weekly will repeat the schedule on a weekly basis.

**Note:** Entering preferences in no way guarantees that your schedule will follow these times nor that your existing schedule will be changed in any way, but may increase the likelihood that you are assigned to times that you prefer.

<table>
<thead>
<tr>
<th></th>
<th><strong>SPECIFIC DATE</strong></th>
<th><strong>REPEATING WEEKLY</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1.</strong></td>
<td>Sign in to <em>WhentoWork</em></td>
<td>Sign in to <em>WhentoWork</em></td>
</tr>
<tr>
<td><strong>Step 2.</strong></td>
<td>In the center of the window, click on the fourth blue box down titled <strong>Choose Times I Prefer to Work</strong> OR At the top of the window click on the fourth tab from the left titled <strong>Prefs</strong></td>
<td>In the center of the window, click on the fourth blue box down titled <strong>Choose Times I Prefer to Work</strong> OR At the top of the window click on the fourth tab from the left titled <strong>Prefs</strong></td>
</tr>
<tr>
<td><strong>Step 3.</strong></td>
<td>A new window will automatically open up. <strong>Note:</strong> These preferences override your <strong>Repeating Weekly</strong> Preferences. Leave days white to use your <strong>Weekly Recurring</strong> Preferences (Only change the days that will be different from repeating)</td>
<td>A new window will automatically open up. Click on a colored roller to choose a preference – <strong>No Preference</strong> <strong>Prefer Working</strong> <strong>Dislike Working</strong> <strong>Cannot Work</strong></td>
</tr>
<tr>
<td><strong>Step 4.</strong></td>
<td>Select month you wish to create schedule for. This can be done by placing cursor over <strong>Highlighted Month Name</strong>. Click on desired month.</td>
<td>“Paint” the time blocks on the grid with the chosen color or click the day name to change the whole day to that particular color OR Use the scroll down form at the top right side of window a. Pick color/preference b. Choose Day c. Beginning Time and Ending Time</td>
</tr>
</tbody>
</table>
### Step 5.
To set a whole day preference click on a colored roller then **CLICK ONCE** on a day or “PAINT” multiple days on the calendar.  
Click **Save Changes** when done

| Step 6. | To set specific hourly preference for a day **DOUBLE CLICK the day to edit.** A new window will automatically open up. Pick color/Click on preference, then "PAINT" the time blocks on the time grid below with that color. Click "All Day" to color the whole day **OR**  
Use the scroll down form at the top right side of window  
   a. Pick color/preference  
   b. Beginning Time and Ending Time | **Click** **FUTURE weekly preferences** |  

### Step 7.
Click **Save Changes.**  
The schedule will then be set for the selected month.  
A new window will automatically open up. You then must **CHOOSE THE DATE to start using these preferences**

### Step 8.
Click **Save Changes** once again.  
The schedule will then be set to change on the assigned date chosen.

---

**Requesting Time Off:**

**Step 1)** Sign in to WhentoWork  
**Step 2)** In the center of the window, click on the fifth box down titled **Request Time Off (Full or Partial Day)**  
**OR**  
Step 2) At the top of the window click on the fifth tab from the left titled **Time-Off**  
Step 3) Click on calendar to choose date  
Step 4) Select whether you want the whole day off by selecting **Full Day(s) Off.** If the time off requested is more than one day in a row please enter the number of days.  
**OR**  
Step 4) Select whether you want **A Partial Day or Repeating Days Off.** This is if you cannot work between certain times. Use the scroll down form by selecting the Start Time, End Time and if you want to repeat this for Additional Week(s).  
Step 5) You can also leave a comment, but this is not required.  
Step 6) Click on **Request Time Off.** Your time off request will be sent to your manager. You will be
Notified when they have approved or denied the request.

**Change My Information:**
Step 1) Sign in to WhentoWork
Step 2) In the center of the window, click on the third box down titled **Change My Information (Notifications, Phone, etc.)** OR
Step 2) At the top of the window, click on the third tab from the left titled **Info**
Step 3) Here you will be able to Change your ID or Password, edit your phone number, address and email address. You can also change the setting whether or not **Only My Manager** or **All employees** can view your information.
Step 4) Click on **Save My Changes**. Your information will then be updated.

**Trading Shifts:**
Step 1) Sign in to WhentoWork
Step 2) Check Schedule
Step 3) To put a shift on trade board or find a possible replacement click on the desired shift.
Step 4) You then must select whether it is a **Trade Only, Drop Only** or **Trade or Drop Okay**
Step 5) You can also leave a comment to show on the trade board, but this is not required.
Step 6) Click on **Post**. Your request will then be posted on the Tradeboard.

**Accept Trade Shift:**
**Note:** You can only accept shifts posted on the tradeboard for positions that you have been approved to work by your direct Coordinator.

Step 1) Sign in to WhentoWork
Step 2) In the center of the window click on the sixth box down titled **Tradeboard – Pick Up Open Shifts** OR
Step 2) At the top of the window click on the center tab titled **Trades**
Step 3) Click on shift you wish to accept
Step 4) Any shift you request picking up will be sent to your manager for approval

**Send Message to Manager:**
When you post your schedule or accept a shift on the Tradeboard you need to notify your manager. By doing this you will be preventing any future mis-communication. This can also allow the manager to contact other employees if no one accepts your shift.

Step 1) Sign in to WhentoWork
Step 2) In the center of the window click on the seventh box down titled **Send a Message to My Manager**
Step 3) Click on the **Send to:** tab and scroll down to manager name
Step 4) Enter Subject and Write message in the designated space
Step 5) Click Send. Your message has been sent to the selected manager