

# MySchedule Implementation Staff FAQ

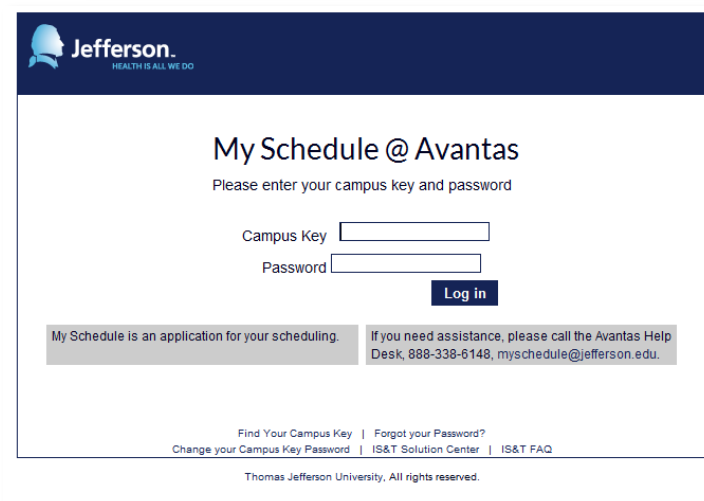
# MySchedule Implementation FAQs

1. I understand Jefferson is implementing a new scheduling and staffing system to replace JeffTime. What is its name and features?

We are implementing MySchedule, a scheduling, staffing, and productivity tool used by many other hospital systems throughout the country. MySchedule is an automated tool called SmartSquare, which is designed by Avantas, a healthcare company in Omaha, NE, designed to meet the continuum of scheduling and staffing needs specific to healthcare organizations. From the initial core staff schedules, through proactive recruitment to fill open shifts, and ending in the deployment of the right person to the right place at the right time, MySchedule is the smart tool for Jefferson. Here is what it will look like when you log in:



The image shows the Smart Square login interface. At the top, the Smart Square logo is displayed with the tagline "an Avantas Solution". Below this, it says "exclusively for" followed by the Jefferson logo and "HOME OF SIDNEY KIMMEL MEDICAL COLLEGE". The login section includes a "Login" label, a text input field containing "kbownes", a "Password" label, and a password input field with masked characters and an eye icon. A "Forgot your password?" link is located below the password field, and a "LOGIN" button is on the right.



The image shows the My Schedule @ Avantas login interface. At the top left is the Jefferson logo with the tagline "HEALTH IS ALL WE DO". The main heading is "My Schedule @ Avantas" with the instruction "Please enter your campus key and password". Below this are two input fields: "Campus Key" and "Password". A "Log in" button is positioned to the right of the password field. At the bottom, there are two informational boxes: "My Schedule is an application for your scheduling." and "If you need assistance, please call the Avantas Help Desk, 888-338-6148, myschedule@jefferson.edu." The footer contains links for "Find Your Campus Key", "Forgot your Password?", "Change your Campus Key Password", "IS&T Solution Center", and "IS&T FAQ", followed by the text "Thomas Jefferson University, All rights reserved."

## **2. How will MySchedule impact me?**

You will use MySchedule to create, manage, and view your schedule, which includes self-scheduling, submitting requests such as ETO, swaps, and requests for days off, and selecting open shifts. Your process for calling out for absences will remain the same as it is today.

## **3. What are some key features and differences between MySchedule and JeffTime that I should know?**

Even though MySchedule may look different than JeffTime, it has many similar features and functions that are used today such as:

- Automated process for requesting ETO and Shift Swaps
- Ability to submit schedule requests several weeks in advance

Here are a few of the key differences:

- Automatic posting of new shifts on a rolling calendar based upon patient demand on the units you're able to work in
- Notifications through email, text message or MySchedule to let you know when self-scheduling windows open and close
- Ability to use internet-capable mobile devices to access the system

## **4. When will I start using MySchedule?**

Based on the status of the new scheduling project, we are delaying SmartSquare implementation by one scheduling cycle. This means we will continue to use JeffTime for self-scheduling for the 11/26/2016-1/6/2017 schedule. This includes all schedule changes as well as other requests.

The revised timeline will be:

- Schedule opens to staff for self-scheduling on 11/15/2016 for the 1/7/2017-2/17/2017 schedule
- Self-schedule closes on 11/27/2016 for the 1/7/2017-2/17/2017 schedule
- Open shift for unit staff will open on 12/8/2016
- Open shifts for pool will open on 12/15/2016

Once you are able to access, you will use MySchedule to submit ETO requests, shift swaps, and request days off.

**5. How will I, as a staff member, access MySchedule?**

MySchedule is a web based application available through these supported internet browsers:

- a. Google Chrome
- b. Internet Explorer 11 and higher
- c. Safari
- d. Firefox

You can access MySchedule on or off campus without needing to be on the Remote Access Portal (RAP).

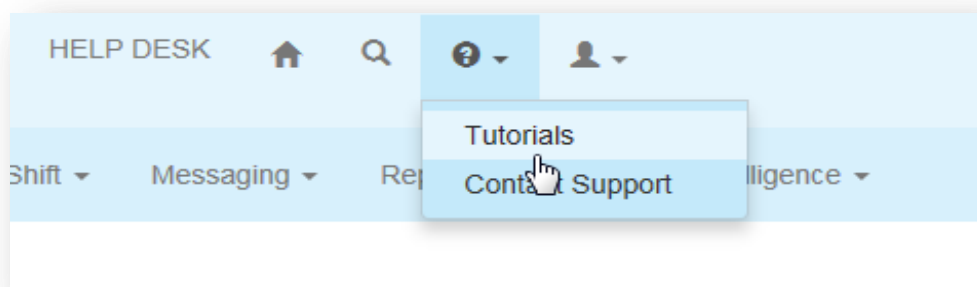
**Your current Jefferson log on credentials (Campus key and password) will be used to access MySchedule.**

From a work desktop, you'll simply click on the [MySchedule link](#) through the site. You can also access MySchedule from your home computer by typing <https://myschedule.jefferson.edu> in your internet web browser address window.

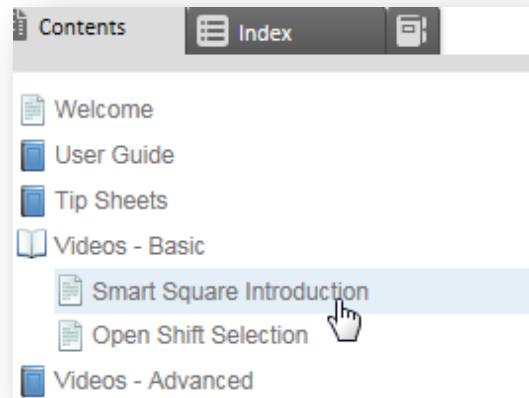
Also, any mobile device that is internet capable such as Android and iPhones will be able to access MySchedule to view schedules and submit requests, the same way as if you were on a computer. Some of the more advanced functions such as the Business Intelligence Dashboards require Adobe Flash, which may not be available on all mobile devices.

**6. How will I be trained on MySchedule?**

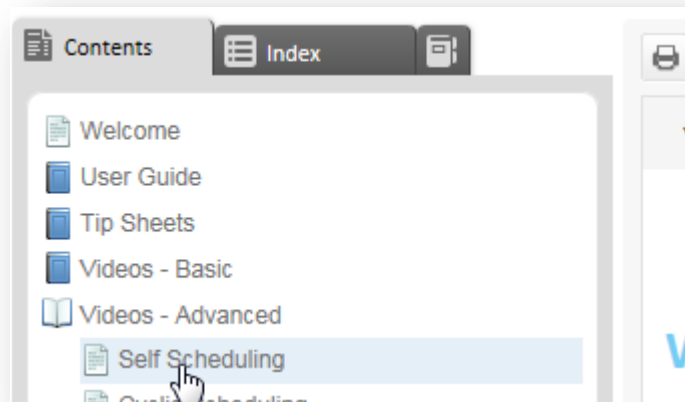
All staff members can access training videos by signing into MySchedule and selecting Help Tutorials. This link can be accessed and revisited at any time.



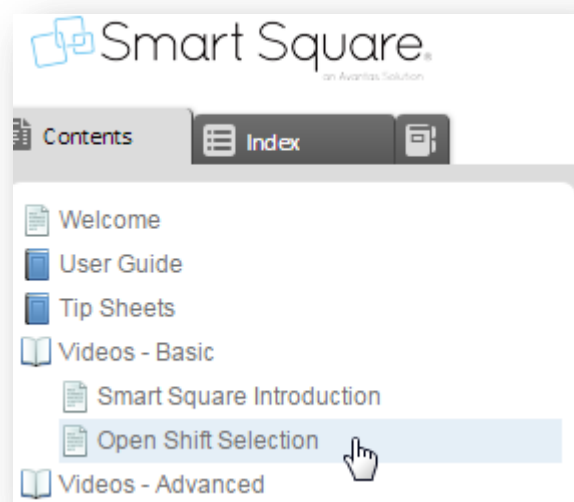
**Video 1:** The first video for staff members to watch is titled “Smart Square Introduction” and is 13 minutes long. This video is found under “Videos – Basic” and demonstrates how to view your schedule, request changes, and manage your notifications with the communication center.



**Video 2:** The second video for staff members to watch is a 7-minute long introduction to self-scheduling. This video is found under “Videos - Advanced.”



**Video 3:** The last video, which is 5 minutes long, is (5 minutes), located under “Videos — Basic” is titled “Open Shift Selection” and details in how to pick up open shifts.



User guides and tip sheets are also provided in MySchedule under the Help Tutorial link.

Managers/Schedulers will attend a one day training class. For more information, visit the Manager FAQ document.

**7. Is there a MySchedule app for my smart phone?**

There currently is not an app available for iPhone, Android or Blackberry. All MySchedule features, with the exception of dashboards, are available by using your browser (i.e. Safari) to visit the website on your smart phone.

**8. Who should I contact if I have additional questions?**

Please reach out to your manager if you have any questions. He or she will be able to direct your question to an advanced user, if necessary.