

Guide to ShiftPlanning

1.) Creating a login:

- a. Amy will send you an activation link via email – click on the link.
- b. The link will take you to the Streetlight Shift Planning website where you will create a password.
- c. After you create a password, it asks you to agree to their privacy terms. Agree and your account is set up. You may login with the email address Amy has registered you under (this should be the same email address you have on file with Streetlight).

2.) Logging onto and using the Shift Planning website:

- a. You can enter the Shift Planning site through the Streetlight Stop (remember to right click and open in a new window), or by typing in www.shiftplanning.com directly to your web browser, or by your smartphone (see Mobile app section below). The login button is on the top right corner of the site.
- b. Enter your email address that you have on file with Streetlight as your username and enter the password you created when Amy sent you the activation link to activate your Shift Planning account.
- c. If your credentials are entered correctly, the website will say “Login success. One second please...”

3.) Initial Set-up:

When you first login, you will automatically be defaulted to the “Dashboard” section of the site. ***Please note: The first time you login, you will need to click on the “Settings” link on the left side of the page. ***

- a. Then click “Edit Details.” Confirm that your name, mobile number and email are correct. Also add your birthday if it allows you to. (This helps remind the team to celebrate with you!)
- b. You can create a username or leave it as your email. Make sure to click “update”
- c. You can also click on “Notifications” and decide if you’d like email and/or text messages to remind you of shifts and changes. You don’t have to do either...this is for your convenience ☺
- d. Also, PLEASE upload a picture of yourself so we can have a pretty little website with all of our shining faces on it.
- e. **THIS PART IS VERY IMPORTANT!!!** After you ensure your information is correct, click on the “Availability” link to enter the times you are NOT available to pick up a shift. Grey = NOT available, white = times you are able to do a Streetlight Shift. This will greatly help us to ensure who we can and cannot use to pick up certain shifts. This will also be important later on for allowing us to cover shifts when people need to trade shifts. Please also fill in times you’re not available even if it’s not during Streetlight hours. We need to know when it is or isn’t a good time to contact you. If you need more specific time increments you can click on “Need more Detail” on the right bottom of the screen.

4.) Mobile App

After you’ve done the initial set-up on a computer, to get the mobile app to ShiftPlanning on your phone

- a. Point your smart-phone’s internet to www.shiftplanning.com/app/ Its an easy app download and log-in from there!
- b. There is a possibility that there are a few “glitches” with this mobile app – as it was JUST launched, so don’t solely depend on it...but it can be a good quick reference!

5.) How to see the Schedule

- a. Click on “Schedule” in red top navigation bar. Click on “Month” and move red arrows (if necessary) to the month you’d like to look at.
- b. If you just want to see your schedule, notice that it will be shown just under the red navigation bar as “My schedule”.
- c. If you want to see the whole Streetlight schedule (to see who you can trade a shift with) left click on “My Schedule” and toggle the checkbox that says “Streetlight team schedule”
- d. If you want to see the names of people on shifts and the captains of those shifts click on week and then make sure the box to the left of “week” titled “list” is darkened. This will tell you the names of the people on the shift and the Captains for that shift.
- e. You can also click on the “Staff” tab and click on the dropdown menu that says “Filters” click on a day or special project group you want to see and it will show you the people in that group. For example: Monday Lounge or Team Michael

6.) How to manage absences and trades

- a. **THIS IS NEW: MAKING UP AN ABSENCE OR A TRADE IS ENTIRELY YOUR RESPONSIBILITY. REBECCA, AMY, EMILY, and PRASHANTH WILL NOT BE AVAILABLE TO HELP WITH THIS. WE WILL NOT RESPOND TO TEXTS, EMAILS, OR PHONE CALLS ABOUT TRADES/MAKE-UPS. READ BELOW TO FIND OUT HOW TO TRADE/MAKE-UP AN ABSENCE.**
- b. As you have been notified, you are allowed to have 2 absences in a semester, **but if you have a 3rd absence it is your responsibility to make it up or you will be asked to leave Streetlight. This is no joke!** SO if you have to miss a day but you’re able to make it up on a different shift it will not be an absence.
- c. To make up a shift you have to find someone who is available to do a trade. To do this – look at your schedule and think about possible days you could make it up.
- d. Then view those days (as mentioned above in 5c-e) on the shift planning site. Note the people’s names on that shift and the captains.
- e. To see who might have a break in their schedule to trade click on the “Staff” table on the red navigation bar. Then click on the team member’s picture who is on the shift you’d like to trade for.
- f. Next click on “Availability” on the right hand side of the screen. Any time block that is in white is a time they could possibly do a shift. See if your normal shift time is during a time they are free.
- g. If so, you can contact this person by clicking on “Overview” also on the right hand side of the screen. Here you will find their phone number and email.
- h. ***You are responsible for confirming the trade and for notifying YOUR CAPTAIN of the trade. The person who agrees to trade with you will need to be responsible for notifying their captain of their trade.***
- i. If no one responds back to you indicating they can make a trade you can try contacting the captains of the shifts you could make to see if anyone’s going to be absent that you can fill in for.
- j. If there was no one who could make a trade with you on the WHOLE team, then you will have to count that miss as an absence. **DO NOT show up to a shift without having traded or be filling in for someone else that’s absent.** We cannot have an overload of people on shifts. – Sorry.

****If your schedule turns out to be a problem come see Rebecca or Amy sooner rather than later!!! Perhaps we can switch your shift permanently so that you can make it. We understand things come up, but we need to have them communicated to us. You were chosen to be with Streetlight because we thought you were special. It is not our intention to lose you so communication is the key.****