Employee Guide

timeforge

Smart tools for busy people

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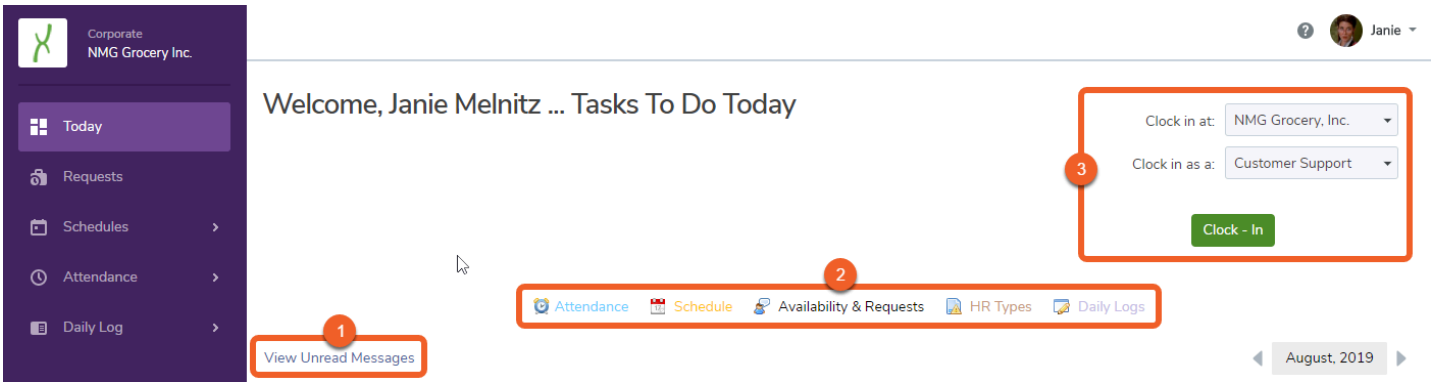
The Basics

Get to know your Today Page

The Today Page displays important information about your TimeForge account, including pending, approved, and denied requests. The Today page also includes the ability to clock in / clock out (if enabled by management), information about upcoming schedules, availability, and possible shift swaps.

This guide will walk you through the features of your Today Page, from top to bottom. To get to the today page, simply click the **Today** tab in the left side navigation menu.

Top of the Today Page (Messages and Clock-in)



1. If you have unread messages waiting for you, you can click this link to be taken directly to your Messages inbox. Messages can include information from TimeForge about planned maintenance, as well as messages from your Manager or coworkers regarding your availability requests, bid shifts, and upcoming schedules.

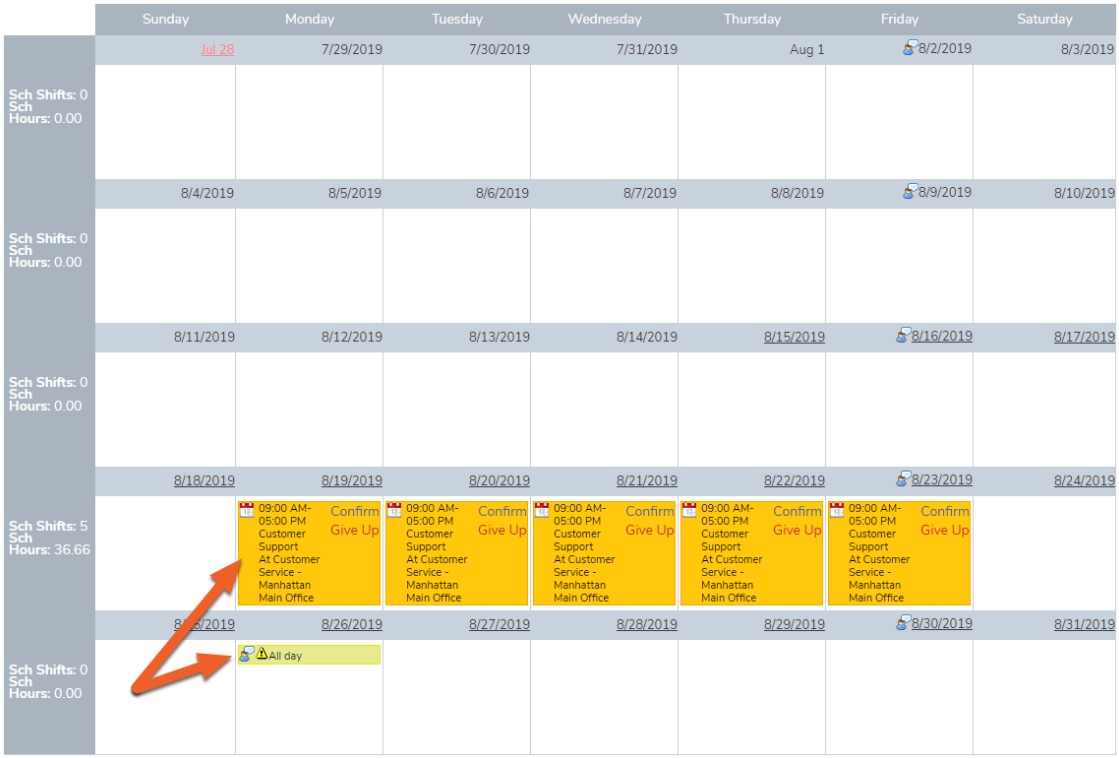
2. These quick links will take you to other areas of TimeForge that may be relevant to you, such as your schedule or availability. Additional links are available to you on the left side of the screen as part of the navigation menu.

3. Depending on your company's policies, if you are allowed to clock in from the computer you are using, an appropriate clock-in message may be displayed here. You should always check with management to be sure you are clocking in from an approved device.

If you are a Manager, you may also see weather information at the top of your Today Page.

Middle of the Today Page (Calendar)

While Managers see an overview of staffing on the today page, Employees see a convenient calendar with their schedule, availability requests, and any important alerts.

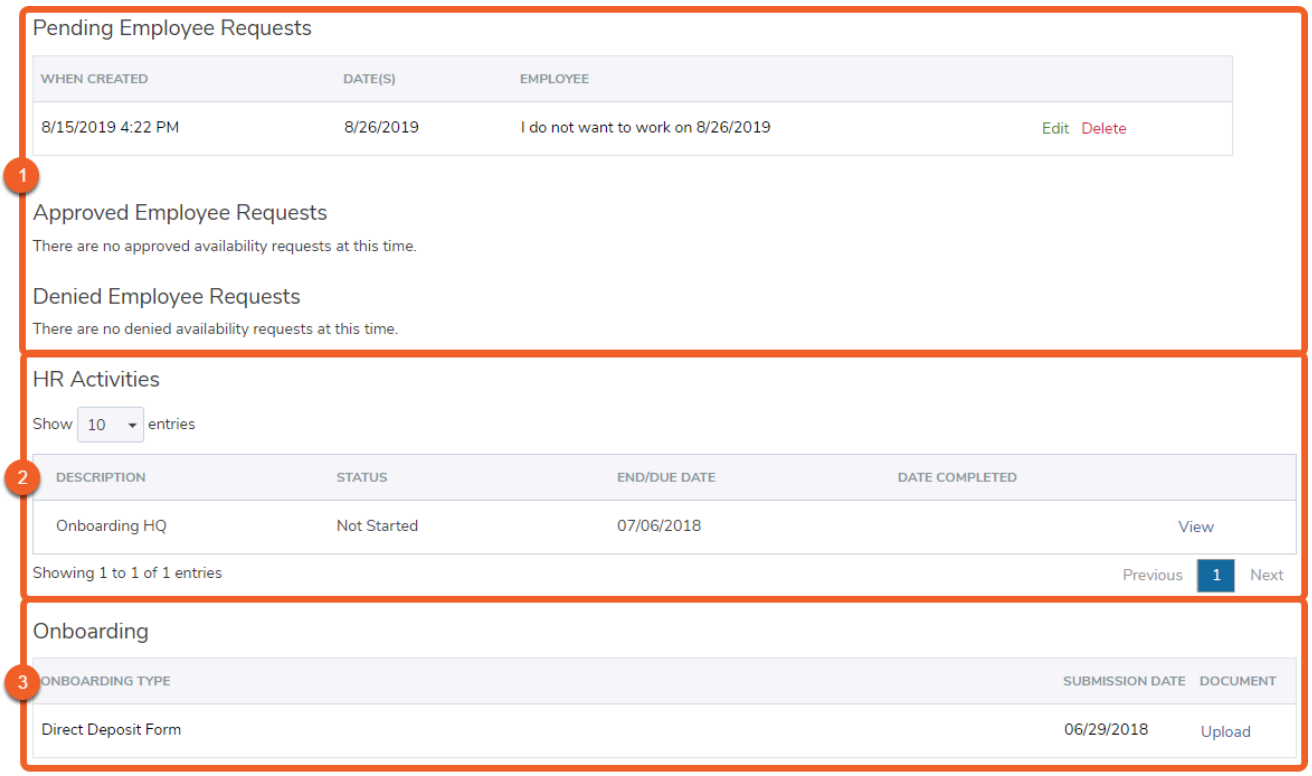


In this example, we see the employee is scheduled to work Monday through Friday 9AM-5PM as Customer Support in the Customer Service department at the Manhattan Main Office location. The employee in this case has the option to confirm each shift or give it up -- allowing other employees to pick up the shift in their stead. Additionally, the employee has a pending time off request for the following Monday.

Whether employees must confirm their shifts or whether they can give up/pick up shifts is constrained by the company's settings.

Bottom of the Today Page (Requests and HR Activities)

Below the calendar, you will see sections for Pending, Approved, and Denied availability and time off requests, and below that, any outstanding HR activities and onboarding documents.



1. **Pending Employee Requests** are schedule requests or changes to availability that have not yet been reviewed by your management team. These are displayed for your reference. **Approved Employee Requests** are schedule requests or changes to availability that have been allowed by your management team, while **Denied Employee Requests** are those that have been rejected by your management team.
2. **HR Activities** contains any tasks that need to be performed for HR, such as acknowledging receipt of documents, signing forms, or completing a certification course and submitting the paperwork. These may be listed with a status and due date.
3. **Onboarding** contains the Human Resources documents relevant to your job. These are displayed for your reference.

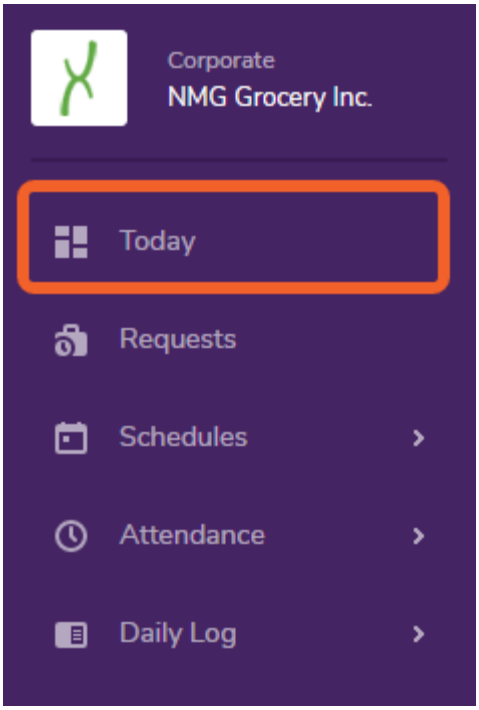
Clock in or out from the Today page

TimeForge Attendance is a powerful online timeclock system that keeps track of when you clock in/out and when you take breaks. This makes it easier for management to review and approve your payroll hours. In addition to basic time punch information, TimeForge can also track your declared tips and mileage (e.g. if you're a delivery driver). You can also enter notes about each shift, which can then be reviewed by your manager at a later date.

You can use the clock in/out feature on the Today page to start or end your shift or to take breaks. Clocking in/out can also be done from the Employee mobile app if your employer allows it.

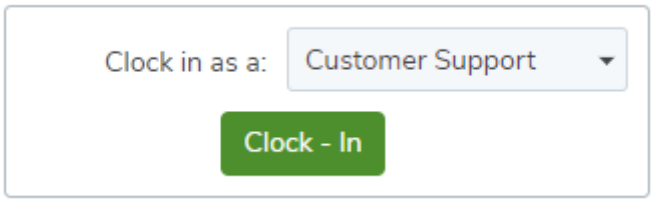
Log into TimeForge or, if you're already logged in, click the Today button to visit the Today page

Clock-ins and clock-outs are done on the **Today** page, which is typically the first page you see when you log into TimeForge.

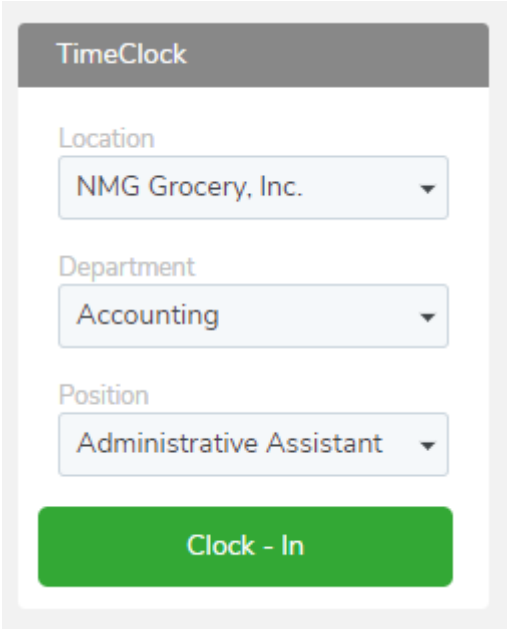


Clock in

If you are on a computer which allows employees to clock in with TimeForge Attendance, you will see a **Clock - In** button. Click the button to clock yourself in for the selected Department and/or Position.



Employees who have more than one role or position within the company may dropdown menus allowing them to choose different departments and positions.



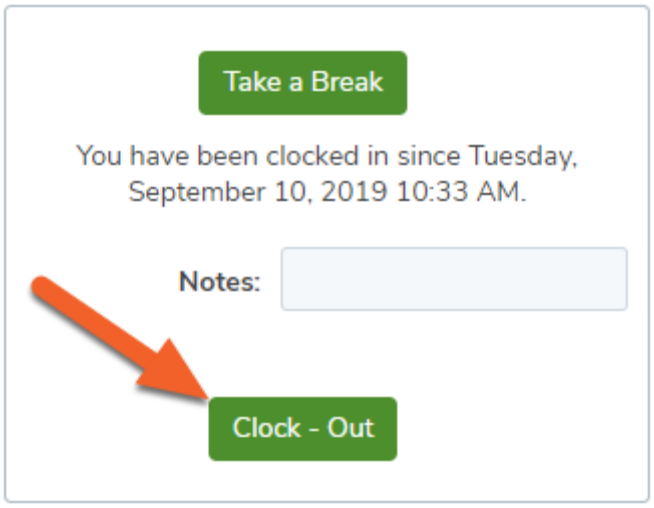
Depending on the clock in/out rules set up by your employer or manager, you may also notice that:

- Clocking in or out may require manager approval if you are too early or too late.
- Your clock in or out time may be rounded.
- You may only be able to clock in or out from specific computers or networks.

If you are not allowed to clock in from the computer you are currently using, you will see a message explaining that you cannot clock in from that computer. Ask your manager for the location of a valid clock-in computer.

Clock out

When you are ready to clock out of TimeForge Attendance, you should first enter any declared tips, mileage, or notes which are relevant to the shift, then click the **Clock - Out** button.

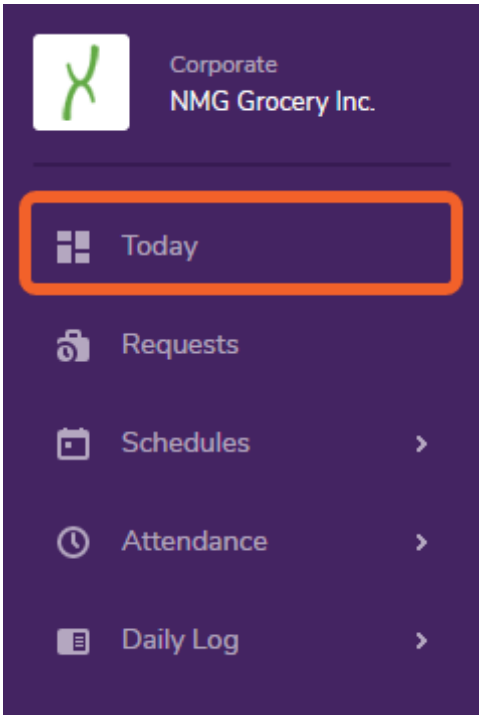


Take or end a break

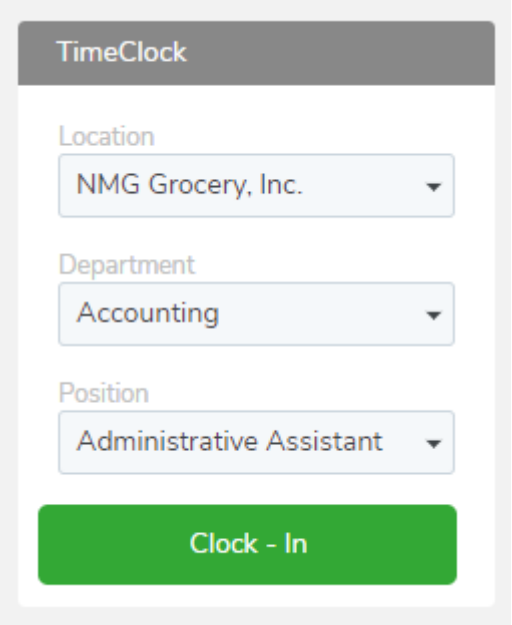
TimeForge Attendance is a powerful time tracking tool for businesses and staff members alike. Employees can clock in and out using TimeForge, track scheduled and unscheduled breaks, lunch breaks, meal periods, and others. Taking breaks is easy with TimeForge!

Visit your Today Page

When you log into TimeForge, click the Today tab in the left side navigation menu to visit your Today Page, also known as your employee dashboard. Here you can see important information about your schedule, time off or availability requests, messages, and more.



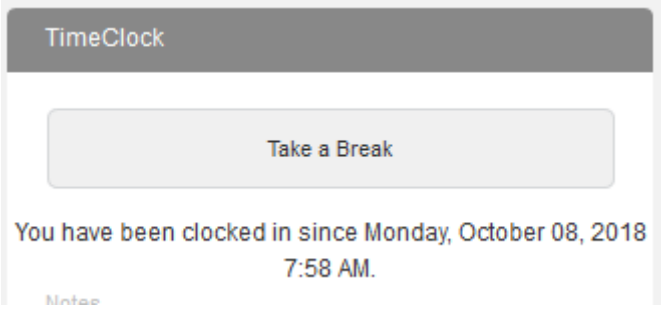
If you are on a computer which allows employee clock-ins with TimeForge Attendance, you will also see a button to clock in. Make sure you're clocked in -- otherwise you won't be able to take a break through TimeForge.



Return to the Today Page to take a Break

If you are scheduled or allowed to take a break, and you have already clocked in, you can return to the Today Page to take a break.

Click on the **Take a Break** button to actually take your break.



Choose the Break Type (if configured)

Depending on your employer's TimeForge settings, you may be allowed to choose the type of break, and those options might include:

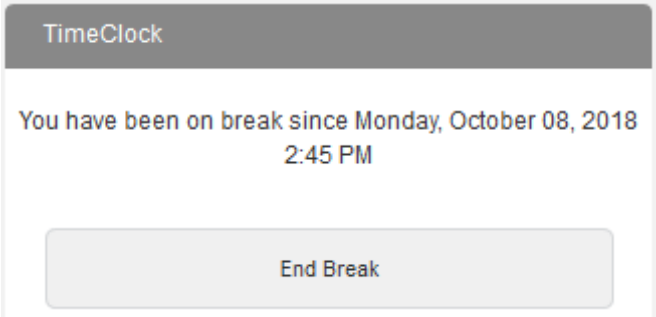
- Paid Required
- Paid Optional
- Unpaid Required
- Unpaid Optional

Click on the **Break Type** drop-down and choose the type of break you would like to take.

You may not be prompted to choose a break type, depending on how the breaks are configured at your location.

Ending your break is also easy!

When you are ready to end your break, simply return to the Today Page and click the **End Break** button.



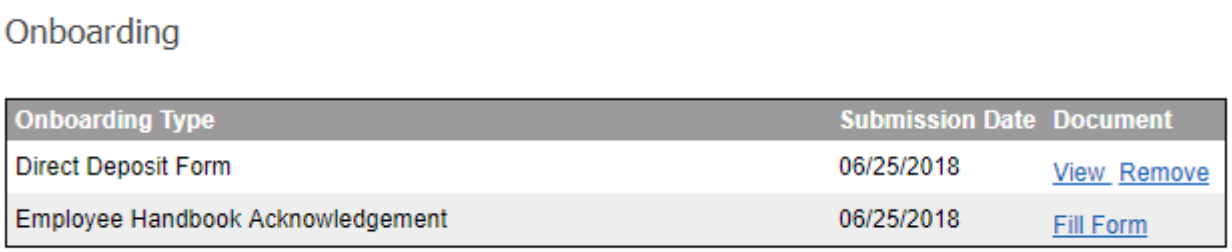
Fill out and submit onboarding documents

Employees can receive onboarding documents and notifications directly through TimeForge, without having to learn a separate system or shuffle piles of paper forms.

If your HR department has sent you materials through TimeForge, you can use these steps to fill out and submit your documents. As always, make sure you follow any instructions provided by your HR department!

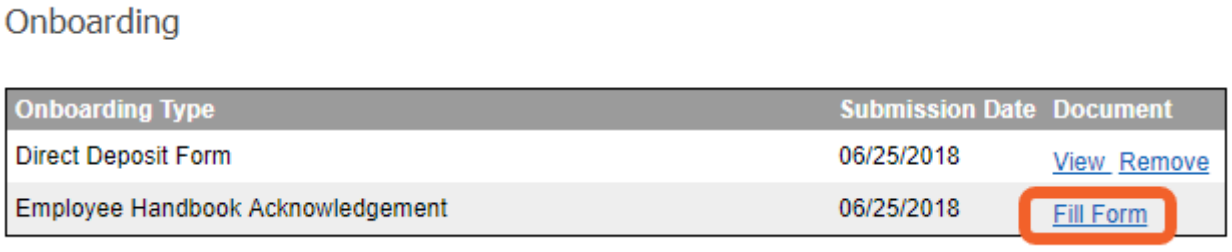
Locate your onboarding documents

While logged in and on the Today Page, scroll down to the onboarding section under your work calendar. It'll look something like this:



If the link says Fill Form...

The form is an online form. Simply click the link to open and complete the form online in your browser window.



If the link says View and/or Remove...

The document is a PDF or other file, so you'll need to view and download the file to proceed. Don't worry! We'll explain how below.

Onboarding

Onboarding Type	Submission Date	Document
Direct Deposit Form	06/25/2018	View Remove
Employee Handbook Acknowledgement	06/25/2018	Fill Form

View and save the file

Click View to open the file. Depending on your computer's settings, this may open the document in a program like Adobe Reader, or the document may simply open up in a new browser window. If at all possible, open with Adobe.

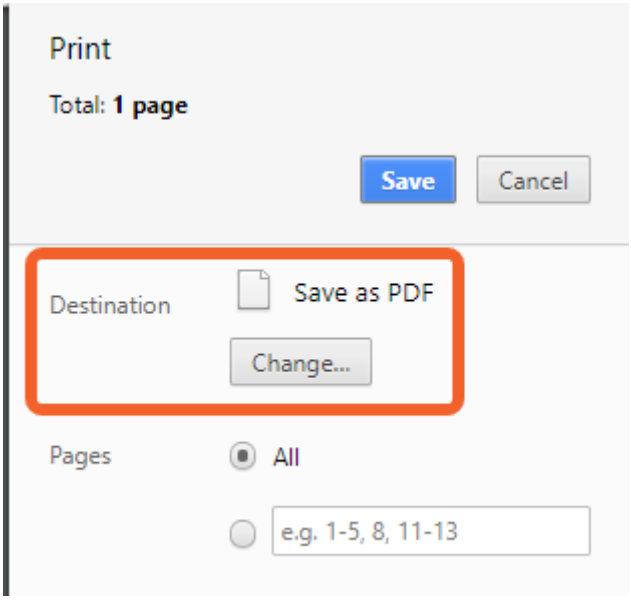
Enter your information into the form, then save the document to your desktop.

Help! When I try to download or save the filled-out form, it only saves a blank version!

That's because Adobe is proprietary software, and you likely don't have access to a paid version. No sweat.

If you are filling out a PDF form, and you are unable to save, you may need to select the print option, then choose "Print to PDF" or "Save to PDF," depending on your system. This will "print" a filled-out version of the form to your desktop as a PDF file.

Here's an example of what it would look like if you were to select print and then "Save as PDF" in Google Chrome:



Remove the unsigned form

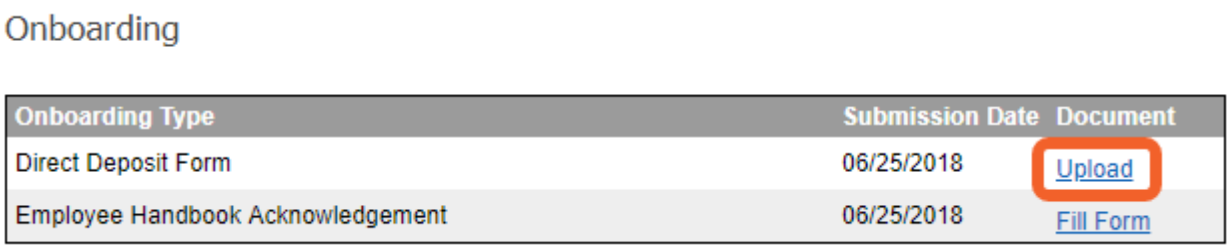
If there's no Remove link, simply email the completed form to your HR department or print it on paper and turn it in by hand -- whatever your HR department instructed you to do!

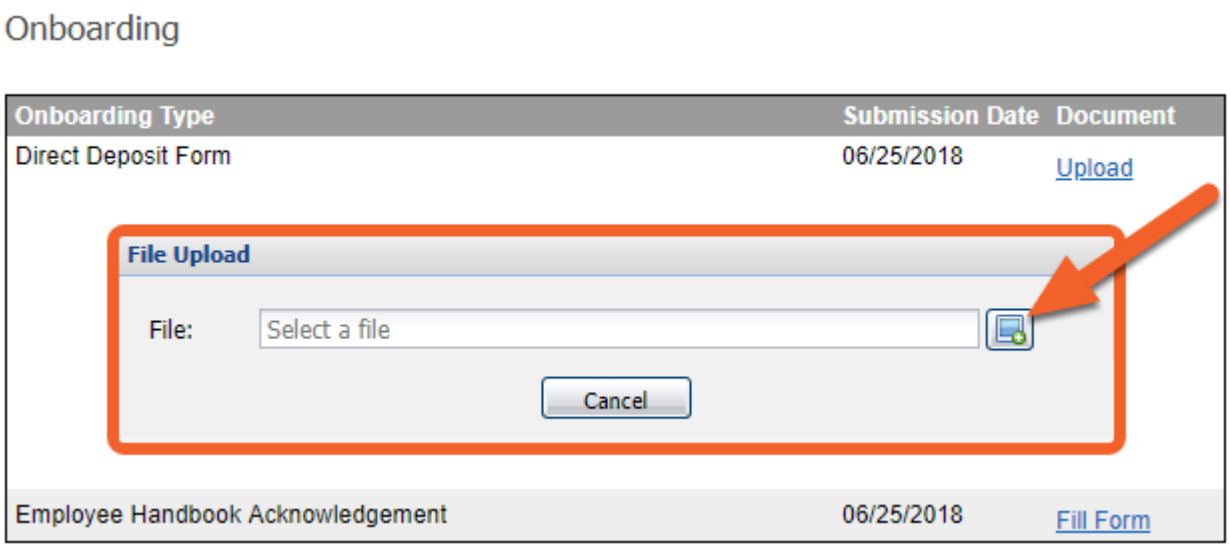
If there *is* a Remove link, you can click it to remove the file. An Upload link may appear in its place, allowing you to upload your completed version of the form.

> If in doubt, always check with your HR department!

Upload the signed form

Click the Upload link to attach and upload your completed and signed form.





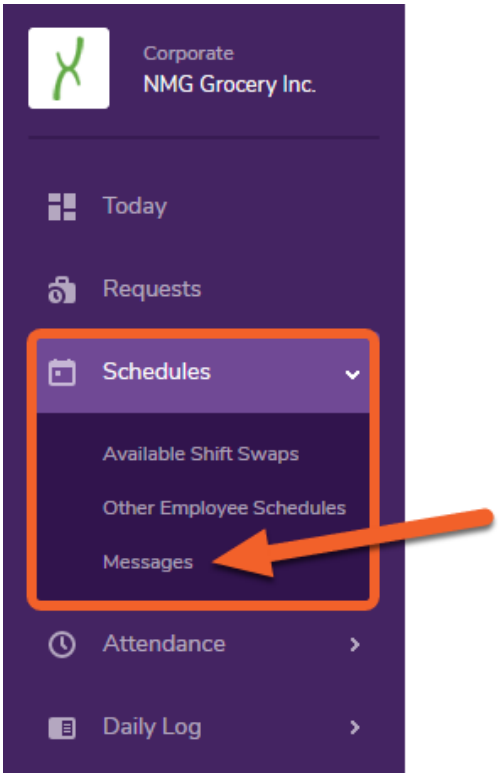
Your uploaded form should now be submitted and viewable by HR.

View and send messages through TimeForge

TimeForge's messaging system provides a single location for convenient and simple work-related messages. Messages sent or received through TimeForge are accessible via the Messages page inside the application. If you have an email address configured in TimeForge, you will also receive messages by email.

To send and receive messages by email, make sure that you have an email address associated with your TimeForge profile. Your managers and coworkers will also need to set their email addresses in order to do the same.

Open the Schedules tab and select Messages

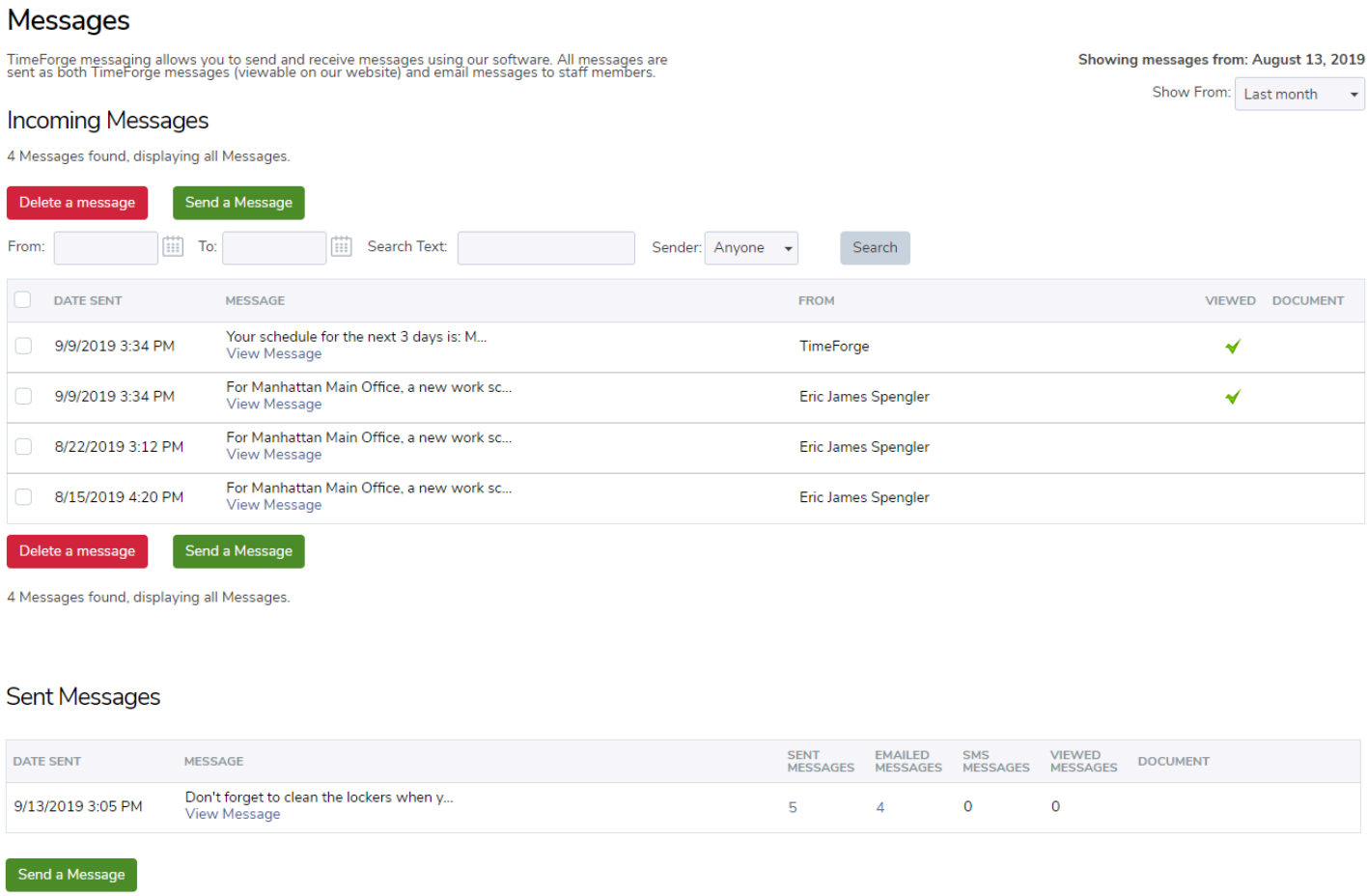


Alternatively, you can access your messages straight from your Today page. Just look for the link that says "View Unread Messages" or a messages pane with a link to "View All."

Overview

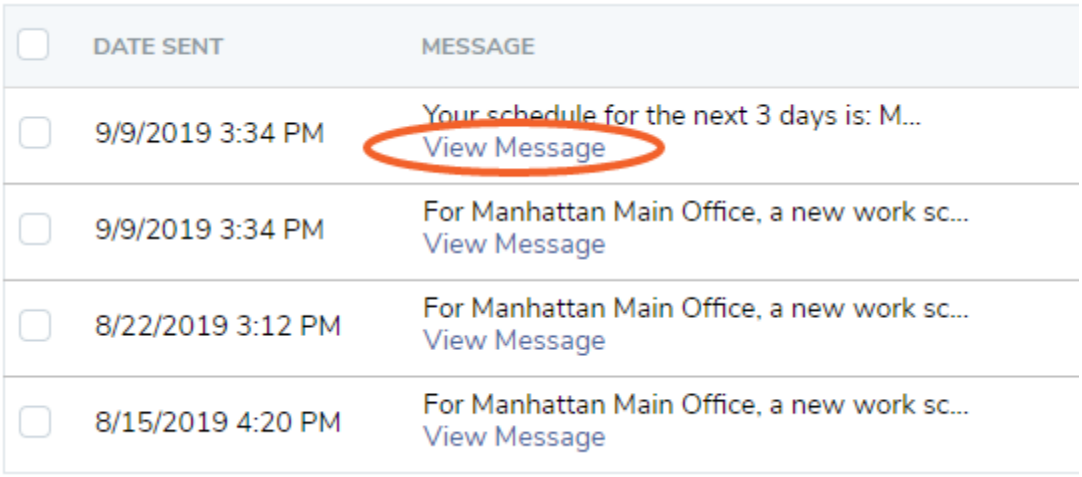
The **Messages** page displays all incoming / received messages from managers and other staff members, as well as messages that you have sent to other team members.

Incoming messages are displayed first, followed by Sent messages:

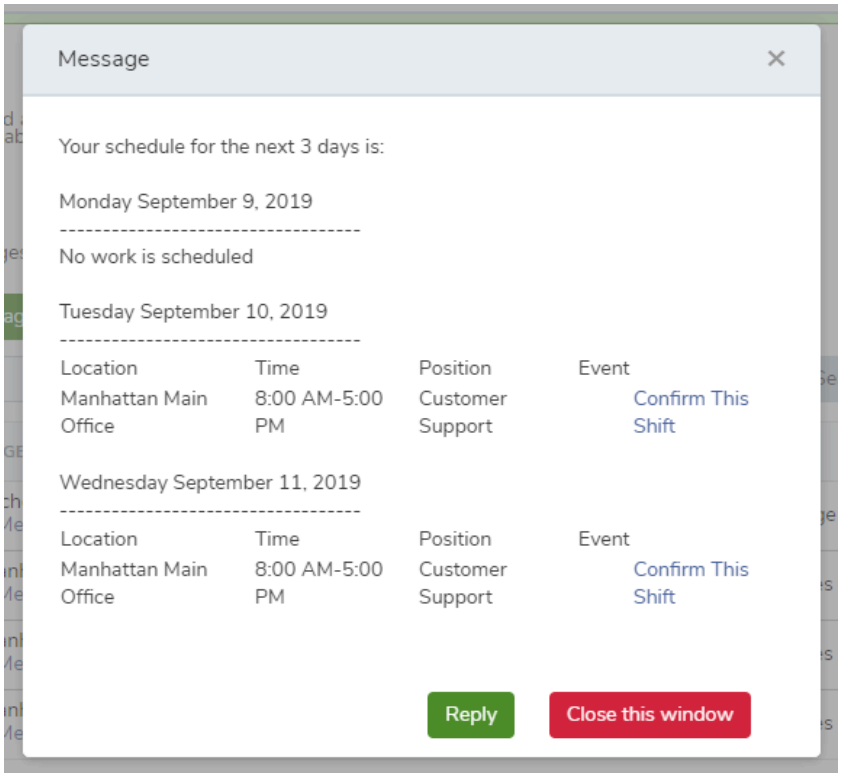


Read a message

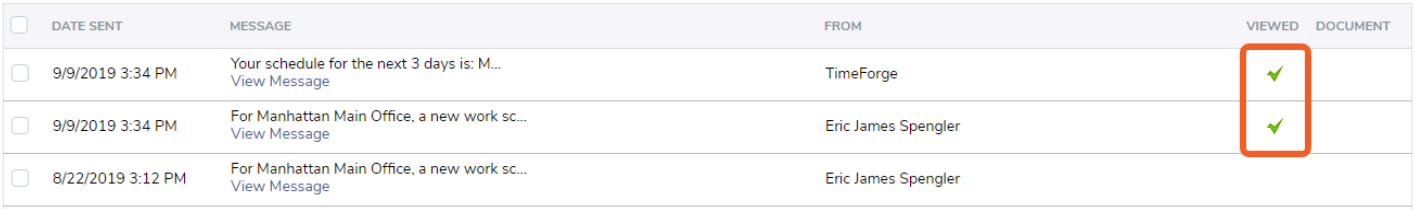
To read a message, simply click the **View Message** link.



The message will display in a pop-up window and will allow you the option to **Reply** or to simply close the window. For some messages, such as automatic schedule notifications you've signed up for (see the Alerts tab in your profile), the message might also contain links to confirm your shifts.

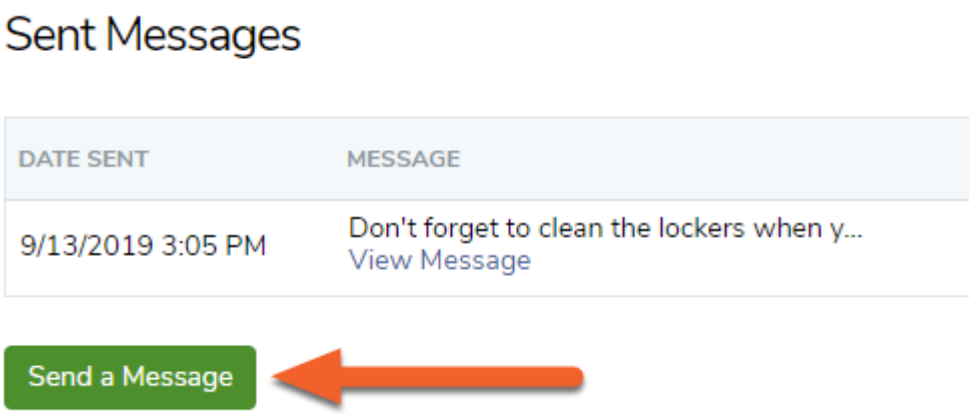


Viewed messages receive a check mark next to them in the list:

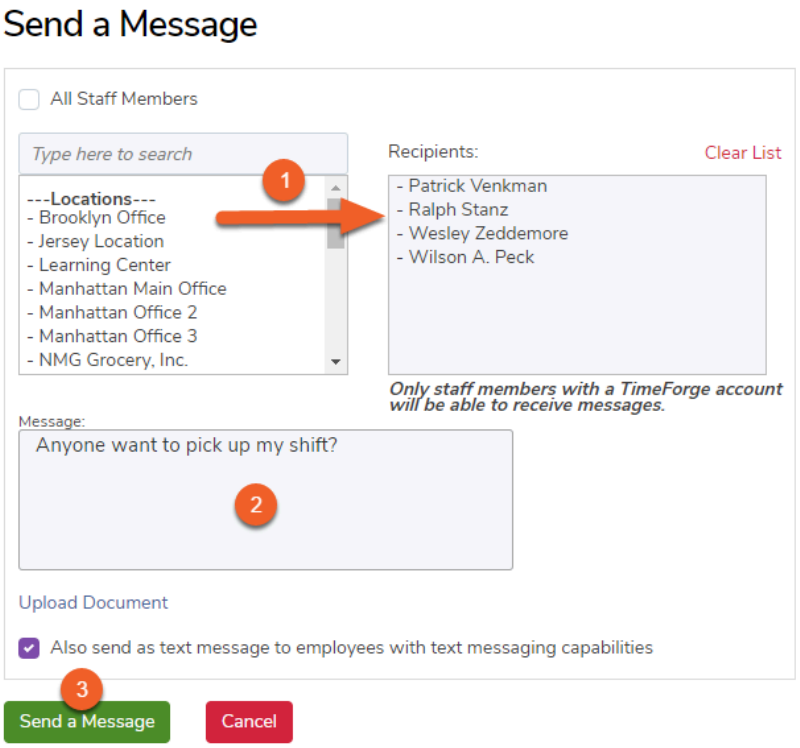


Send a message

To send a new message to your managers or coworkers, click the **Send a Message** button at the bottom of the page.



Choose the recipients, enter your message, and hit Send



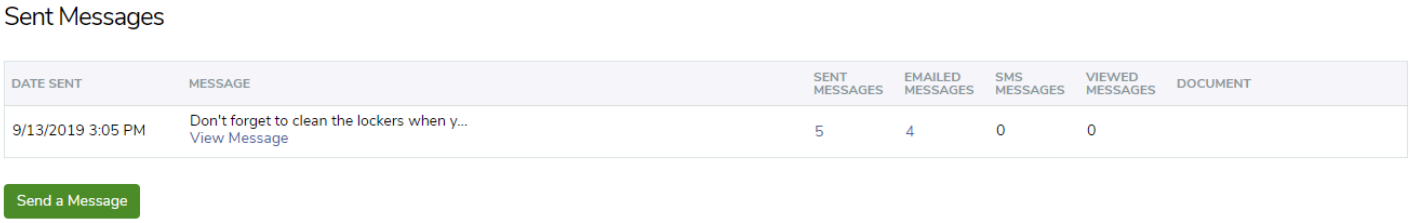
1. Start by choosing the staff members that should receive your message. Staff members are displayed in an easy to read / locate fashion, and you can send a message to multiple staff members by simply selecting all of the staff member names. Team members and managers that

do not have a TimeForge account are shown with a line drawn through them, as these individuals cannot receive messages using TimeForge.

2. Next, enter an appropriate message in the text field. Selected individuals will receive notification of the message through their TimeForge account as well as through email.
3. When you're ready, click **Send a Message** to send the message -- the message will now appear in your Sent Messages section.

> If the recipient of your message responds in TimeForge using the "Reply" button, the response will be delivered to your messages inbox in TimeForge and according to your Alerts settings.

You can review the status of your sent messages at any time. TimeForge records the message date and time, the body of the message, and the number of recipients (both within TimeForge and via email). You can also view the names of the people who have viewed your message inside of TimeForge by clicking the number in the **Viewed Messages** column.



> TimeForge cannot accurately track when messages are read via email, so keep in mind that the numbers listed under the **Viewed Messages** column are likely lower than the actual numbers of read messages.

Account Settings

Edit your profile and choose which alerts to receive

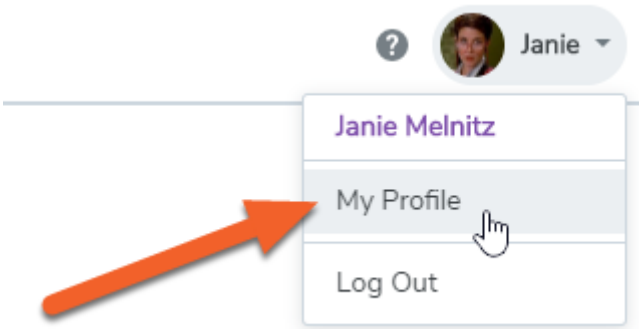
TimeForge is a powerful tool for employees, and it can send nightly email alerts about upcoming shifts that you are scheduled to work. Your management team may use your email address to contact you with important work messages. TimeForge can even allow you to view your schedules and attendance on your cell phone and on Facebook!

In addition to nightly email messages, TimeForge can send a reminder text message to your cell phone before your shift starts, so you always know when to work!

To enable notifications for your schedule, TimeForge needs to know your email address and cell phone number. The instructions below will help you set up your account to receive alerts.

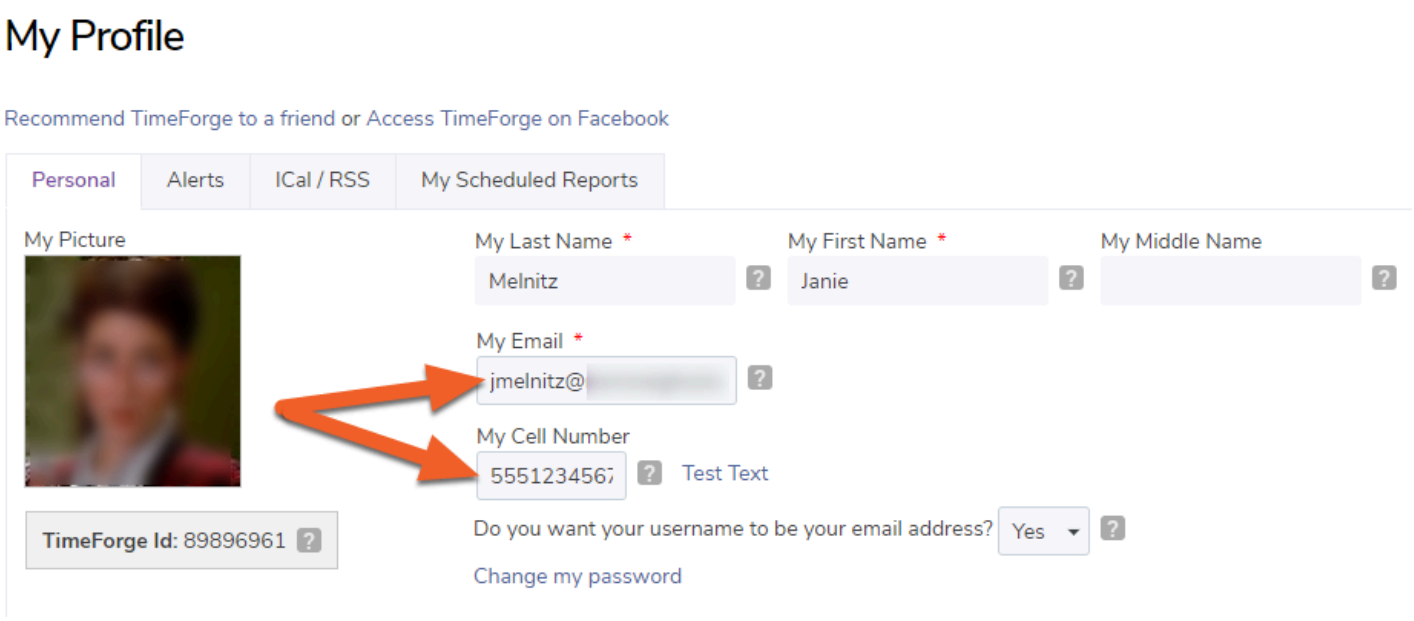
Go to your profile by clicking the menu in the upper right

When you log in, you'll see a drop down menu in the upper right corner of the screen. Click this to open the menu, then select My Profile from the options.



Enter your email address and cell phone number

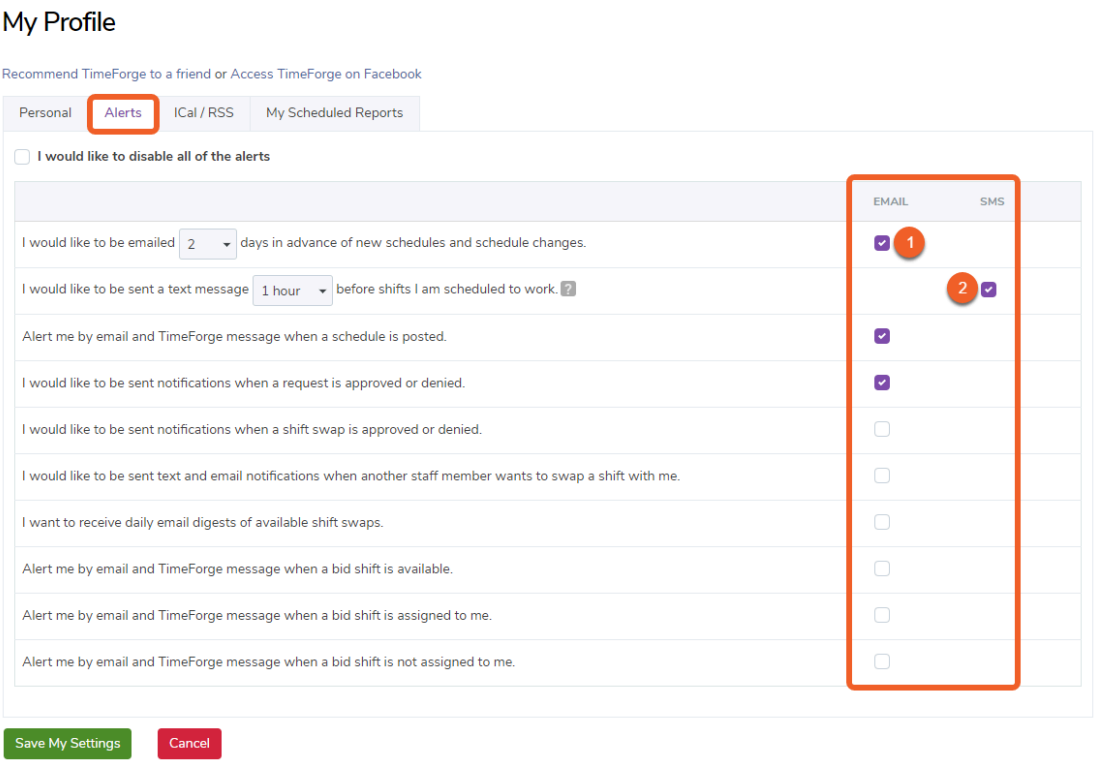
By default, you'll see the Personal tab, which contains basic information such as your picture if you have one, your full name, email, and cell phone. Enter in your email address and cell phone into their respective boxes.



You can also change your password on this page by using the **Change my password** link above.

Open the Alerts tab and choose which alerts to receive

Now that you've set up your email and cell number, it's time to configure your alerts. First, click the **Alerts tab**. Then, check the boxes for the alerts you want to receive by email and SMS (text message).



As you can see, TimeForge can generate a number of different email and text message alerts, based on the information that you would like to know about.

For example, you can receive an email or text message to remind you of:

- Daily Schedules
- Bid Shifts
- Swap Shifts
- Approval/Denial of Shift Swaps
- Approval/denial of All Requests

The top two options are likely to be important for most employees:

1. Check this box if you would like to receive emails about new schedules and schedule changes. The number in the drop-down box (above shown as "2") is the number of days you would like to be notified in advance, and can be set up to 30 days. *You will only be able to receive information about schedules that your management team has posted/published.*
2. Check this box if you would like us to send a text message reminder before your shift begins. You can receive these reminders up to 24 hours in advance of your upcoming shift. *You may be charged by your cell phone carrier to receive the text message. TimeForge is not liable for any text messaging charges that you may receive from your carrier.*

Click the Save My Settings button to save your changes

Don't forget to click **Save My Settings** when you're done.

Alert me by email and TimeForge message when a bid shift is available.
Alert me by email and TimeForge message when a bid shift is assigned to me.
Alert me by email and Time rge message when a bid shift is not assigned to me.
Save My Settings
Cancel

Availability & Requests

Create requests or change your availability

Creating time-off or want-to-work requests and changing your availability to work is easy with TimeForge!

Staff requests are immediately sent to management for manager approval, and you will receive notifications through TimeForge and email when your request is approved or denied.

Availability and Requests

In many restaurants, retail businesses, and other industries, staff members are required to work with two different concepts for work preferences:

1. **Availability** is when you are normally available to work. For example, you may be available on *Monday, Wednesday, or Friday* from 8am - 2pm. Perhaps you are not available to work on *Tuesdays or Thursdays* because of school conflicts or another job. Availability sheets are typically passed out on a continuous basis (school semesters are common) and are filled out by staff members.
2. **Requests** are normally one-time changes to your normal availability. For example, you may be available next *Tuesday* to work because your professor canceled class. In many locations, requests are placed in some sort of log book - either an industry specific manager log (such as a Red Book from Red Book Solutions or a Beat Yesterday book) or a simple spiral notebook or binder.

TimeForge supports both types of work preferences from a single **Availability & Requests** page. Recurring requests can be be made within TimeForge, similar to an Availability sheet, and individual daily Requests can also be made within TimeForge.

Types of Availability and Requests in TimeForge

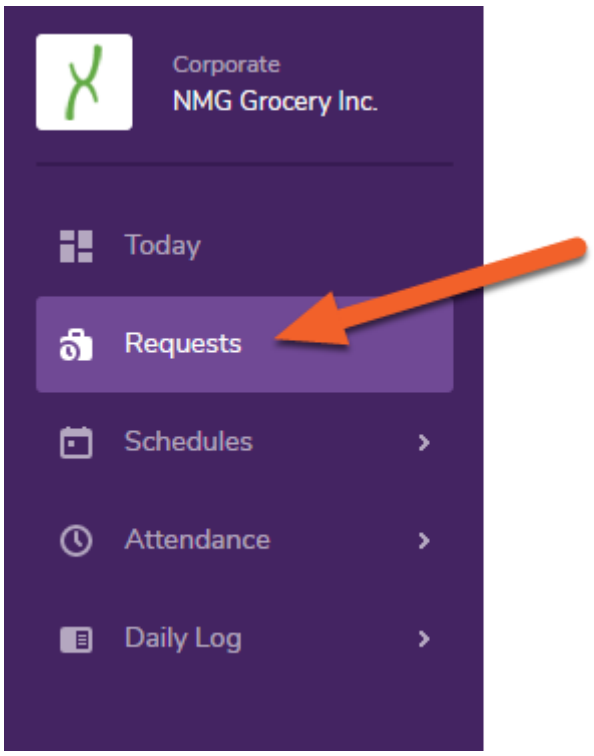
TimeForge supports 4 different types of Availability and Requests that enable staff members to easily customize their work schedule:

- ***Available to work.*** By default, you are always available and can be scheduled to work. Create either **Wants to work**, **Does not want to work**, or **Unavailable to work** requests to change your availability. Each of these types is explained below.
- ***Wants to work.*** If you would like to work a particular shift, for example on a day that works well with your schedule, create a **Wants to work** request.
- ***Does not want to work.*** These requests indicate that you would prefer to not work but can work if required.
- ***Unavailable to work.*** If you cannot work, an **Unavailable to work** request will ensure that you are not placed on the schedule during this time frame.

Staff requests and changes to availability are sent to your management team for approval, and you will be notified through TimeForge and by email (if your email account is set up) once they are approved.

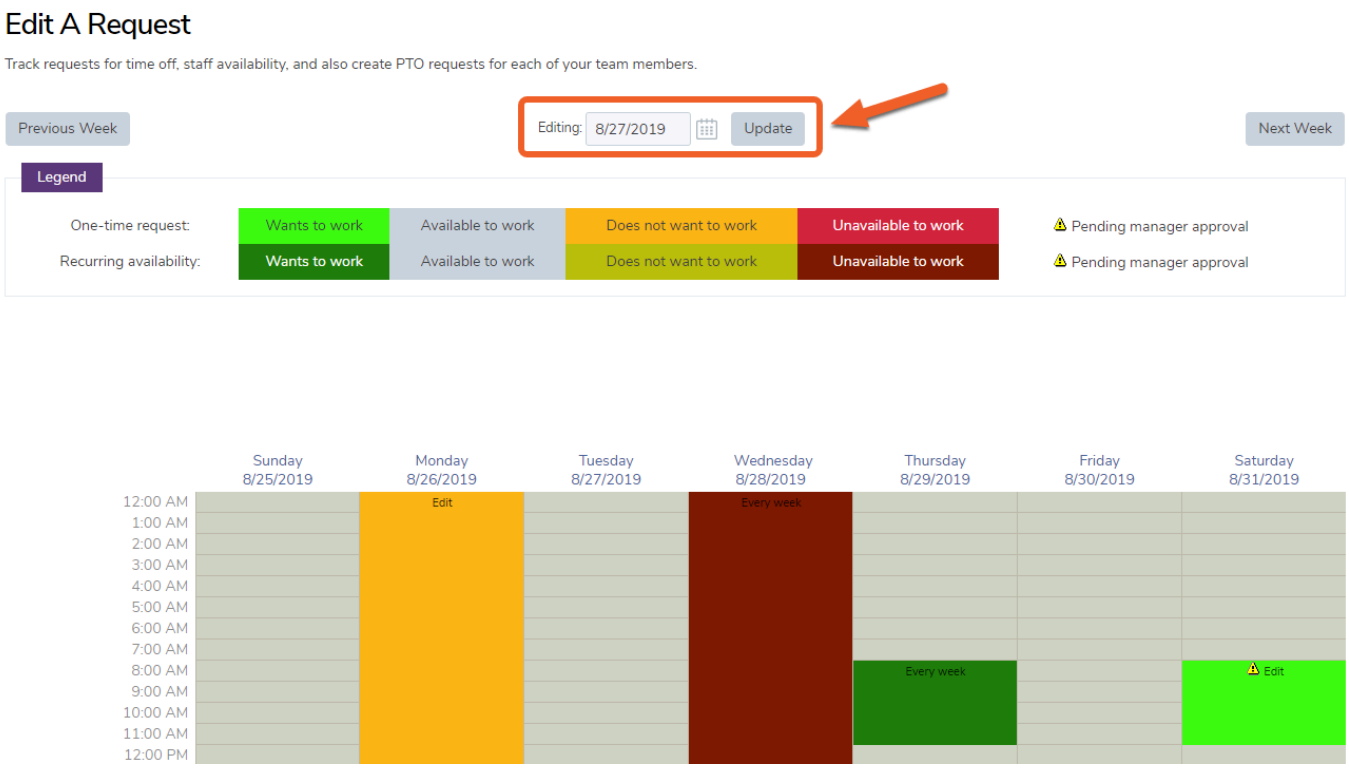
Click the Requests tab in the left side navigation menu

While logged in, select the **Requests tab** in the left side menu.



View the Request Calendar

The Request Calendar shows the current week and any requests or availability that have been made, both approved and pending. You can navigate around this page by clicking on the **Previous Week** or **Next Week** buttons. Alternatively, you can use the **date selector** (centered between the Previous/ Next buttons) to jump directly to the work day of your choosing.

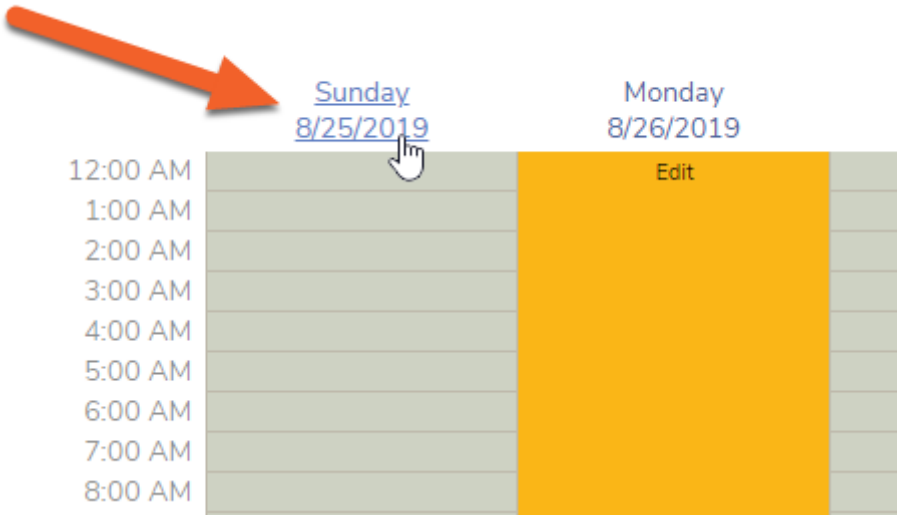


The color-coded Legend blow the date selector is your quick guide to understanding the entries on the calendar itself. Bright green, red, and orange all indicate one-time requests, while the darker colors indicate recurring entries. Green is for Wants to work requests, while Red is for Unavailable.

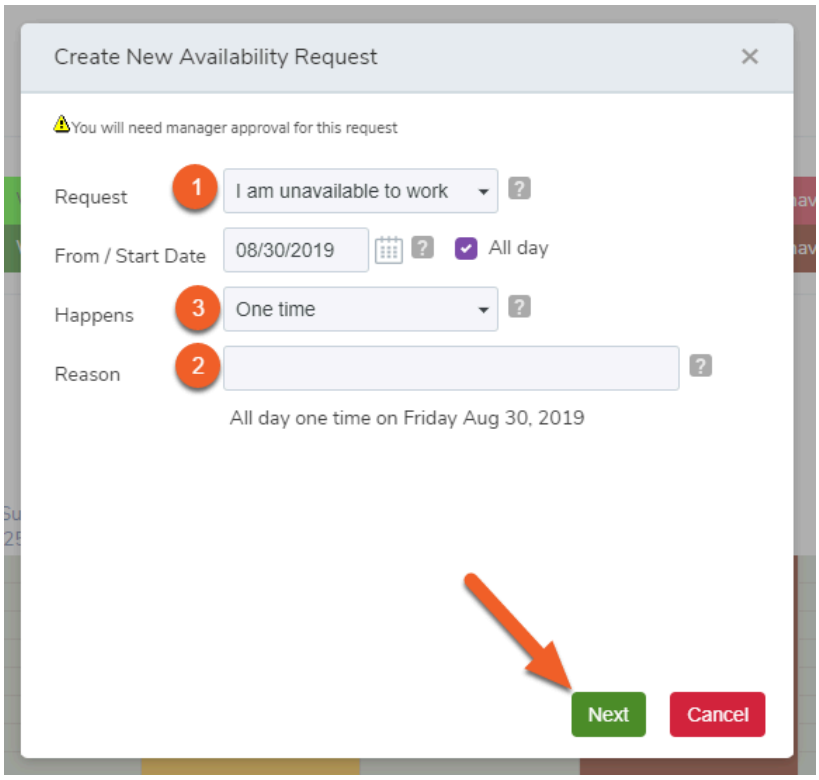
Additionally, requests that have not yet been approved will have a yellow alert icon next to their Edit links, as shown in the unapproved Wants to work request above.

Create a new Request or update an existing Request

To create a request or update your availability, click on the date links above each column on the calendar, or click and drag your mouse over the date and times you want to adjust. This will open a pop-up window, allowing you to fill out the details of your availability request.



Fill out the Create New Availability Request form



After clicking on a date on the Calendar, the above pop-up will be displayed.

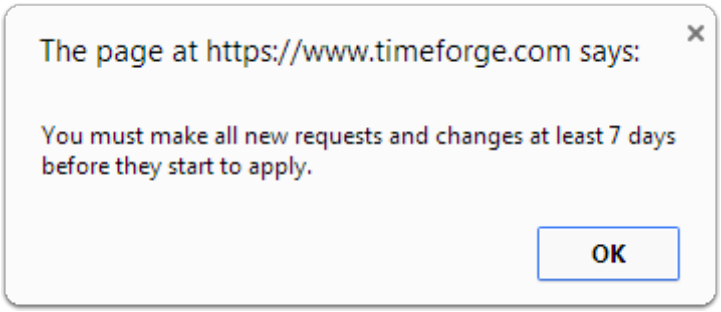
1. Choose the appropriate request (Wants to work, Available to work, Does not want to work, or Unavailable to work).
2. Enter a reason for management to review, and if necessary.
3. The Happens selection can be modified so that the request can happen:
   - **One time:** The request occurs only once on the start date
   - **Daily:** The request occurs every day between a start date and end date

- **Every weekday (Mon - Fri):** The request happens on Monday, Tuesday, Wednesday, Thursday, and Friday's in between the start date and the end date
- **Every weekend (Sat - Sun):** The request happens on Saturday's and Sunday's in between the start date and the end date
- **Every Mon, Wed, and Fri:** The request occurs on Monday, Wednesday and Friday's in between the start date and the end date
- **Every Tue and Thurs:** The request occurs on Tuesday and Thursday's in between the start date and the end date
- **Weekly:** You can pick which days of the week the request occurs on
- **Monthly:** The request can occur either monthly or based on the day of the month.

TimeForge will also allow you to make a request for specific parts of the day. You can enter your own time range by unselecting the checkbox that says All Day.

Requests may be denied if made too early

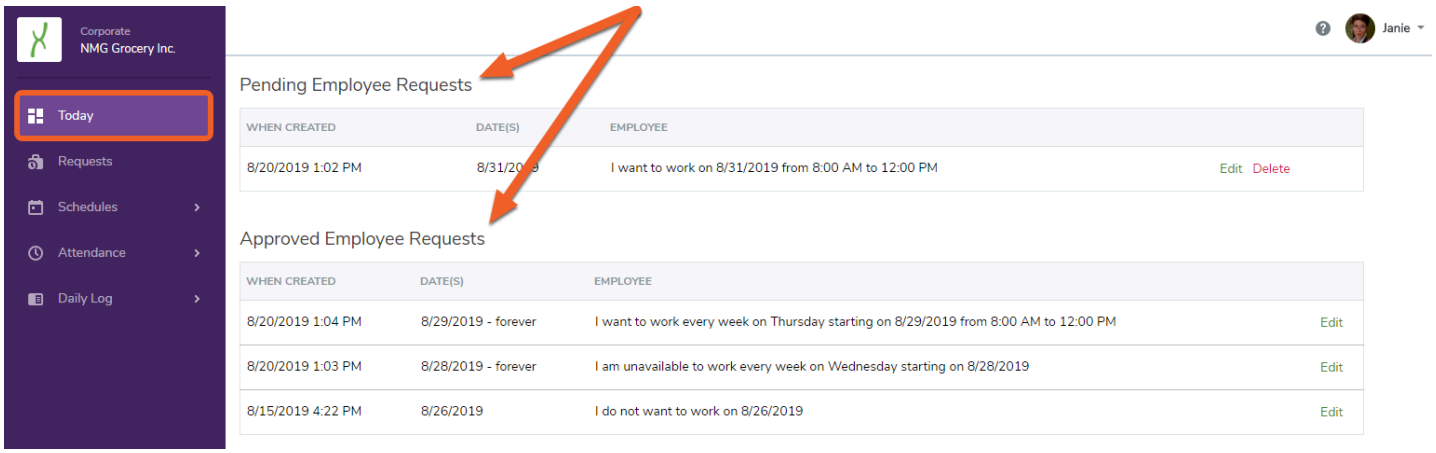
Managers can require that all requests and availability changes be made several days in advance, to ensure that the labor schedule is not disrupted. In this example, requests must be made at least 7 days in advance, and TimeForge will not allow you to continue:



If you have an emergency request, please speak directly with your manager, or send them a message using TimeForge.

View your Pending and Approved Requests

After a request or change to availability has been made, you can see the request and status on your Today page.

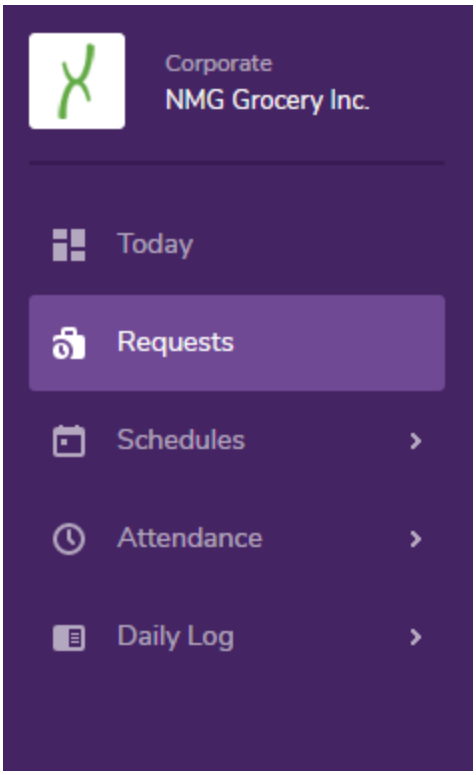

Corporate
NMG Grocery Inc.
Today
Requests
Schedules
Attendance
Daily Log
Janie
Pending Employee Requests
WHEN CREATED
DATE(S)
EMPLOYEE
8/20/2019 1:02 PM
I want to work on 8/31/2019 from 8:00 AM to 12:00 PM
Edit
Delete
Approved Employee Requests
WHEN CREATED
DATE(S)
EMPLOYEE
8/20/2019 1:04 PM
8/29/2019 - forever
I want to work every week on Thursday starting on 8/29/2019 from 8:00 AM to 12:00 PM
Edit
8/20/2019 1:03 PM
8/28/2019 - forever
I am unavailable to work every week on Wednesday starting on 8/28/2019
Edit
8/15/2019 4:22 PM
8/26/2019
I do not want to work on 8/26/2019
Edit

Request time off

This article will show you how to request time off in TimeForge using a Leave Type. The Leave Types you have access to will depend on your company's rules regarding PTO (for example, they might offer a week's worth of paid leave after your first year, or you might be required to accrue your leave over time based on the number of hours you worked). Leave types can be paid or unpaid, accrued or not.

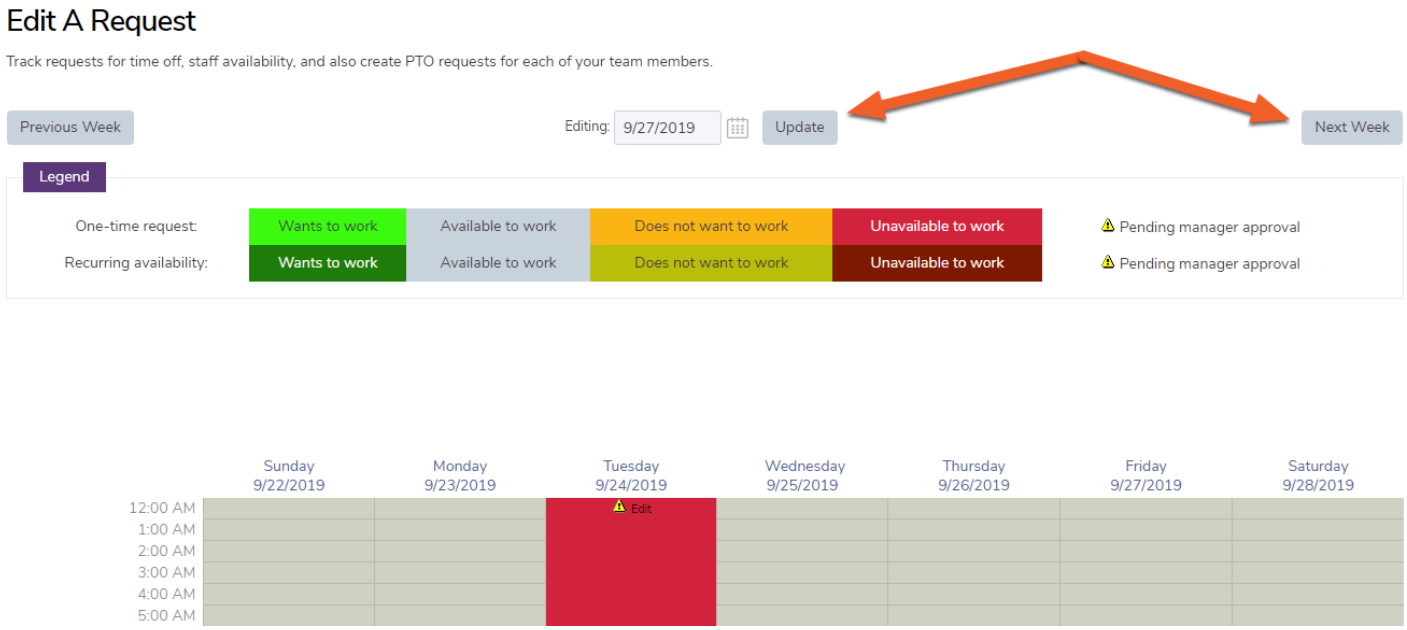
If your employer requires you to submit PTO requests a certain number of days in advance, TimeForge will automatically let you know if you try to create a request that does not meet the requirements.

Click the Requests Tab



Locate the date on which you want to take time off

You can either use the date selector in the middle of the page or the **Next Week** button to the right. Many businesses require employees to submit their requests at least a week in advance.



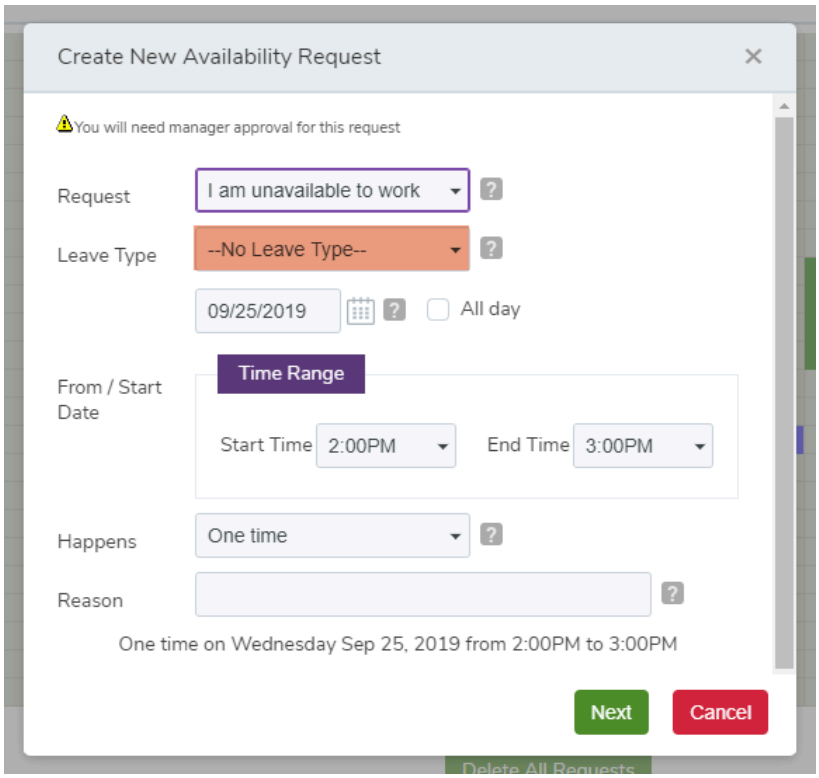
When you've found the right date, you can either:

1. Click the link at the top of the appropriate column, or
2. Select a time period by dragging the cursor between two times (e.g. 1PM and 5PM, to request a half day).

Choose the type of leave you wish to use for this request (if any)

If you are using a leave type, such as PTO or some other accrued leave, make sure you select it in the drop down menu. You will only be able to view and select leave types for which you are eligible.

Managers with the right security permissions can manually enter PTO requests on behalf of employees, which can be useful, for example, if your business requires you to submit your request a week in advance but you need to enter a request for five days from now due to unexpected circumstances.

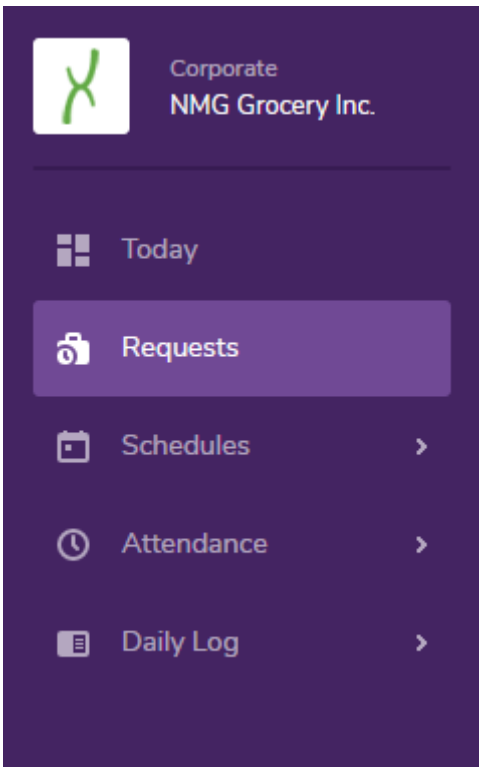


Be sure to fill out the rest of the form, then click the **Next** button to submit your request. Your manager will be notified of the pending request, and you will be able to see and edit the request both on your Today page as well as under Requests.

Edit or delete an availability or time off request

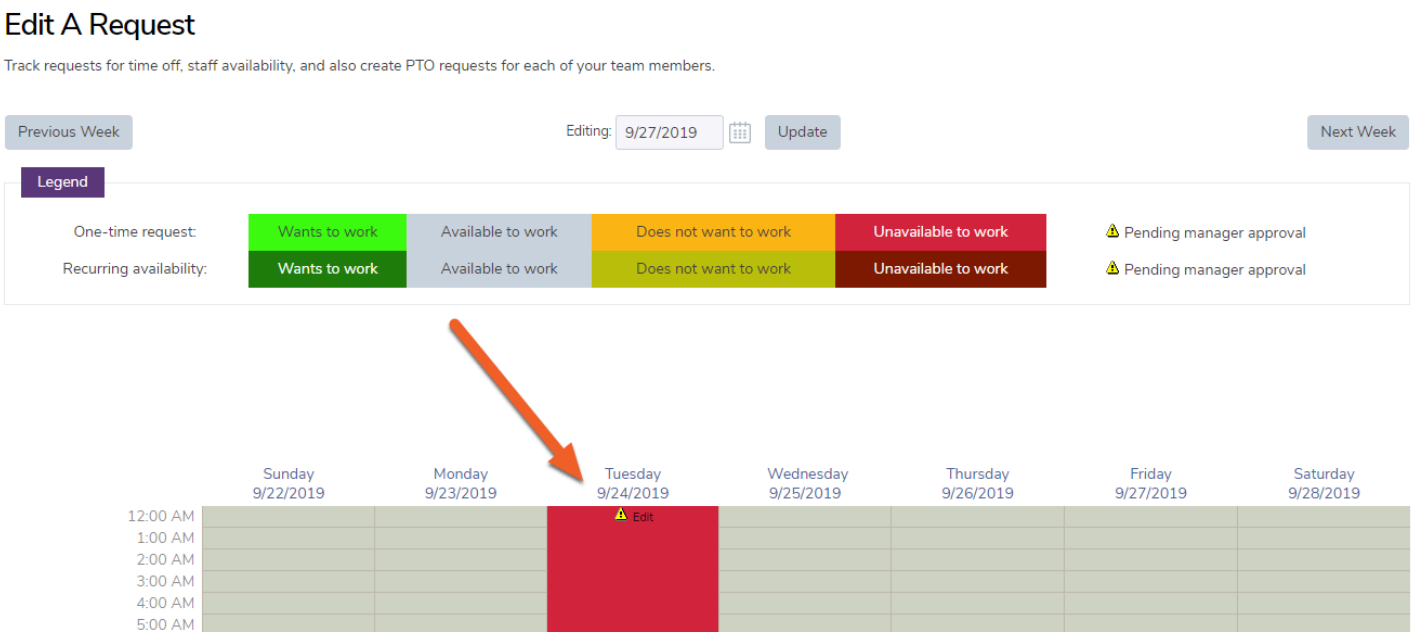
Editing and deleting requests and changing availability is easy with TimeForge! Prior to manager approval, Pending Requests can be edited or deleted. After a request is approved by management, you cannot edit the request, but you may delete it.

Click the Requests tab to go to your requests page



Requests that are not yet Approved can be Edited

Requests that are pending manager approval can be seen on your Request Calendar with a small caution icon next to them. These requests may also be edited or deleted.

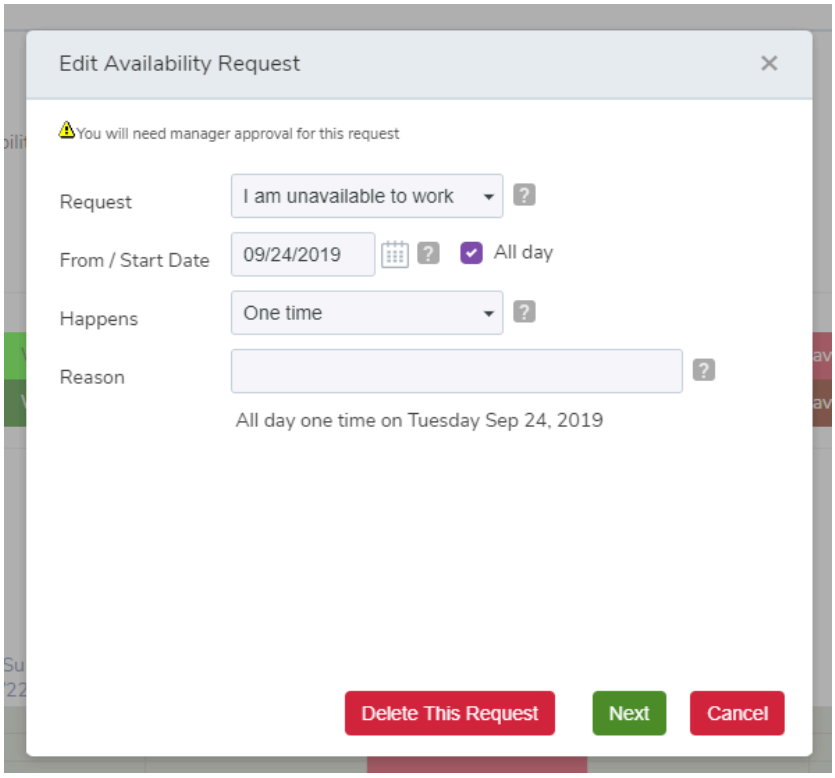


> ⚠ Once a request is approved or denied by management personnel, you will not be able to edit the request.

Delete or Edit a Pending Request

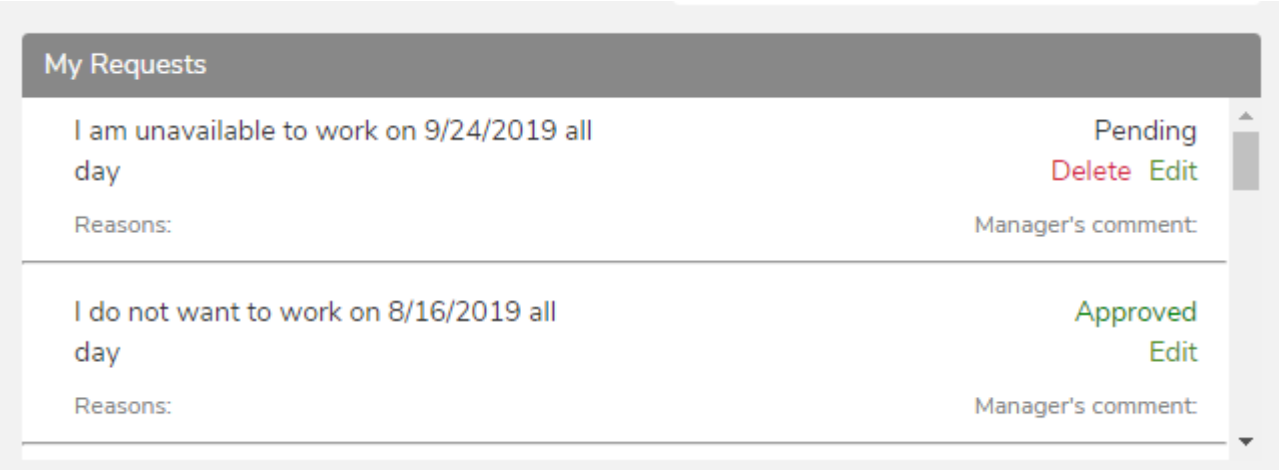
Click the **Edit** link to bring up the request form.

If you have made a mistake in the request, you can edit or delete the request from this screen, prior to manager approval.



Pending Requests

After a request or change to availability has been made, you can see the request and status on your Today page.



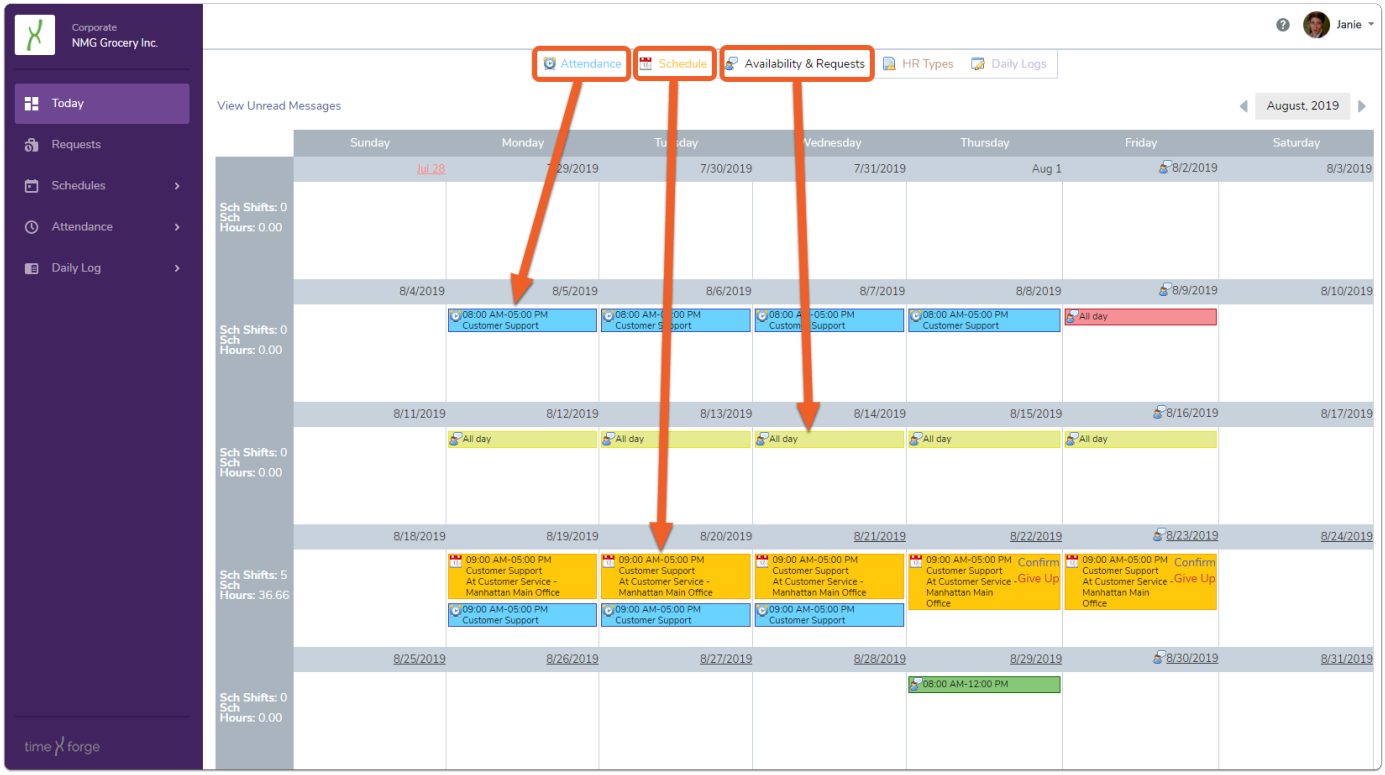
Schedules & Time Cards

View your upcoming work schedule

As an employee using TimeForge, you can see work schedules that your management team has posted. Schedules can be emailed to your email address, sent to your cell phone via text message, or you can log in to TimeForge at any time to review posted schedules.

Your Today Page

When you log into TimeForge, the first thing you will see is your **Today** page (which acts like your home page in TimeForge). Your Today page contains a ton of useful information regarding your upcoming schedule, all provided in an easy-to-read calendar format:

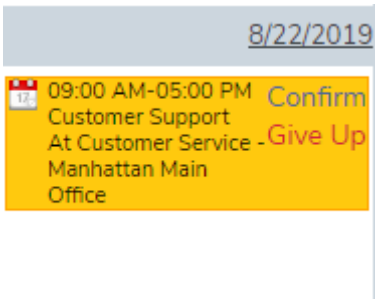


The legend above the calendar tells you what you're looking at. For example, attendance entries have a clock icon and are blue, while your posted shifts have a calendar icon and are in orange.

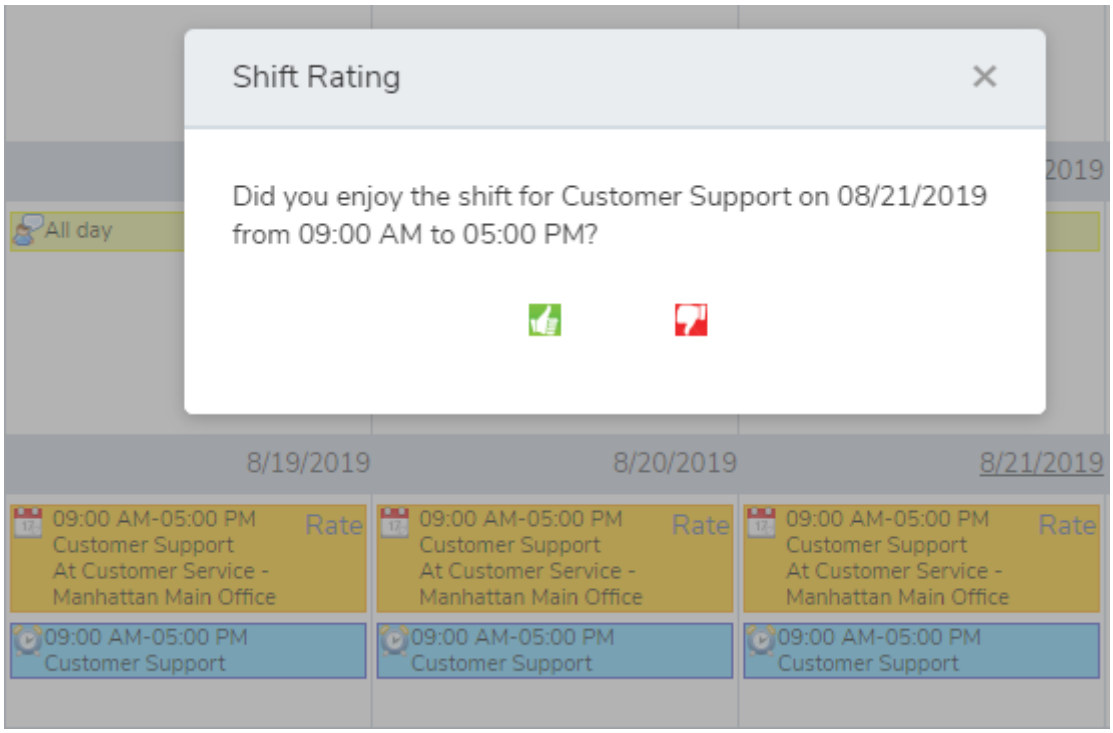
Time-off requests and availability are denoted by the team member icon and are color-coded based on the type of request (e.g. Wants to work, Does not want to work, Unavailable to work).

Your scheduled shifts

Your scheduled shifts will include important details, such as the hours scheduled (e.g. 9AM-5PM), what department (e.g. Customer Support), and for what position and location (e.g. Customer Service rep for the Manhattan Main Office), as in the example below:

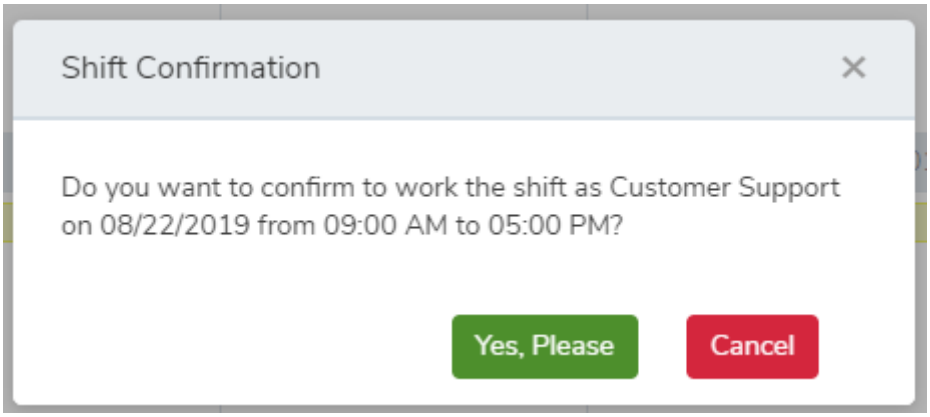


Shift swaps, ratings, and confirmations



Using your calendar, you can also perform a number of work and shift related actions:

- **Give Up** a shift, allowing other staff members to pick up and work your assigned shifts.
- **Pick Up** a shift, if another staff member or coworker has given up a shift that you would like to work.
- **Rate** a shift after it has been worked, providing feedback to managers about the shift - simply mark the shift up or down. (Shift ratings must be enabled for your location. In enabled, a Rate link will appear next to your worked shifts.)
- **Confirm** a shift, indicating that you intend to be at work for this shift.



You are responsible for all scheduled work shifts unless otherwise notified by TimeForge or your management team. You are responsible for all shifts that have been given up, until notified that another employee has successfully picked up the shift.

TimeForge uses data collected from Ratings, Shift Confirmations, and Shift Swaps in an attempt to build future work schedules that are better suited to your needs.

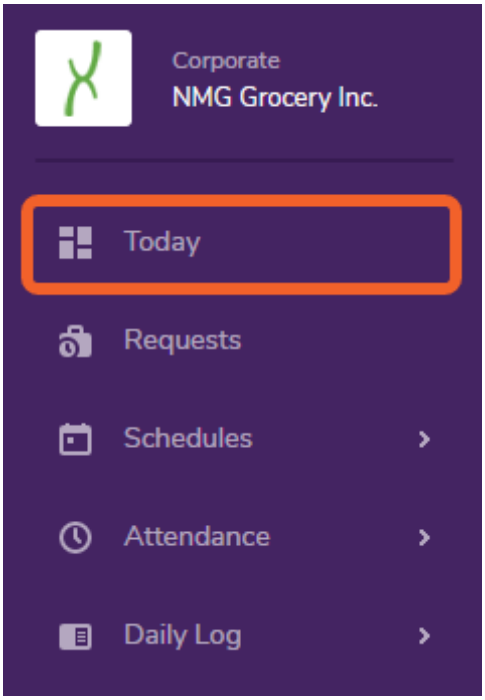
Accept or reject a shift

TimeForge is a great tool for managers because it makes scheduling employees and tracking attendance simple.

TimeForge is also great for employees because it gives them the power to accept or reject their shifts for someone else to pick up. If an employee decides to deny their shift and give it up, manager approval will still be required before it takes effect. The **employee will have to log in** to their TimeForge account and follow these steps to accept or reject their shift.

Log in and visit the Today page

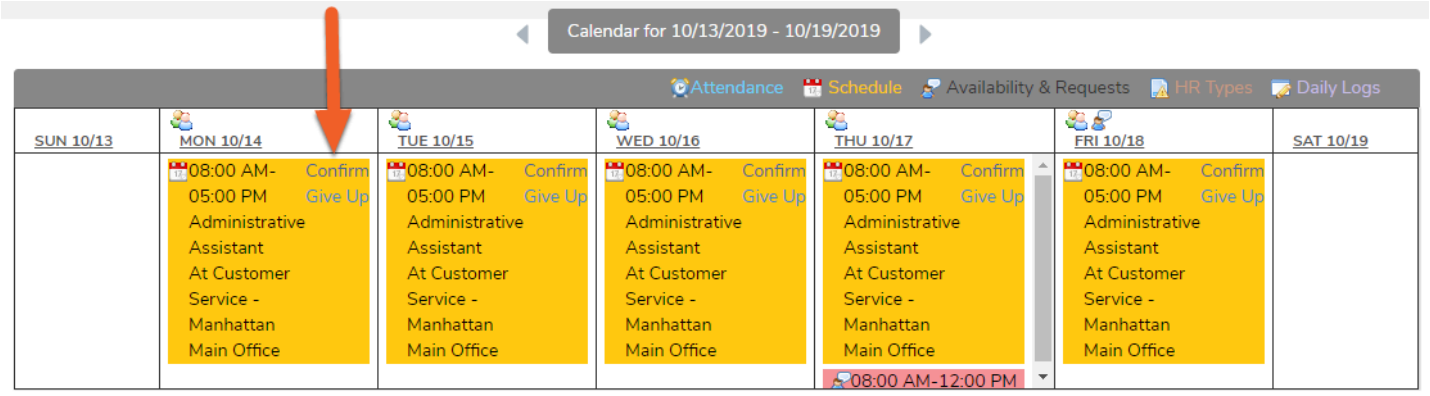
From the **Today tab**, the employee can view their upcoming shifts and schedule information.



Accept or reject the shift

The employee's upcoming work schedules are displayed in an easy to read format, and include today's scheduled shifts as well as any upcoming shifts that managers have posted. Each shift includes the start and end times, as well as the position (and section) the employee is supposed to work. Scheduled shifts appear in yellow.

The employee can click on **Confirm** or **Give Up** for any particular shift, which acts as a way to accept or reject the shift.

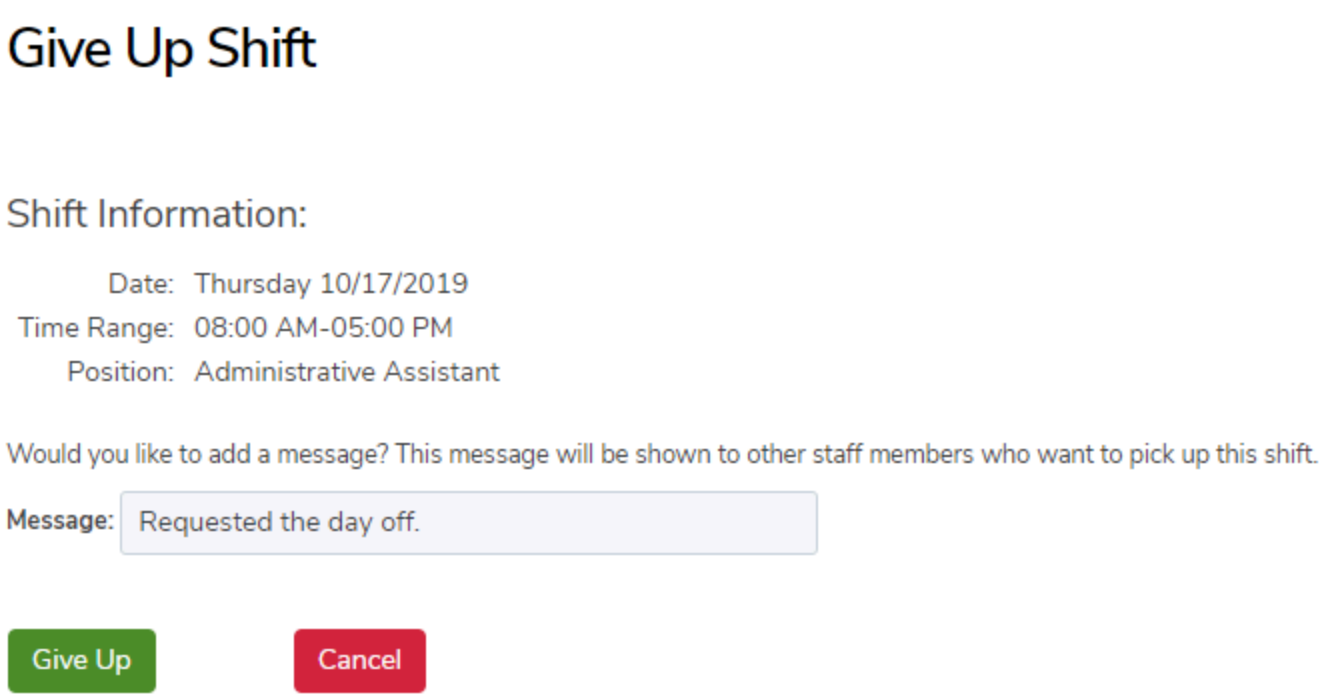


If the employee confirms a shift, there is typically no other action needed for that shift.

Give up the scheduled shift

On the **Give Up Shift** screen, review that the shift information is correct. You can also enter a brief message that will be shown to other staff members and managers before they pick up the shift or before management approves the shift.

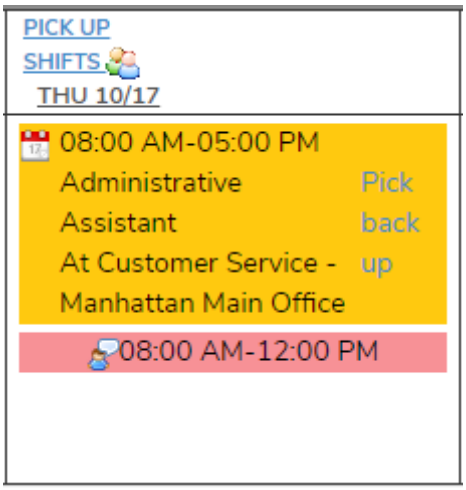
Click the **Give Up** button when you are finished.



Shift swap is pending

Once you give up a shift, it will be "pending" until someone picks it up and the manager approves the swap.

You can pick it back up yourself on the Today page if needed.



Pick up a bid shift or shift swap

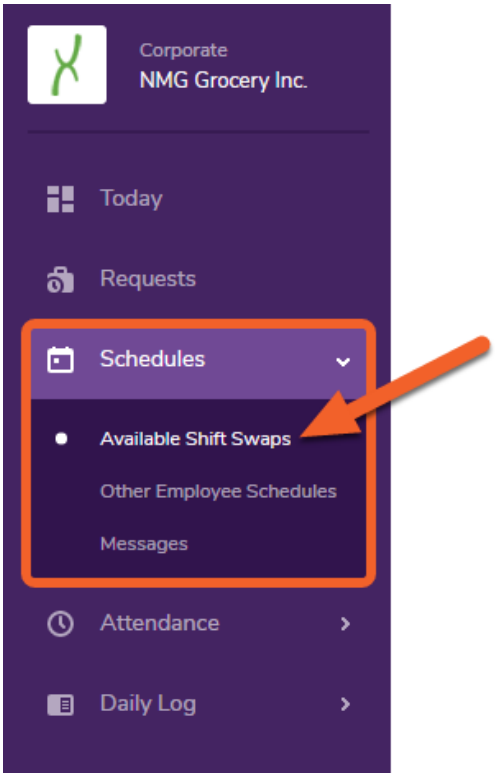
You can **Pick Up** shifts that have been assigned to other employees (shift swap) or that have been made available as bid shifts or transfer bid shifts by a manager. This is done on the **Available Shift Swaps** page in TimeForge or directly from the Today Page for any date that has a PICK UP SHIFTS option.

You are ***not*** responsible for any picked up shift until the shift is approved by your management team, and your manager or TimeForge notifies you of the successful shift assignment. You will see approved shifts on your ***Upcoming Schedules*** page.

From the Available Shift Swaps page

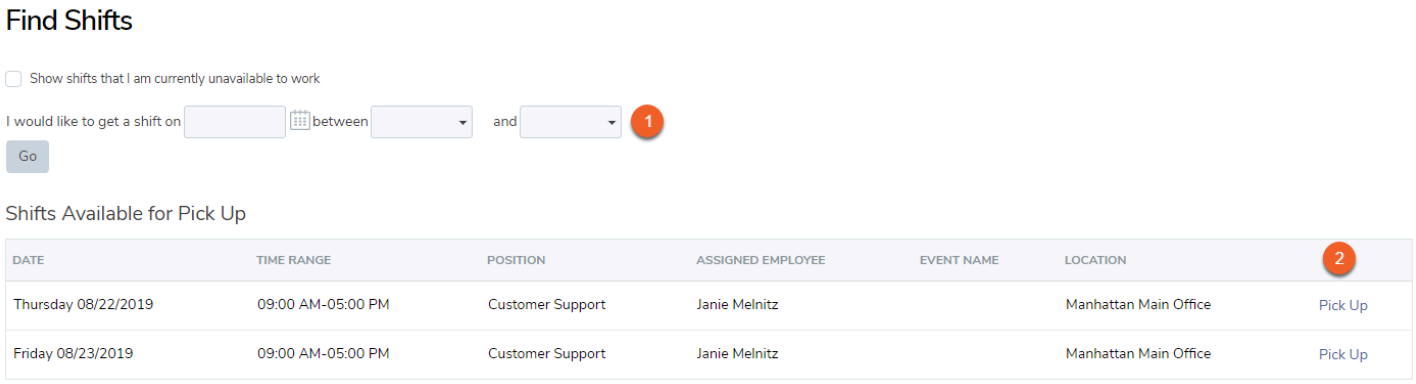
Navigate to the Available Shift Swaps page

Open the **Schedules tab** in the left side navigation menu, then select **Available Shift Swaps** from the list.



Find a shift to pick up

TimeForge provides two ways to look for shifts to pick up, if you would like to work extra hours:

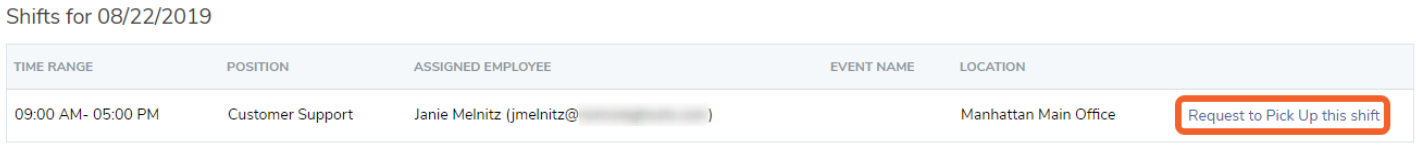


1. **Find Shifts.** You can search for shifts on a certain date between the times that you specify. If a shift is found, you may request to pick it up. This option may be useful if there are a lot of available shifts to choose from and you need to narrow down the list.
2. **Pick Up an Available Shift.** Qualifying shifts that have already been given up by other staff members are listed beneath the Find Shifts section. These shifts display the date, length of the shift, position, and the employee that is currently assigned to work the shift. If the shift swap is approved, you will be replacing the Assigned Employee.

If your management uses **Transfer Bid Shifts**, be sure to note the location of any shifts you pick up. Transfer Bid Shifts are bid shifts shared across store locations.

Pick Up a Found Shift

After searching for shifts using the Shift Swaps page, any found shifts are displayed directly beneath the Find Shifts screen. This shift is currently assigned to another staff member, as shown:



When you click on **Request to Pick Up this shift**, TimeForge will attempt to reassign the shift to you. This may require manager approval depending on your location's settings in TimeForge.

Once the shift swap is approved, TimeForge will assign the shift to your account and will notify you (according to your Alert preferences in your profile) that the shift is now your responsibility.

Pick Up an Available Shift

Alternatively, instead of searching for a shift to pick up, you can simply click the **Pick Up** link next to an available shift. If the shift is a bid shift or transfer bid shift, this will be listed under the 'Assigned Employee' column in place of a name.

Shifts Available for Pick Up

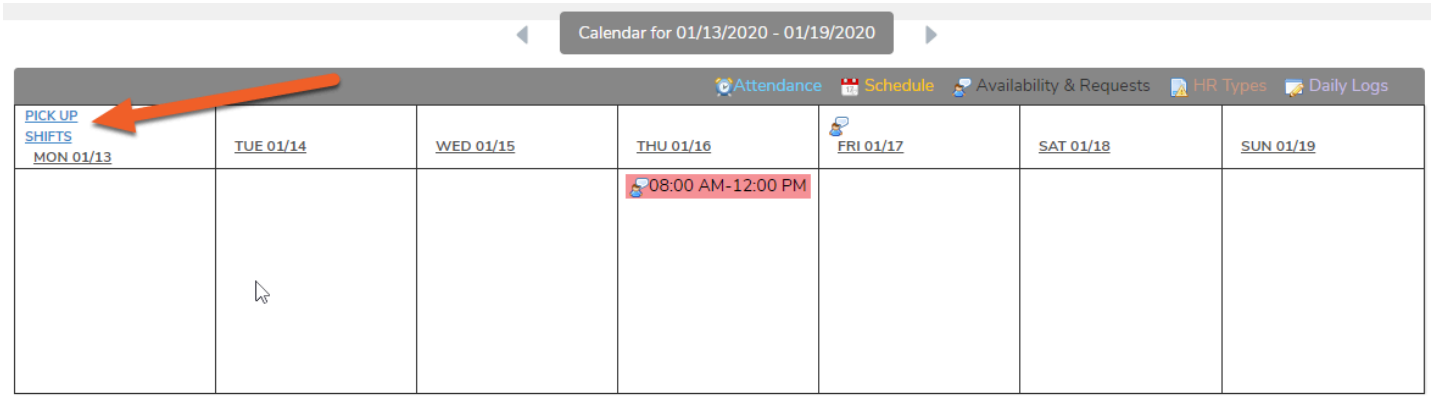
DATE	TIME RANGE	POSITION	ASSIGNED EMPLOYEE	EVENT NAME	LOCATION	
Friday 01/10/2020	08:00 AM-05:00 PM	Customer Support	Janie Melnitz		Manhattan Office	Pick Up
Monday 01/13/2020	08:00 AM-05:00 PM	Customer Support	Bid Shift		Manhattan Office	Pick Up
Monday 01/13/2020	08:00 AM-05:00 PM	Administrative Assistant	Transfer Bid Shift		Manhattan Office	Pick Up
Monday 01/13/2020	08:00 AM-05:00 PM	Customer Support	Transfer Bid Shift		Manhattan Office	Pick Up

Again, if approval is required, TimeForge will notify your manager of your request. If the shift swap is approved, you will be notified according to your alert preferences, and TimeForge will assign the shift to your account.

> If a shift swap is denied, you will *not* be notified -- this reduces the amount of email that you might get from TimeForge.

From the Today Page

Shifts you are eligible to pick up will also display on your Today Page calendar. Simply click the PICK UP SHIFTS link on the date you'd like to work. This will take you to the Available Shift Swaps page (described above), where you'll see a list of available shifts.



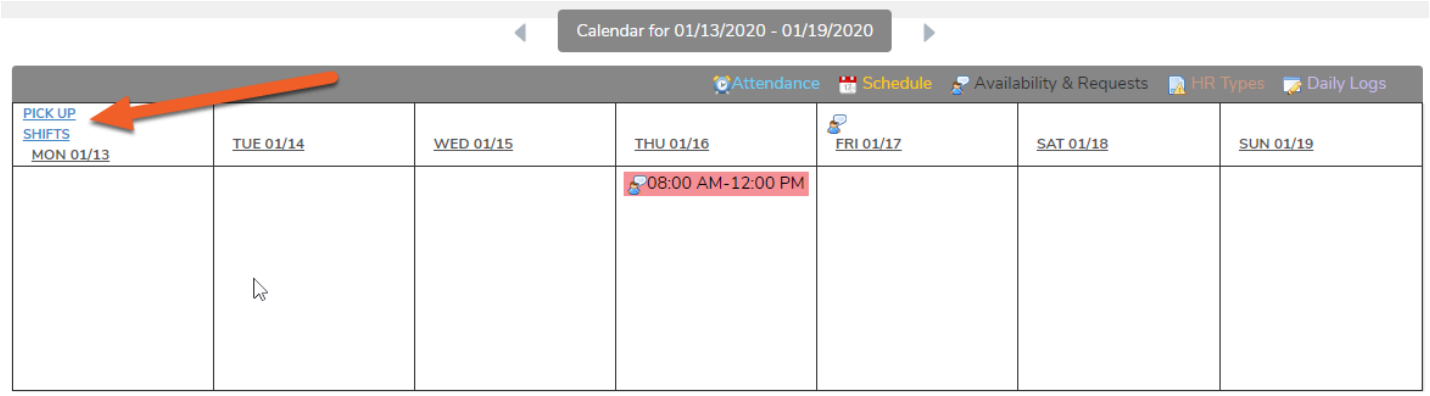
Pick up a transfer bid shift

Transfer Bid Shifts are just like normal bid shifts, except they're shared across store locations. They must be enabled by management and scheduled by a manger in order to be available to pick up. When you pick up a transfer bid shift, you follow the normal rules for bid shifts and shift swaps as set by your management, who may require the pick up to be approved before you are responsible for working the shift.

Pick up a transfer bid shift

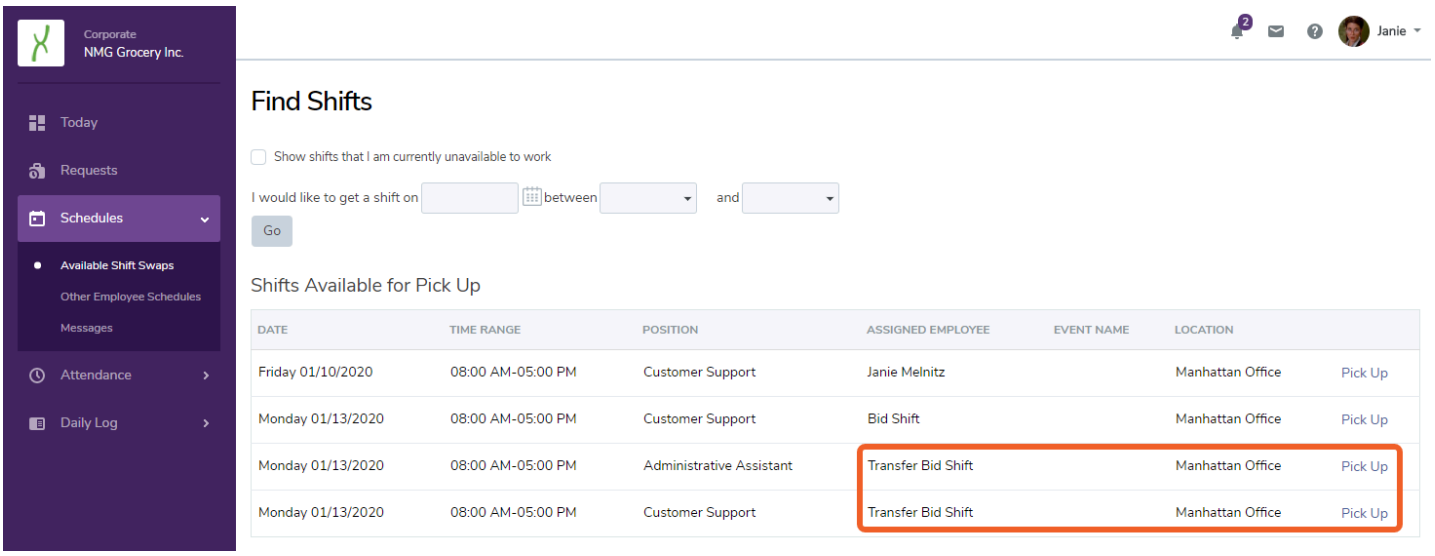
To pick up a Transfer Bid Shift, you follow the same steps as you normally would for picking up an available shift. Any shifts that you are eligible for will display on your Today Page and in your Available Shift Swaps.

If starting from the Today Page, simply PICK UP SHIFTS for the date you'd like to work.



This will take you to your Available Shift Swaps page, where you can select the shift you'd like to pick up.

For Transfer Bid Shifts, you'll want to make sure you note the **location** of the shift, as it might be different from your usual/home location.



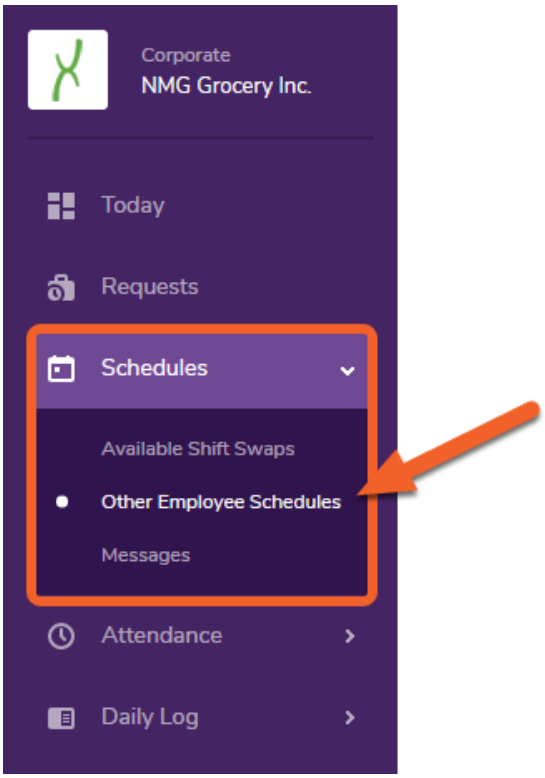
If manager approval is required, TimeForge will notify the store manager of your request. If the pick up is approved, you will be notified according to your Alert preferences, and TimeForge will assign the shift to you.

View other employees' schedules

Using TimeForge, you can see when other staff members / coworkers are working and can review the work schedule for your entire location.

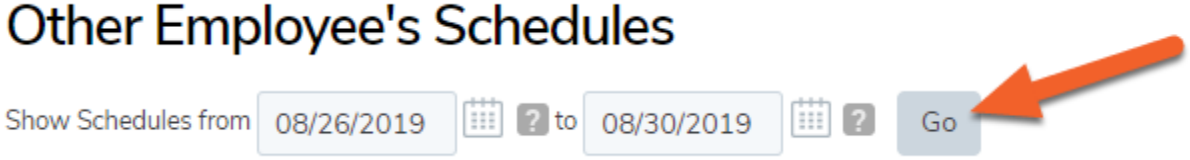
Open the Schedules tab and select Other Employee Schedules

Open the **Schedules tab** in the left side menu, then select **Other Employee Schedules** from the list.



View Other Employee's Work Schedules

To view other schedules, simply enter a date range and click **Go**.



The scheduled shifts for your location will be shown (including your own), along with employee names and positions.

Other Employee's Schedules

Show Schedules from 08/26/2019 to 08/30/2019 Go

Schedules for Other Employees from 08/26/2019 to 08/30/2019

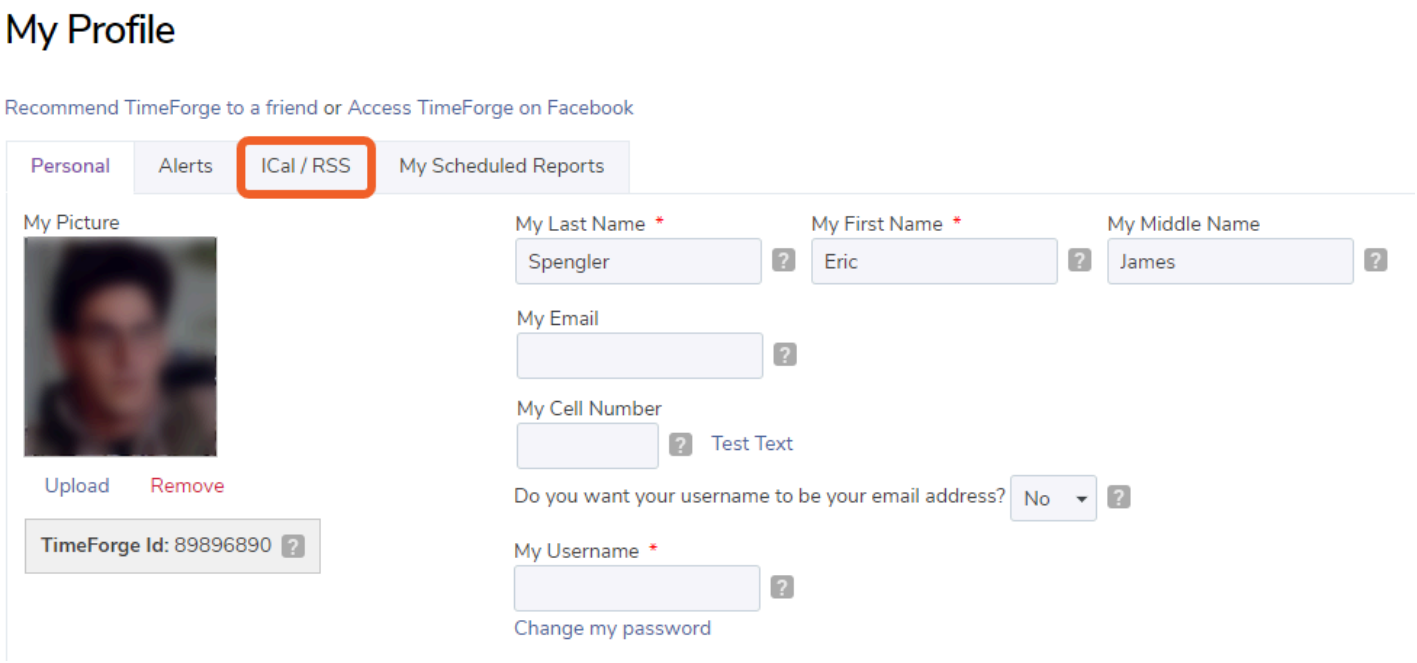
Location: Manhattan Main Office *555-555-4545*

EMPLOYEE	MONDAY 08/26/2019	TUESDAY 08/27/2019	WEDNESDAY 08/28/2019	THURSDAY 08/29/2019	FRIDAY 08/30/2019
Eric James Spengler	09:00 AM - 05:00 PM Customer Support				
Janie Melnitz	09:00 AM - 05:00 PM Administrative Assistant	09:00 AM - 05:00 PM Administrative Assistant	09:00 AM - 05:00 PM Administrative Assistant	09:00 AM - 05:00 PM Administrative Assistant	04:00 AM - 08:00 PM Customer Support
Ralph Stanz	10:00 AM - 04:00 PM Administrative Assistant	04:00 AM - 08:00 PM Customer Relations Expe	04:00 AM - 08:00 PM Customer Relations Expe	04:00 AM - 08:00 PM Customer Relations Expe	04:00 AM - 08:00 PM Customer Relations Expe
Wesley Zeddemore	07:00 AM - 03:00 PM Senior Customer Relatio	07:00 AM - 03:00 PM Senior Customer Relatio	07:00 AM - 03:00 PM Senior Customer Relatio	07:00 AM - 03:00 PM Senior Customer Relatio	07:00 AM - 03:00 PM Senior Customer Relatio

Import your schedule into Google Calendar

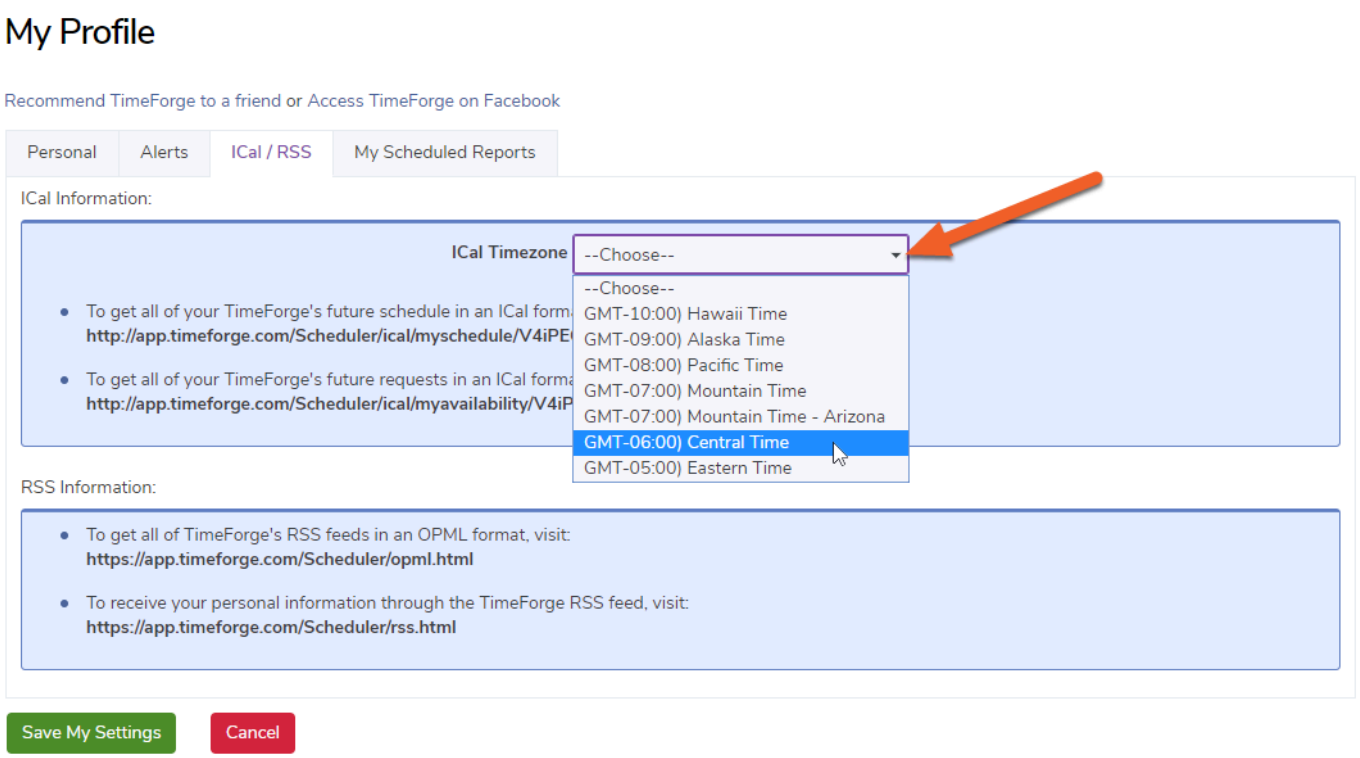
Open the ICal / RSS tab on your Profile

Click the dropdown menu in the upper right and select My Profile to visit your profile page. From there, click the **ICal/RSS** tab:



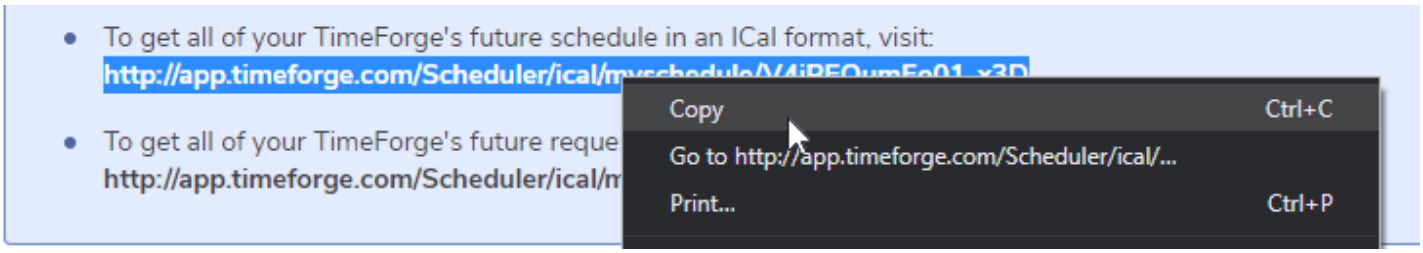
Choose a time zone in the ICal Information box

Choose a timezone, then click **Save my Settings** at the bottom of the page.



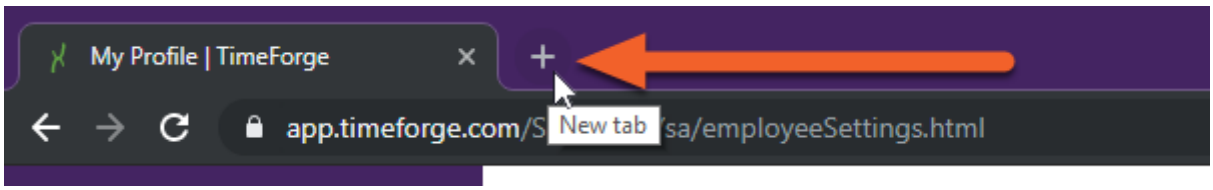
Copy the URL for the schedule you want to import

Next, highlight the URL for the schedule you want to import, then right-click and select **Copy**. This will copy the URL, which you will need for the next step.

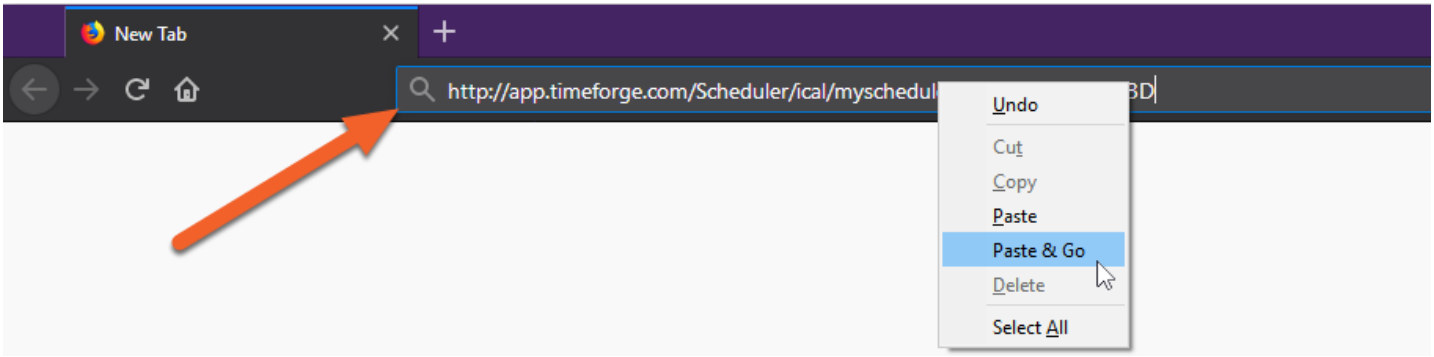


Open a new browser tab or window

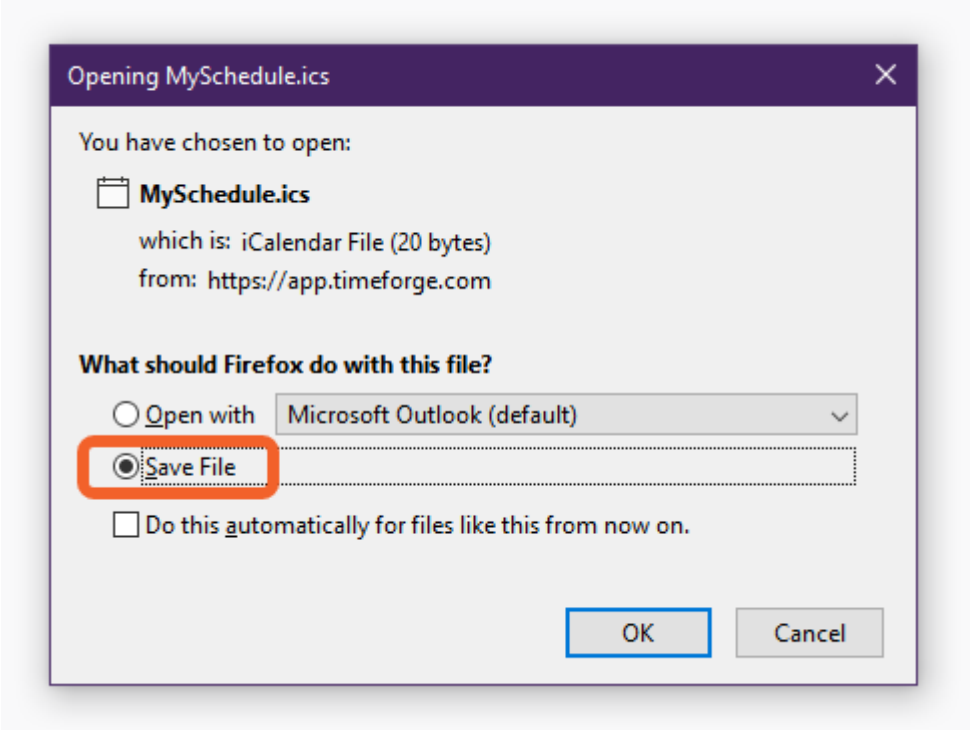
For most browsers, this can be done by clicking a plus sign at the top of the window.



Paste the copied URL and hit enter (or Paste & Go)



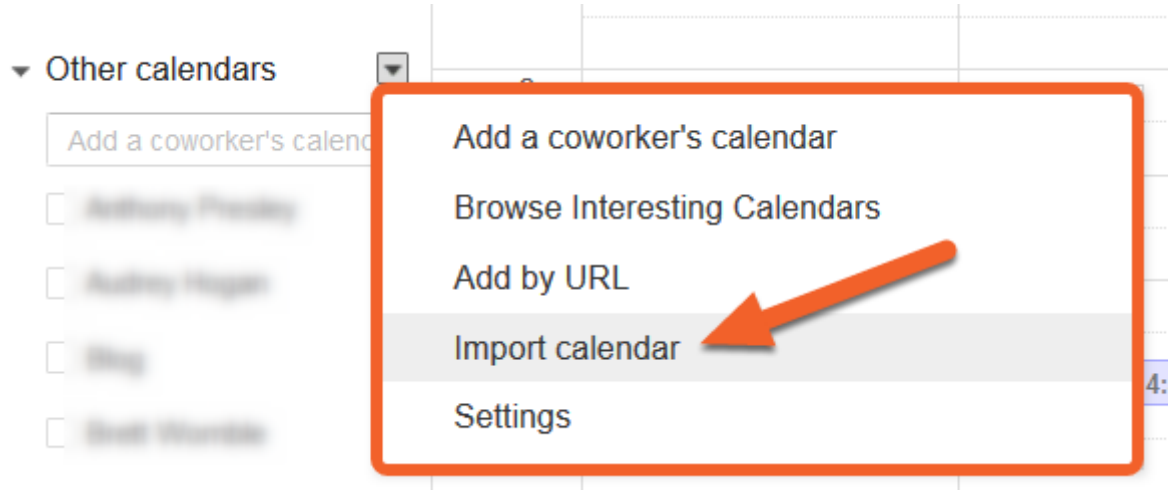
Depending on your browser's settings, the ICal file (.ics) may download automatically, or you may be prompted to choose where to save it. If prompted, save the file.



Import the file into Google Calendar

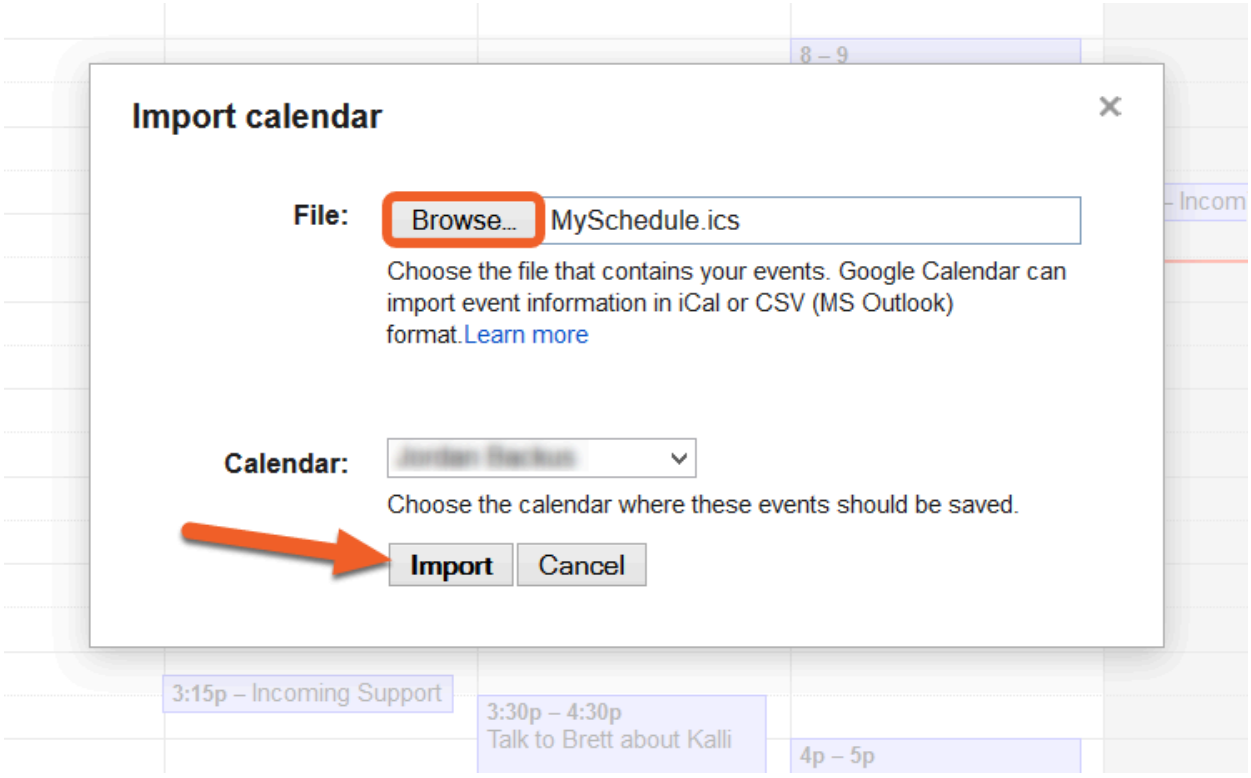
Now that you've exported the schedule from TimeForge, it's time to import it into Google Calendar!

To do this, open your Google Calendar, click the down arrow next to **Other Calendars** (on the left) and select **Import calendar** from the list.



Locate the file and click Import

Browse for the file you just saved, then click **Import**. Your schedule will then appear on your Google Calendar!



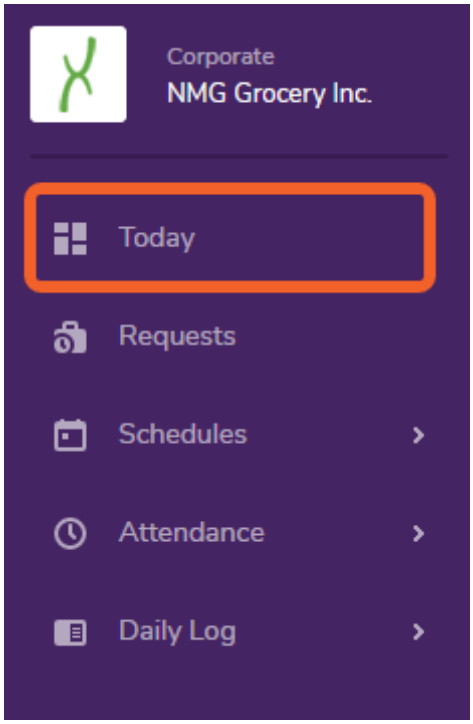
Rate your shifts

When enabled, **shift ratings** are a quick and easy way for your managers to get an idea of how good the schedule was so that they can make the best schedules possible in the future. Shift ratings also help the TimeForge AutoScheduler better understand which schedules work best for employees, so that TimeForge can build them even better schedules.

The goal of every schedule is to make everyone happy – happy managers, happy employees, and happy customers. Be sure to rate all of your shifts so your managers know how you feel.

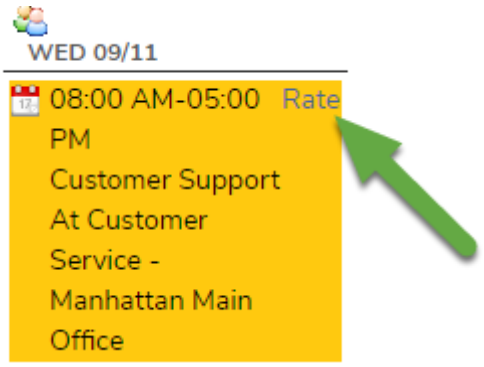
View your schedule

You can rate your shifts directly from your schedule on the Today page.



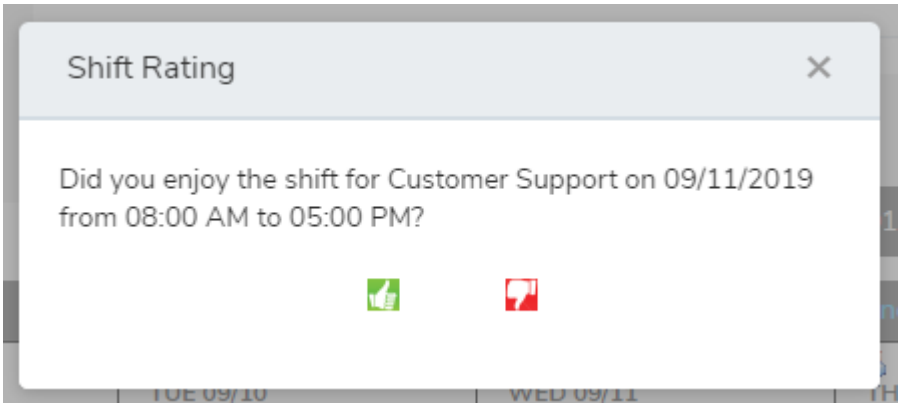
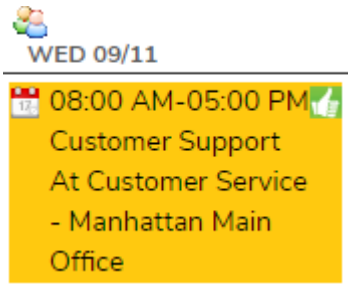
Click the Rate link/button for a shift

Look for the date you were scheduled to work (scheduled shifts are in yellow and are preceded by a calendar icon in the upper left). In the upper right, you'll see a **Rate** link -- click this to rate your shift.



Select if you enjoyed the shift or not

Click on the green “thumbs up” button if you enjoyed your shift. If you did not enjoy your shift, click on the red “thumbs down” button.



That's all there is to it! The rated shift will now show the icon for the rating you gave it: