P324	WORKFORCE MANAGEMENT TIMELINE and SHIFT ACCEPTANCE PROCESS

Working together to build a better future

CIMSability
CIMSXpress, Rostering and Shift Acceptance
ALL DEVICES

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Before proceeding ensure the following:

Ensure you have Google Chrome browser downloaded on your preferred device. Go to the APP Store and download it if you haven't already got it.

Note for Apple Users:

Safari is <u>not a recommended browser</u> when accessing web-based applications such as CIMSability.

If you require IT support regarding any of the processes in this document please email IT Support itsupport@LAAS.com.au in the first instance with a description of the issues you are experiencing and screen shots (if available).

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Logging in to CIMS

1. Open Google Chrome and enter the following URL into the address bar (see below):

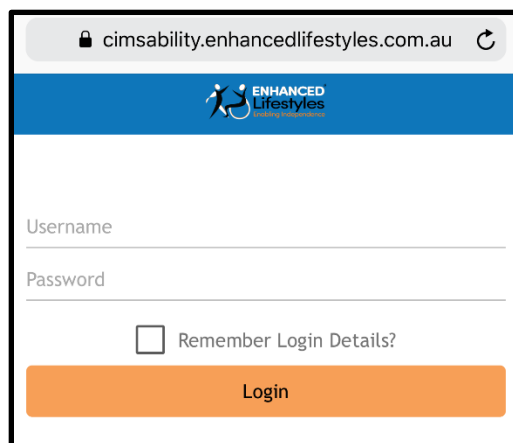   https://cimsability.enhancedlifestyles.com.au
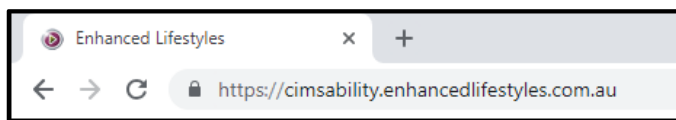
2. The CIMSability Login screen will appear (see below)

Desktop View
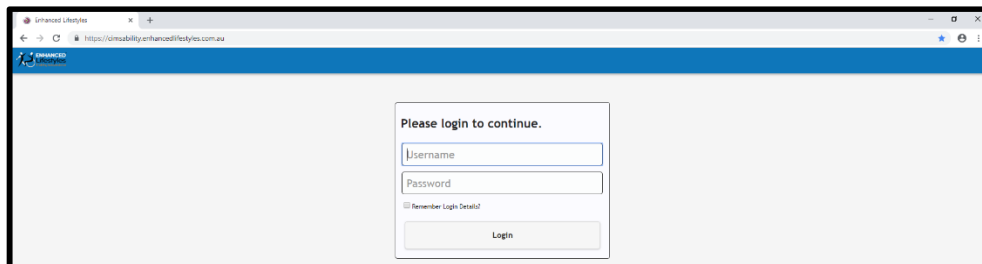
Mobile View

3.   USERNAME: (First Initial of your First Name)(Surname)(CIMS ID)
      PASSWORD: Lifestyle1

Note: *When you login for the first time, the password will be automatically set to the default password **Lifestyle1** on your first log in.*
*A pop up will appear on the screen asking you to change the password for security reasons. Select a password you will remember with the following format:*
10 characters composed of 1 Uppercase letter, 1 Lowercase and 1 number

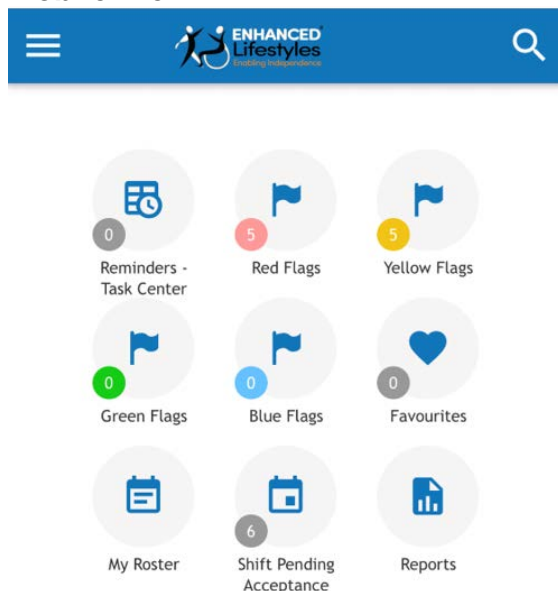## Navigating the Role Centre Queue

Once you have logged in the Role Centre Queue will display (see below):

Desktop View

Mobile View

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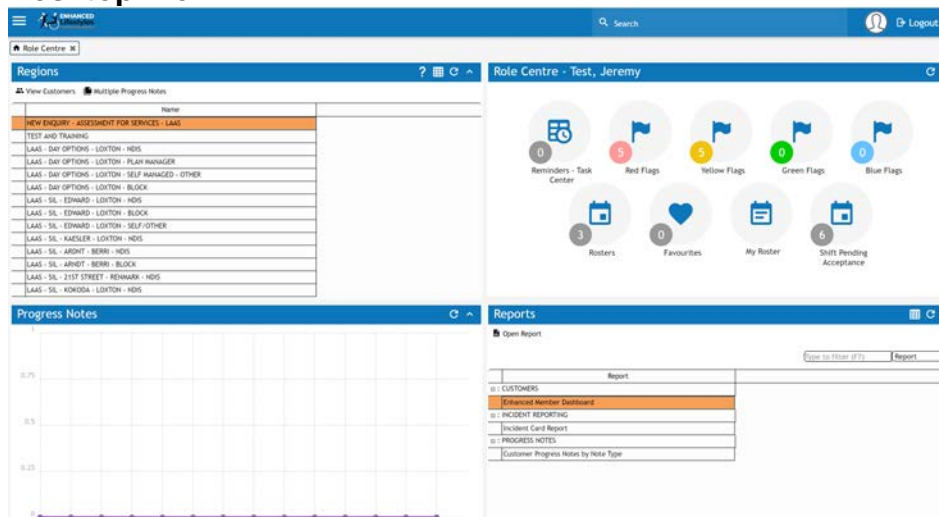
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The key functions that you will utilise are:
1.   **Reminders**: Users Task Centre for Reminders
2.   **Flags**: Progress Notes that are Flagged as must reads
3.   **My Roster**: to view your current live roster for a 14-day period
      Day 1 to Day 14
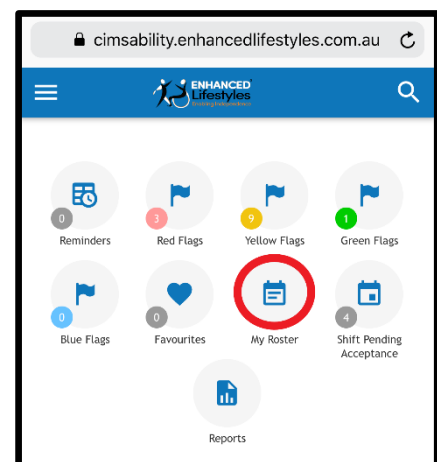4.   **Shift Pending Acceptance**: To Accept and/or Decline a shift assigned to you

Accessing/Viewing your roster
1.   Select 'My Roster' which is found in the 'Role Centre Queue'
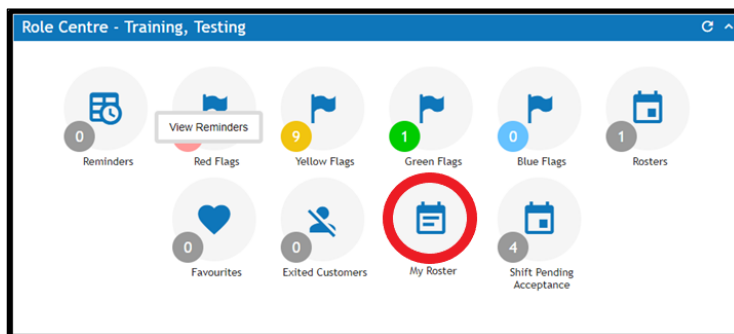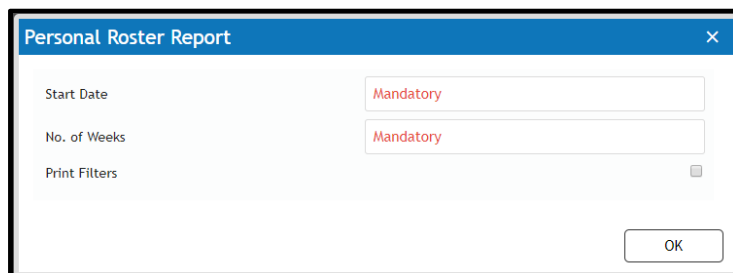
Desktop View   **Mobile View**
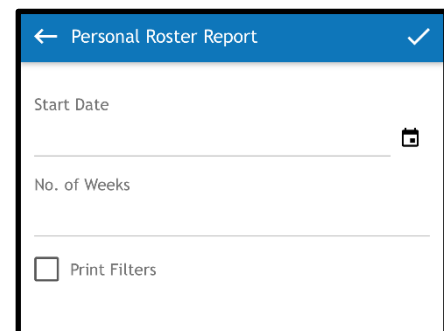

Once you are in 'My Roster' a filter will appear.

Desktop View   **Mobile View**
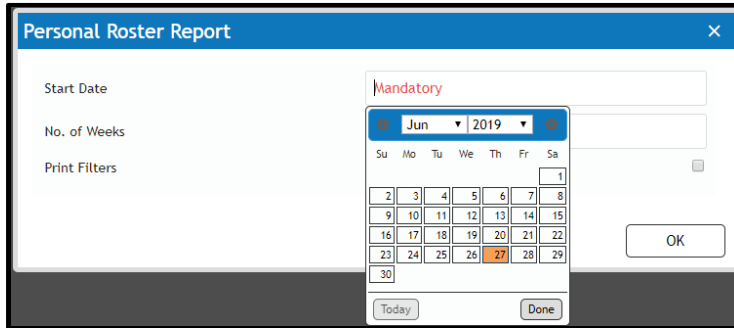

2.   Enter the start date in the 'mandatory' text field next to
      the start date, a drop-down calendar appears.
      As rosters are on a 14-day cycle, the start day you select is *Saturday of Week 1.*
      After the first time of use, this field will automatically populate dates from your last entry.
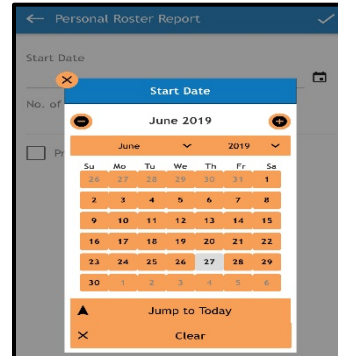
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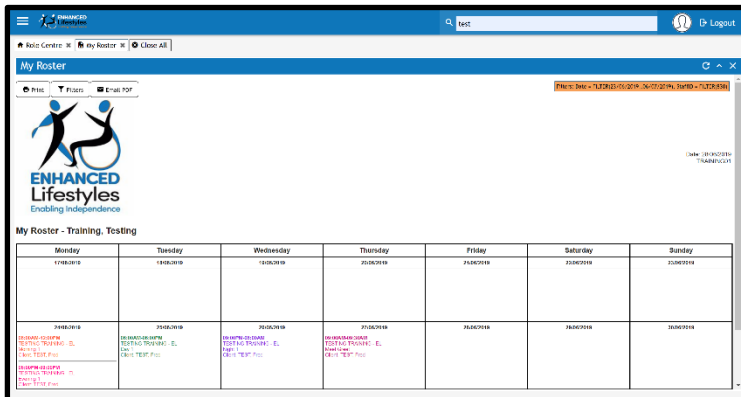**Desktop View**   **Mobile View**

3.   Select the 'mandatory' text field next to numbers of weeks, enter '2' into the text field and click 'ok'.

4.   Now that you have completed this process, you are able to view your personalised 14-day cycle roster. Your roster is **live and instantly updates** when there is a change to a roster.

Desktop View   **Mobile View**

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Rostering and Shift Acceptance - Accept and Decline Timeline

Rosters are created by the Operational Team in CIMSability.

Monday Week 1
You may be contacted by the Operational Team to confirm roster details in readiness for publishing of the rosters.
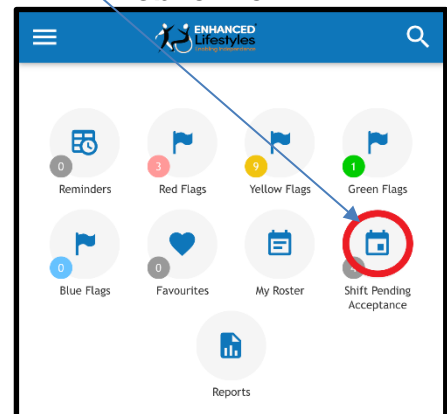
Friday Week 1
Staff rosters for the following fortnight will be published at 12noon Friday Day 7, Week 1

Rostered Staff have from 12 noon Friday Day 7 Week 1 (Fri 5/7) to 12 midnight Sunday Day 2 (Sun 7/7) Week 2 to Accept/Decline the Rostered shifts from the Shift Pending Acceptance icon in the Role Centre Queue.

Desktop View
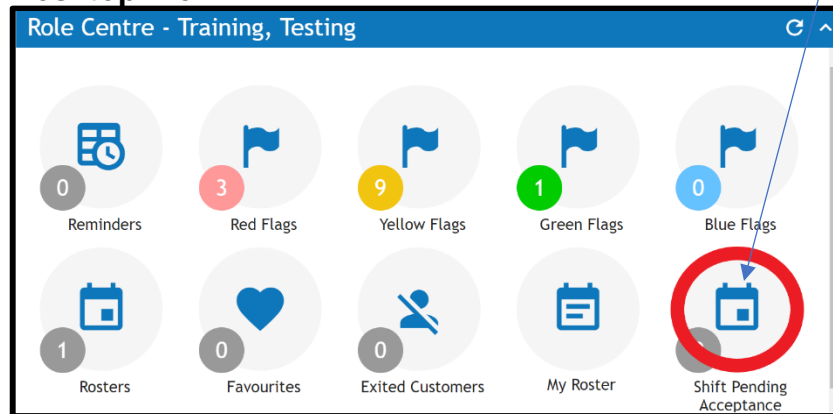
Mobile View

Note:
1. You must action (Accept or Decline) all shifts you have been rostered for.
2. If you are unavailable for a shift, decline it
3. If the shift is not allocated at the 'usual' existing time, there may be a valid reason for this. Change in client/service needs etc. If unsure, please email rosters@laas.com.au ASAP to resolve this before Accepting or Declining the shift.

Note: YOU MUST ACCEPT/DECLINE SHIFTS NO LATER THAN 12 midnight SUNDAY 7th July, Day 2 WEEK 2

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Owner, Quality & Services
Version 3.1

Issue Date: 08.07.2019
Review Date: 08.07.2021

Monday Day 3, Week 2

- ✓ At 9:00am sharp the Operational Team will reassign all declined shifts and make any changes necessary to rosters.
  The Operational Team will be contacting individuals regarding any shift changes.
  Note: *If you are contacted by the Operational Team and accept any additional shifts, please be sure to return to the Shift Pending Acceptance icon to accept shifts from there on in the roster period.*
- ✓ The rosters will be locked from Monday Day 3, Week 2 at 9am until 4pm for roster changes to be processed.
- ✓ All Staff rosters will be confirmed, published and available to view from your desktop or device from **4pm Monday 8th July, Day 3, Week 2.**

If there are any enquiries/discrepancies, please send an email outlining the enquiry to rosters@laas.com.au immediately.
If you experience any issues with using the CIMSXpress and Shift Pending Acceptance feature, please contact the Operational Team or email itsupport@laas.

For Ongoing Shifts in the Roster Period

Shift Pending Acceptance will constantly display newly allocated shifts for staff in the period.

Note:

- ✓ Best Practice is to check the Shift Pending Acceptance icon in your Role Centre Queue frequently, **at least daily** to ensure that you are Accepting/Declining shifts and keeping the Operational Team informed of your status.

- ✓ Shifts will automatically generate anytime a change is made to a roster by the Operational Team. By actioning shifts, it will ensure that there is a clear understanding of any shifts you have accepted/declined to the Operational Team.

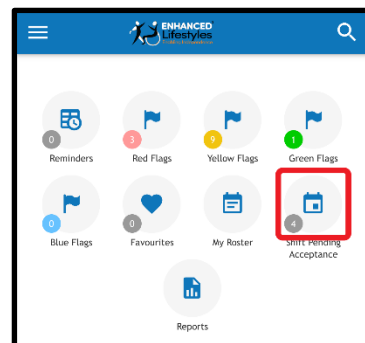| P324	**WORKFORCE MANAGEMENT TIMELINE and SHIFT ACCEPTANCE PROCESS**

Shift Pending Acceptance: Accept or Decline Process

1. From the Role Centre Queue, the Shift Pending Acceptance will display the numbers of shifts that are required to be actioned.

Desktop View   **Mobile View**
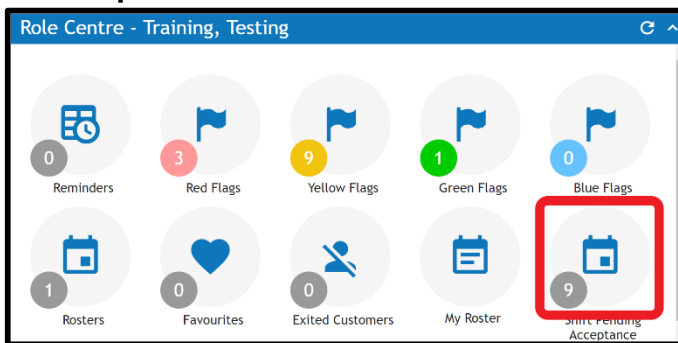
2. Click 'Shift Pending Acceptance' to view all your pending shifts to action.

3. From the list, click on a shift from the list to select it; once selected, the row will highlight orange (desktop view) or grey (mobile view) (see below).

**Desktop View**   **Mobile View**

4. Once a shift is selected, click 'accept' or 'decline'.
   Note: If a shift has been allocated to you and you can only do part of the shift or you cannot work the full shift DO NOT action it (as in select Decline).

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Please email rosters@laas.com.au ASAP to resolve this before your Accept/Decline the shift.

5.   When Accepting a shift, you will see a success message (see below).

6.   If you accept or decline a shift in error, please email rosters@laas.com.au immediately with details of the shift so that it can be reallocated to you to action.
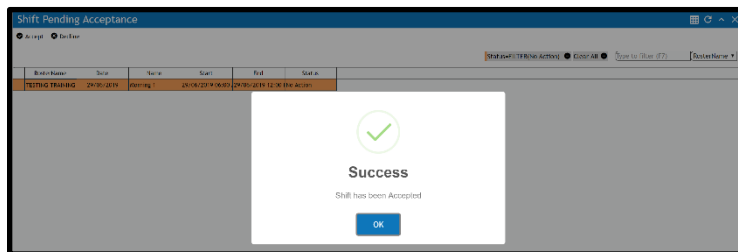
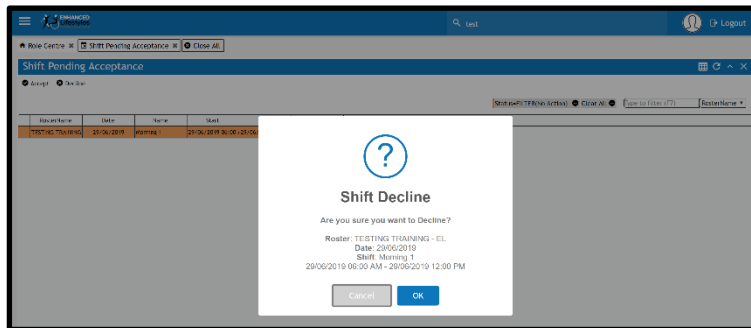**Desktop View**   **Mobile View**
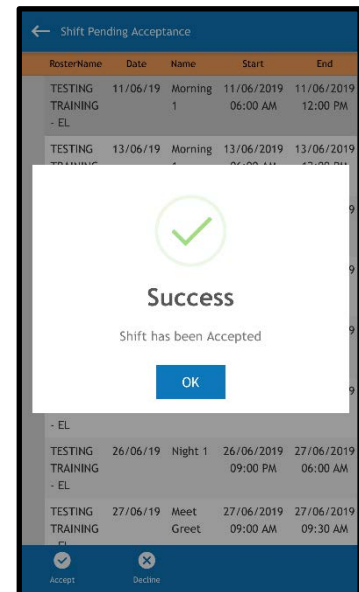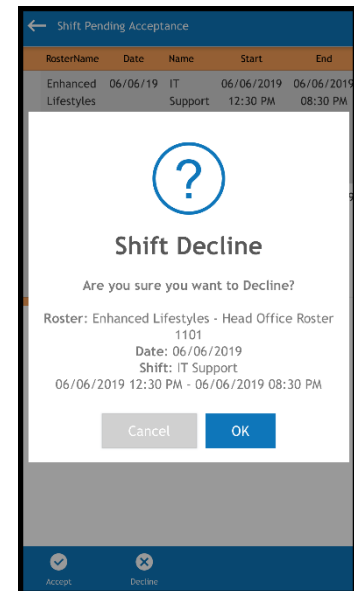

7.   If you decline the shift, you will see a confirmation message. If you mistakenly decline this and have not selected OK, you can press 'Cancel' to cancel Decline. This will return the shift to the list so that you can then accept the shift.

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Desktop View   **Mobile View**

8.   Repeat steps 3 – 6 until all shifts have been actioned with accept or decline.

Definition of Roster Dates that roll over:

Current Roster Period:
Week 1
Day 1 = Sat 6th July to **Day 7** = Fri 7th July.

Week 2
Day 8 = Sat 8th July to **Day 14** = Fri 12th July.

****
New Roster Starts:
Week 1
Day 1 = Sat 13th July to **Day 7** = Fri 19th July.

Week 2
Day 8 = Sat 20th July to **Day 14** = Fri 26th July.

Published to date: Day 14, Fri 26th July.

This means that all rostered staff are able to see their roster on CIMSability Desktop, Tablet CIMSXpress up to this date.

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