Introduction

When I Work (WIW) is cloud based shift scheduling software. You will receive your own WIW login that will enable you to view your shifts, view other staff shifts, initiate and claim shift swaps or drops (giveaways), and enter availability and working preferences. You can login via an internet browser (we recommend Chrome or FireFox only) or an app on your mobile device (iOS or Android).

Getting started

We recommend using an internet browser during the account activation and setup process. You will receive an email inviting you to join WIW (please see your manager/supervisor if you have now received one). Please activate your account by following the link in the email.

Please ensure you:

1. Upload a profile photo of yourself (must be larger than 128 x 128 pixels and framed similar to a passport photo)
2. Review your privacy settings
3. Set your alert preferences (mobile alerts appear as push notifications if you have the mobile app installed and are logged in, SMS alerts are not available)

Accessing WIW

Web Browser:

Login in via https://login.wheniwork.com/ using your @student.uwa.edu.au email address.

We recommend using Chrome or FireFox only.

Mobile App:

Download and install the WhenIWork app for iOS or Android mobile devices.

Login using your @student.uwa.edu.au email address.

An iOS and Android mobile app is available for WIW which features push notifications. More information on how to download the app is available here.

NOTE: Although convenient, we've had reports that the mobile app has a few glitches and encourage staff to use the web interface on a desktop PC for tasks such as setting availability preferences and swapping/dropping shifts whenever possible. We suggest using the app primarily as a method to view your roster and receive push notifications for shift reminders, etc.
Viewing your roster

The SLO roster is released for the upcoming period (e.g. Semester, inter semester break, summer vacation).

The **My Schedule** page shows your personal roster. From this page you can:

- View upcoming and past shifts
- View shift details
- Swap or drop a shift
- Print your Schedule

**IMPORTANT NOTES:**

1. Availability and time off is not in use for SLOs at this point however may be introduced after Semester 2, 2018. If you do enter preferences during the current period these will not be observed as the roster has already been populated. If you have any queries please speak to your manager/supervisor.
2. You can synchronise your roster with Student Calendaring however during testing it was identified that it took 24-48 hours for any changes in WIW to propagate into Student Calendaring. It is therefore suggested you use the WIW web interface or mobile app for the most up to date version of your roster.

Shift swaps/drops

You can initiate a shift swap or drop (giveaway) if you are unable to work a shift.

**IMPORTANT NOTES:**

1. Until someone else has accepted your swap or drop, and you've received an email telling you so, you are still responsible for working your shift. If you are unable to find someone to work your shift you must notify your manager/supervisor **ASAP**.
2. When initiating a shift swap it is expected you will offer your shift to **all** of your coworkers rather than selecting particular individuals.
3. Where you wish to swap or drop an ongoing shift please contact your manager/supervisor.
4. It is expected that you will check to ensure you do not exceed the maximum hours you can work per day (7.5 hours) before accepting a swap or drop.

For more information refer to:

- Swapping and Dropping Shifts
- Accepting Shift Swap and Drop Requests
Additional Support

Help is available online and in person!

Online:

❖ WIW provides online help resources here. Please note that some functionality in the help articles may not be in use by the Library, check with your supervisor or a Super User.

In person:

❖ Information drop in sessions have been scheduled for the following dates during the transition period. The purpose of these sessions is to provide support, trouble shoot, respond to questions, refine configuration, and escalate issues for resolution. These sessions will be staffed by members of the project team.

<table>
<thead>
<tr>
<th>Time/Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-4pm, Wed 29/8</td>
<td>Conference Room, Level 2, Reid</td>
</tr>
<tr>
<td>3-4pm, Wed 5/9</td>
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<tr>
<td>3-4pm, Wed 12/9</td>
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</tr>
<tr>
<td>3-4pm, Wed 17/10</td>
<td>Conference Room, Level 2, Reid</td>
</tr>
</tbody>
</table>

❖ Your supervisor can assist with any day-to-day operational queries

❖ Super Users have been appointed in the system, if you have any queries please contact:

- Dan Chan - daniel.chan@uwa.edu.au
- Jay Ratta – jay.ratta@uwa.edu.au
- Karlee Calderwood – karlee.calderwood@uwa.edu.au
- Megan Sutherland – megan.sutherland@uwa.edu.au
- Nick Vincent – Nicholas.vincent@uwa.edu.au

Feedback

The project team is keen to hear your feedback on WIW. If you have any feedback or suggestions please contact daniel.chan@uwa.edu.au.