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 @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 @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 CSO weekly roster is released the week prior to the current week.

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
- Set your availability preferences
- Set time off
- Print your Schedule
- Sync your schedule to your Outlook desktop calendar*

* Please use the instructions provided in this guide rather than WIW’s guide

For more information refer to:

- Viewing Your Personal Schedule
- Viewing Your Coworkers’ Schedules

Availability (work preferences)

Availability allows the Service Delivery Team Leader (SDTL) to understand when you prefer to work and when you prefer not to work. If you are unable to work a shift due to off desk work commitments like a meeting, training session, etc. it is your responsibility to enter this as unavailability (including a note stating the reason) as soon as practicable. We suggest entering any off desk work commitments you have as soon as possible and regularly review these to ensure they are still valid.

By default there are no availability preference set meaning you are available all day. Availability preferences can be set as once off occurrences or recurring.

Please note that due to operational requirements preferences we may not be able to always accommodate availability preferences. You are not required to enter unavailability outside of core business hours (e.g. weekends).

For more information refer to:

- Setting Your Availability

Time Off

Time Off is used to enter approved future leave into WIW to provide visibility to the SDTL when creating the roster. Time off can be full or part days.

It is your responsibility to enter time off into WIW once approved. The Time Off functionality in WIW does not replace any of the existing systems or leave procedures.

When submitting a time off request please use the WIW leave type as shown in the table below.
<table>
<thead>
<tr>
<th>Leave Type</th>
<th>WIW Leave Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual recreation leave</td>
<td>Holiday</td>
</tr>
<tr>
<td>Long service leave</td>
<td></td>
</tr>
<tr>
<td>Flexi</td>
<td>Unpaid</td>
</tr>
<tr>
<td>Planned sick leave</td>
<td>Sick</td>
</tr>
<tr>
<td>Study leave</td>
<td>Paid</td>
</tr>
</tbody>
</table>

For more information refer to:
- Request Time Off

**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.

For more information refer to:
- Swapping and Dropping Shifts
- Accepting Shift Swap and Drop Requests
Sync your schedule to your Outlook calendar
To syncronise your WIW schedule with your Outlook calendar follow the steps below:

**Step one**

In **My Schedule** select **CALENDAR SYNC**

Select and copy to clipboard the URL in the **MY SCHEDULE** field

**Step two**

In Outlook select **File** ribbon tab > **Info** > **Account Settings** > **Account Settings**
Select the **Internet Calendars** tab and **New**

Paste from clipboard and select **Add**

Update the **Folder Name** field if you wish to choose a different name. Ensure the tickbox in the **Update Limit** section is **unticked**. Select **OK**.

Select **Close**
**Step three**

Select **Send / Receive ribbon tab > Send/Receive Groups > Define Send/Receive Groups**

![Image of Send/Receive Groups dropdown menu]

Select **New**

Update the **Send/Receive Group Name** field to 'WhenIWork Roster'. Select **OK**.

![Image of Send/Receive Group Name field]

Select the **WhenIWork Roster** group and enter ‘5’ into the minute value. This will force Outlook to synchronise every 5 minutes with your WIW roster. Select **Close**.

**IMPORTANT NOTES:**

1. Each shift will appear as an appointment in your calendar. These appointments will appear as free time and no reminder will be set.
2. The calendar will appear as a separate calendar in Outlook. If you click on the left arrow in the title of the new calendar it will overlay over your personal calendar.
**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 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>
<td>Conference Room, Level 2, Reid</td>
</tr>
<tr>
<td>3-4pm, Wed 12/9</td>
<td>Conference Room, Level 2, Reid</td>
</tr>
<tr>
<td>3-4pm, Wed 19/9</td>
<td>Conference Room, Level 2, Reid</td>
</tr>
<tr>
<td>3-4pm, Wed 3/10</td>
<td>Conference Room, Level 2, Reid</td>
</tr>
<tr>
<td>3-4pm, Wed 17/10</td>
<td>Conference Room, Level 2, Reid</td>
</tr>
</tbody>
</table>

- Super Users have been appointed in the system, if you have any queries please contact:
  - Dan Chan - [daniel.chan@uwa.edu.au](mailto:daniel.chan@uwa.edu.au)
  - Jay Ratta – [jay.ratta@uwa.edu.au](mailto:jay.ratta@uwa.edu.au)
  - Karlee Calderwood – [karlee.calderwood@uwa.edu.au](mailto:karlee.calderwood@uwa.edu.au)
  - Megan Sutherland – [megan.sutherland@uwa.edu.au](mailto:megan.sutherland@uwa.edu.au)
  - Nick Vincent – [Nicholas.vincent@uwa.edu.au](mailto: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](mailto:daniel.chan@uwa.edu.au).