



How you want to be treated.

Q&A

Andgo

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Q&A

Background

What is Andgo?

Andgo is the new online scheduling system that PHC unionized staff will use to view their schedule, update their contact preferences and to see and bid on all available shifts in the near future as well as weeks in advance.

Andgo consists of six components (see chart below) that will replace the current systems and paper-based processes including automated shift callout functionality (replacing ASC), prebooking (replacing the manual spreadsheet system) and an online selection process for annual vacation planning (replacing the paper-based process).

1. **MySchedule:** employee portal where you can view your schedule and update contact information
2. **Smart Call:** online short-term shift callout functionality (shifts 0-7 days)
3. **Prebooking:** online long-term shift callout functionality (shifts 8 days to 16 weeks)
4. **Annual Vacation:** online selection and process of vacation leave
5. **Quick Dial:** online sick leave system
6. **Smart Leave:** online leave request system

	Current State	Future State	Replacing	When
1	ASC employee portal	MySchedule	Update system	April - May 2021
2	Automated Shift Callout (ASC)	Smart Call	Update system	May - June 2021
3	Prebooking: Phone or emailed	Prebooking (new system)	Phone or spreadsheets	May - June 2021
4	Annual vacation form	Annual Vacation (new system)	Paper	October 2021
5	Early Absence Reporting Line (EARL)	Quick Dial	Updating system	TBD - 2022
6	Leave of absence forms	Smart Leave (new system)	Paper	TBD - 2022

What does this mean for me?

Andgo's six modules will be rolled out to staff in phases. The first module to go-live is MySchedule, the new Andgo employee portal where staff will test signing in to Andgo (from work, home or mobile device) using single sign-on, which is the same log in information used to view online job postings and electronic pay statements. From here, staff will be able to view their schedule and check their contact preferences are up-to-date.

Three things you need to use MySchedule:

1. Access to a computer, laptop, tablet or mobile device with access to Internet/Wi-Fi (within 24 hours)
2. A PHC Network login (same log in information used to view online job postings, electronic pay statements and ASC)
3. Email address: Once you log into the employee portal, you can update your contact information to receive notifications to your preferred email address (this could be your personal email).

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Why did PHC switch to Andgo?

Moving to Andgo is the first of several steps PHC is taking to upgrade our outdated (and disconnected) staffing systems and processes into one consolidated online portal. This move will replace the current ASC system and pre-booking by email process, and integrates staffing services that will create efficiencies for People Staffing to reinvest back into providing better service to the organization.

What are the benefits of Andgo?

Benefits for Employees	Benefits for PHC
<ul style="list-style-type: none">• One platform to manage all your scheduling needs• Quickly and easily view your schedule at any time• View your schedule and shift statuses in real time up to 16 weeks in advance• Improve your staffing experience• More options to set your contact preferences (how and when you'd like to receive shift notifications)	<ul style="list-style-type: none">• Uses the best technology to simplify complex scheduling processes (cloud-based system)• PHC remains competitive with health authorities• Enhanced metrics and reports• Time efficiencies for staffing clerks• Cost savings by consolidating systems to reinvest back into our people

When is Andgo going live?

Andgo will go live in phases starting on April 14, 2021 with a pilot group of staff and will continue until June 16, 2021. Posters and unit/site specific communication (emails and posters) will be sent well in advance of each go-live. Please speak with your Manager/Leader for more details.

Which staff will use Andgo?

All staff who receive shift offers (straight-time or overtime) by telephone or through ASC from PHC's Centralized People Staffing Office will make the switch to using Andgo.

Is there a change to how staff are selected to receive shift offers?

No. Andgo will select employees for shift offers in the same way they were selected before Andgo. Collective agreement scheduling rules still apply and will be followed in determining shift awards.

Will Andgo be used to offer overtime shifts?

Yes. Andgo will be used to offer both straight-time and overtime shifts.

Will all scheduling offices at PHC use Andgo?

Some PHC units do their own scheduling and may or may not use Andgo. Check with your Manager/Leader for more information.

Will the person with the most seniority always receive the shift?

It depends on the situation and applicable collective agreement's scheduling rules.

Do I have to buy a new personal device to access Andgo?

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No. You can access Andgo at work or on a public computer (local library or community centre); however, having a personal device with access to the Internet means quicker and easier access to bid on shifts.

Do I have to buy a phone with a cellphone plan?

No. Any cellphone, tablet, smart device or computer with Internet access will work.

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Setting up the Employee Portal (MySchedule)

What do I need to set up my employee profile?

You will need a PHC active Network ID and email account; this is the same log in information used to view online job postings and electronic pay statements. Without these crucial pieces, you will not be able to log in to the employee portal, which gives you access to update your contact preferences (i.e., text message, email, phone call), bid on shift offers and view your bid history.

To activate or reactivate your network ID and email account, please contact Service Desk at vchServiceDesk@phsa.ca or call 604-806-9333.

How do I set-up my employee profile?

To set-up your employee profile, log in to andgo.phcnet.ca.

1. Check that your phone numbers(s) are correct.
 - To update your phone number(s), please contact your Portfolio Clerk (Monday to Friday during daytime business hours) by calling their office phone number or by email if you have any questions or concerns about your schedule information.
 - After daytime business hours or on Saturday and Sunday, contact Short Call at 604-806-9664.
 - Changes will not take effect until the following day.
2. Contact your Leader if you are unsure of who your Portfolio Clerk is.
3. If you wish, you may add a personal email address.
 - Note: Once you update your personal email address, this becomes your preferred email for shift offers. You will not receive shift offers on your work email address if your personal email is updated.

Visit asc.providencehealthcare.org/andgo for training videos and manuals.

Can I choose more than one way to be notified about shift offers?

Yes. Staffing recommends that staff have at least 2 (two) methods of communication to receive shift offers. You can choose to receive a phone call, a text message and an email for every offer; or you can choose only one channel or any combination of two. To ensure you always receive a shift offer, even during system errors, it's best to have more than one method of communication.

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Learning and Support

Where can I find learning materials?

Employees can find training videos and user guides by visiting asc.providencehealthcare.org/andgo.

Troubleshooting

What happens if the Andgo system goes down?

In the event of a system downtime, Staffing will temporarily revert to the manual callout process using the primary contact number the employee lists in Andgo. Employees are expected to ensure this number is up to date.

Who do I contact for more information about Andgo?

If you require more information or need further support for Andgo visit asc.providencehealthcare.org/andgo or email andgo@providencehealth.bc.ca.