

Instruction Mysolution Planning

In this instruction you will find how Mysolution Planning works. You will find what the schedule looks like, how to submit your availability and how to confirm the schedule.

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I. General

Mysolution Planning's communication for you is through the candidate portal you may already be familiar with. This is the same portal where you also find your salary slips and other information regarding your employment. Information regarding your availability, leave and shifts is also provided through that portal.

In this document, we take you step-by-step through the actions you need to take in order to use Mysolution Planning's scheduling information through your portal so that you can view your schedule/services, confirm shifts, and report availability.

Login

Go to your portal, log in and follow the steps below:

On the left side of the screen, go to "Work" and click on the "Schedule" button.

Setting up push notifications for IOS users (iPhone/iPad)

To receive push notifications, it is necessary to indicate per device (mobile, tablet, PC/laptop) that you want to receive push notifications.

- The candidate portal needs to be added to your home screen. You do this as follows:
 - Open Safari.
 - Log in to your candidate portal.
 - Tap  the share button (iPhone at the bottom, iPad at the top) and tap "Put on home screen."
- Open the portal through the app you added to your home screen.
- In your portal, click on your name in the upper right corner and choose "Scheduling notifications."
- Click on "Activate push notifications."
- After clicking "Activate Push Notifications" you will get a pop-up asking if you want to receive notifications / notifications. Click on "Allow."
Then under "Paired devices" you will see your device and browser listed.

You'll also get a notification that it was successful in activating push notifications for your device.

Push notifications work on IOS version 17. If you are using an IOS version lower than version 17, you will receive a notification in your portal asking you to update your iPhone/ iPad to IOS version 17.

Push notifications work only in Safari. If you use a browser other than Safari, you will receive a notification in your portal asking you to use Safari.

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Setting up push notifications for Android users

To receive push notifications, it is necessary to indicate per device (mobile, tablet, PC/laptop) that you want to receive push notifications.

- Log in to your portal.
- In your portal, click on your name in the upper right corner and choose "Scheduling notifications."
- Click on "Activate push notifications."
- After clicking "Activate Push Notifications," you will get a pop-up asking if you want to receive notifications/notifications. Click on "Allow."
Then under 'Paired devices' you will see your device and browser listed.

You'll also get a notification that it was successful in activating push notifications for your device.

Deactivating push notifications

You can deactivate Push notifications at any time by clicking on your name at the top right of the portal, then choosing Planning notifications and under Paired devices, remove your device with the cross. The email notifications are deactivated by

Activating scheduling emails

You can also receive your Planning notifications via e-mail.

- Open your portal.
- In your portal, click on your name at the top right and choose 'Scheduling notifications'.
- Click the switch at "Yes, I want to receive E-mail notifications".

Deactivate scheduling emails

You can deactivate E-mail notifications at any time by clicking on your name in the upper right corner of the portal, then choosing Planning notifications and under E-mail notifications turn off the switch at "Yes, I want to receive E-mail notifications."

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II. Specifying your availability and leave

In your portal, you can indicate your availability or absence (leave) at any time and date, setting a return pattern.

The screenshot shows the 'Planning' page for '2022 week 21' (May 29 - June 5, 2022). A red arrow points to the '+ Beschikbaarheid toevoegen' button. Below, a list of days from Monday (ma 23) to Friday (vr 27) is shown, each with a time slot of 06:00 - 23:00 and the status 'Beschikbaar • Beschikbaar'.

The screenshot shows the 'Beschikbaarheid' form. The 'Datum' field is set to 'dag-maand-jaar' and has a red circle with the number 1 next to it. A calendar for June 2022 is displayed, with the 1st of June highlighted. Below the calendar, there are radio buttons for 'Ja' (selected) and 'Nee', and a 'Herhalen' section with radio buttons for 'Ja' and 'Nee' (selected). Buttons for 'Opslaan' and 'Annuleren' are at the bottom.

The screenshot shows the 'Beschikbaarheid' form with a date picker set to '6-6-2022'. The 'Beschikbaar' section has radio buttons for 'Ja' (selected) and 'Nee', with a red circle with the number 2 next to 'Nee'. The 'Reden' dropdown menu is set to 'Beschikbaar', with a red circle with the number 3 next to it. The 'Opmerkingen' field is empty. The 'Hele dag' section has radio buttons for 'Ja' (selected) and 'Nee', with a red circle with the number 4 next to 'Nee'. The 'Herhalen' section has radio buttons for 'Ja' and 'Nee' (selected), with a red circle with the number 5 next to 'Nee'. Buttons for 'Opslaan' and 'Annuleren' are at the bottom.

1. Indicates date of availability
2. Please indicate whether you are available or not
3. State the reason for your (non-)availability
4. Indicate whether it is all day or a specific time of day
5. Please indicate if this applies to multiple days or not.

Then save this and enter any other available days in that week or the coming months.

When you have provided availability, we assume that we can schedule you on that shift. So it is important that you keep track of this. Check your availability regularly to make sure we can

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schedule you.

For both reporting availability and submitting leave, you will keep the arrangements you make with your contact person at the branch.

Absence

If you are normally available, but are unable to work on a specific date or time period, please indicate your absence. This way we know we can't schedule you.

Go to 'Specify Availability' and under 'Available' choose 'No'; enter the time when you are not available and fill in the reason and comments. When you have completed all the steps correctly, you will see that you are not available.

Absence

Are you sick and therefore unable to work and have you set a standard availability with return pattern? Then you should adjust the days on which you are not available due to illness to 'Absent' with the reason 'Sickness'.

III. View and confirm your schedule

You will receive an email containing your (new) schedule and also a push message that your schedule is ready in the portal. In the portal you can see when you are scheduled and you must **confirm** or **decline** this shift. We assume that you always confirm the shift because you have indicated that you are available.

When you confirm a shift, we receive notification of this, so we know you will attend.

Confirmation of service

When you are scheduled, you will see below. Here you can change the service under 'Change status'. When you have changed the status, you will see 'Scheduled: confirmed' or 'Scheduled: denied'.

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Attention! Night shift on Sunday?

Your client's work week may run from Sunday to Saturday. In Mysolution Planning, the schedule can be seen from Monday through Sunday.

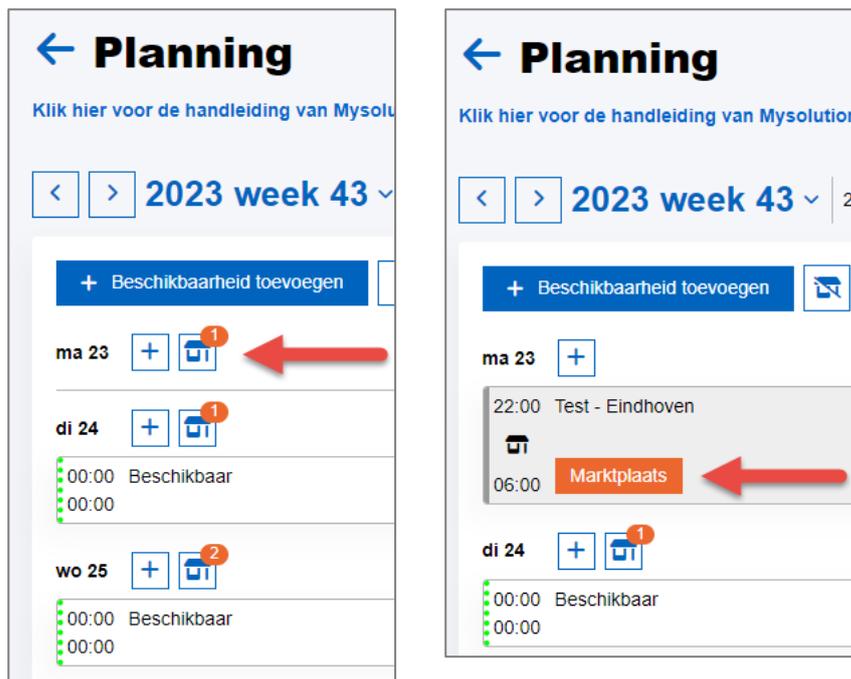
If you have to work on Sunday night, this is reflected in Mysolution Planning in the week in which it actually takes place and not in the week in which the entire schedule for that week is shown on it.

So our advice is always to look carefully in your schedule and check the date of Sunday service.

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IV Signing you up for services

With some services it is also possible to sign up for a service yourself. You will see an icon of a house with a number next to the date. When you click on it, the available services are shown.



When you click on "marketplace" and then "sign up" you have signed up for that service.

Please note: the scheduler of the branch must still assign the service to you. If this has not happened yet, you will see the status "Marketplace" in your planning. When the shift is assigned you will see the shift with the status "Scheduled: Confirmed" and when the shift is not assigned you will see the shift with the status "Marketplace: Refused".

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← **Planning**

< > 2023 week 43

+ Beschikbaarheid toevoegen

ma 23 +

22:00 Test - Eindhoven
Marktplaats

06:00

← **Planning**

< > 2023 week 43

+ Beschikbaarheid toevoegen

ma 23 +

22:00 Test - Eindhoven
Gepland: bevestigd

06:00

← **Planning**

< > 2023 week 43

+ Beschikbaarheid toevoegen

di 24 +

06:00 Test - Eindhoven
Marktplaats: geweigerd

14:00