guidebook for workers using relevate schedule.

relevate schedule overview

Randstad uses a technology partner called Shiftboard in order to bring you Relevate Schedule, our automated scheduling tool and our primary means of communicating with each other with regards to your schedule.

Through Relevate Schedule you can:

- maintain your availability, email address and mobile number

- check your schedule and get directions to your work location

- pick up additional shifts when they are available

- let Randstad know if you need to call out, will arrive late or need to leave early

- request time off

- view your current attendance points balance

first things first

- download the app

- log in and set up your password

- verify email and mobile number

- set availability

logging in

Download the Shiftboard scheduling app and log in.

first time logging in

1. Download the Shiftboard scheduling app.

2. Enter the email address you provided to Randstad during the hiring process. If you're not sure which email address you provided, ask your Randstad representative.

3. Select "Forgot Password," which will send an email to your email address so you can create your password.

4. Enable Touch ID/facial recognition, if desired.
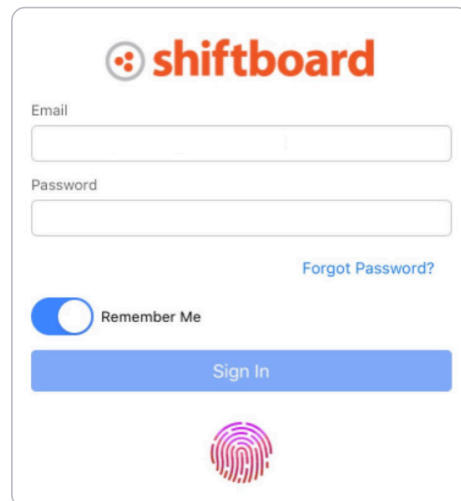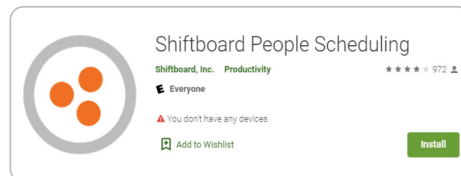
account management

Since scheduling is our primary way of keeping in touch regarding your schedule, it is important your account information (email and mobile number) is up to date.

## verify your relevate schedule account information is correct

1. After clicking on the "..." (lower right), select your name to review the current information and email settings.

2. Select the pencil to update the following information:

   - email — where all Relevate Schedule communication will be sent

   - mobile number — where all text messages will be sent (opt-in message will be sent for new/updated phone number)

   - language (to change language to Spanish or French, log in via www.shiftboard.com, open your account settings and select the preferred language under your email address on your profile page)

   - email preferences — enable/disable email preferences

   - click "Account" to go back to the main account settings page

3. Sync your schedule with your phone calendar.

4. Change your password.

time — availability

Since scheduling is automated, it is important that you maintain your availability so the system knows when to offer you work.

The system is set to think all workers are available all of the time! If you are not available all of the time, change your availability so the system knows when you are busy.

5. Select "Availability" from the "Clock" page of the app.

6. Select the + sign to add your availability.

7. Select the days/times you are busy and then click "Save."
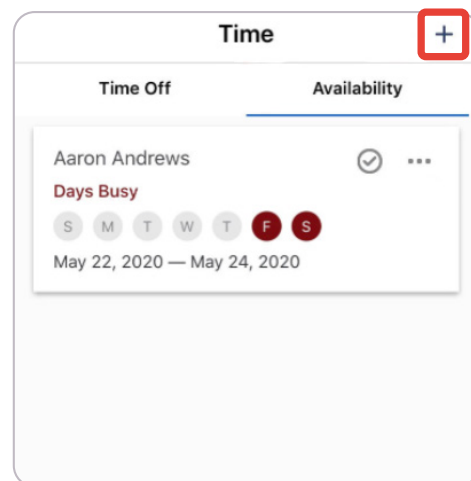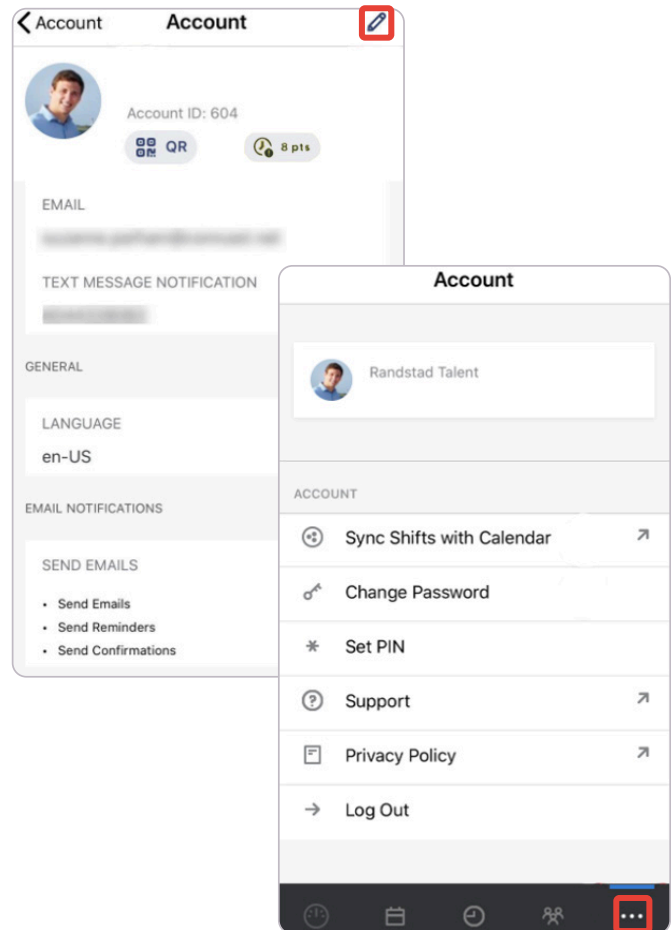
managing the day-to-day

Take some time to familiarize yourself with the features you'll use most often.
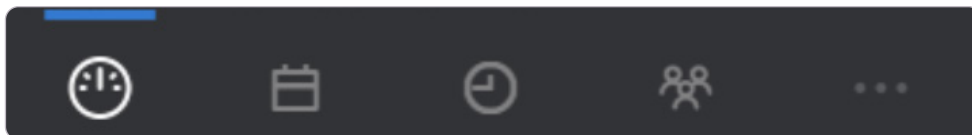
dashboard: viewing your schedule

time: requesting time off

account: checking attendance points and updating your contact info

schedule: accepting an unconfirmed shift, picking up an open/available shift, calling out of a shift and notifying if running late or need to leave early

navigate the app from the bottom menu

dashboard
- week at a glance — if you do not see any green squares (■) or half blue/white squares (◤), you have not been assigned to a shift for the current week. Click on the "Schedule" icon to see available shifts to pick up.
- time off requests — approved/pending/denied requests
- news

time
- time off requests
- availability

account
- attendance points
- update email and text information
- sync to calendar
- change password
- log out

schedule
- weekly schedule of available shifts (□)
- monthly schedule of available shifts (click the down arrow)
- filter to view assigned (■) or open (□) shifts

teams
- team assignments
- people

dashboard

Weekly schedule, time off requests and news.
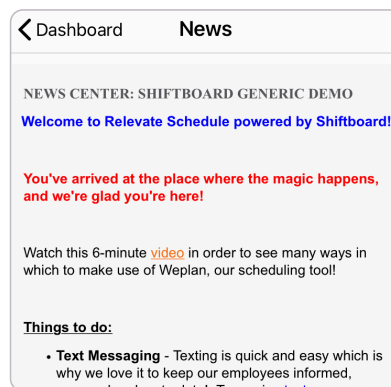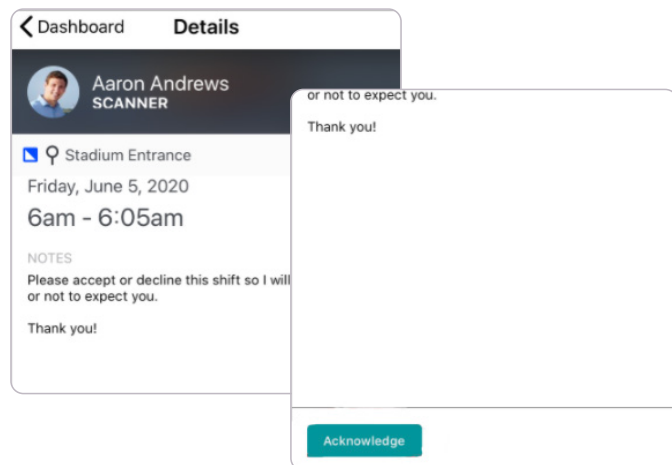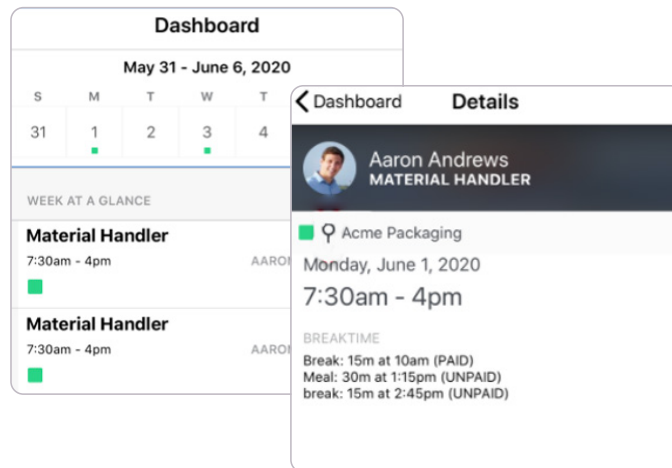
green icon (■)

- Means you're on the schedule to work and good to go!

- No further action needed.

- Click on the shift to see details.

blue/white icon (◣)

- The blue/white icon means you have been assigned the shift, but you have not yet accepted the shift.

- "Action needed" means you need to accept the shift or risk the shift being reassigned to someone else.

- Click on the shift to see details and select "Acknowledge" to accept the shift.

news

See specific site news here.

Dashboard

May 31 - June 6, 2020

S	M	T	W	T
31	1	2	3	4

WEEK AT A GLANCE

Material Handler
7:30am - 4pm   AARO
■

Material Handler
7:30am - 4pm   AARO
■

‹ Dashboard   Details

Aaron Andrews
MATERIAL HANDLER

■ ♀ Acme Packaging

Monday, June 1, 2020

7:30am - 4pm

BREAKTIME

Break: 15m at 10am (PAID)
Meal: 30m at 1:15pm (UNPAID)
break: 15m at 2:45pm (UNPAID)

‹ Dashboard   Details

Aaron Andrews
SCANNER

◣ ♀ Stadium Entrance

Friday, June 5, 2020

6am - 6:05am

NOTES

Please accept or decline this shift so I will or not to expect you.

Thank you!

or not to expect you.

Thank you!

Acknowledge

‹ Dashboard   News

NEWS CENTER: SHIFTBOARD GENERIC DEMO

Welcome to Relevate Schedule powered by Shiftboard!

You've arrived at the place where the magic happens, and we're glad you're here!

Watch this 6-minute video in order to see many ways in which to make use of Weplan, our scheduling tool!

Things to do:

- **Text Messaging** - Texting is quick and easy which is why we love it to keep our employees informed, engaged and up to date! To receive text messages

schedule

Pick up an open shift, weekly/monthly schedule, filters and tradeboard.

open red square icon (□)

- An open red square means a shift is open and available for pick up! Select the shift and click "Take Shift." Once you take the shift, the icon will turn to green on your calendar.

- If working the additional shift will "break" any rules such as "no overtime," the system will not let you complete the shift pick-up.

To pick up a shift that someone has offered up on the Tradeboard, select the day, open the shift and select "Take Shift."

Turn on the filter (green = "on") in order to change the view of what type of shift you're seeing.

calling out of your shift keeps everybody in sync

While we always encourage our talent to adhere to their worksites' attendance policies, we also know life happens. If you need to call out due to illness, emergency or a similar life event, Shiftboard makes it easier than ever.

Keep in mind, however, that penalizations may still occur for absences.

step 1

Press "Call Out."

step 2

Select reason for calling out.

step 3

Press "Call Out" again.

Assignment details with a line through them means you have successfully released the shift assignment.

late/early notifications

Notify Randstad if you will be late or need to leave early (specific site attendance policy applies).

step 1

Select "Notify Late/Early."

step 2

If you're going to be late, adjust the start time to reflect when you expect to arrive. If you need to leave early, adjust the end time.

step 3

Select the reason for lateness and/or need to leave early.

The schedule will show your adjusted arrival/departure times.

request time off

Use this feature to request time off.

step 1

Make sure "Time Off" is selected.

step 2

Select the date you want to request off.

step 3

Click the plus sign to start the request.

step 4

Fill out all fields, start date, end date, select unpaid and click create. If desired, add notes in this section.

Status will be either: Pending, Approved or Denied

account

This feature allows you to view your attendance points.

Select the "Points" (pts) icon highlighted in yellow and details of your current points will display.

To reset your password or update your contact information, click on the pencil icon in the top right corner.

teams

To see what Team(s) or Workgroup(s) you have been assigned to, click on the "Teams" icon.

Check with your Randstad representative if you have a concern regarding the Team(s) you've been assigned to.

need help?

Please contact your Randstad representative for more information.

My Teams

CSP Credits & Deductions	>
CSP Customer Care	>
Dollar Tree demo	>
Forklift	>
Forklift - FLEX	>
Inspector	>

ᒣᒥ randstad®

human forward.