

Do you have questions or are struggling with Shift Link? Please refer to the reference guide below to aid you in navigating the challenges you may be experiencing. If staff are unable to find an appropriate response below- please reach out to a member of our team to provide further guidance.

Questions Asked	Answers
There is a location in parenthesis after my last name- can I remove this?	No - this is required to be in place to communicate your home location to the sites when awarding shifts. Staff are not to remove this from their profile
I have selected the SMS (Text) only notification option and am not getting notified of any shifts, why?	Please note that the SMS notification feature is not available at this time. Staff that only select this notification feature will not receive any shift notifications. Please select from <i>Push</i> or <i>Email</i>
My account was activated under my work email account. Can I change it once my account is activated?	Yes - once you have activated your account staff have the opportunity to change their login email to a personal email address. Please note that if you select email notifications- you will receive all notifications to your email and can result in a large volume of emails.
I already have an existing Shift Link account- Do I need to activate another?	No - if you have an existing Shift Link account- please reach out to your PTNT manager who will walk you through how to add PTNT as a secondary employer within your existing account
I want to add new sites to my Shift Link account- how can I do this?	Please visit the PTNT website and complete the Site Access Request Form to have additional sites reviewed and inputted into your workspaces.
I have activated my account – Will I be able to see shifts posted retroactively?	Yes - staff will have the ability to see shift needs that were posted prior to account activation
I have been approved to have sites added to my Shift Link profile but I can't view all the sites- why?	Due to the app configuration- staff are unable to see a list of all the sites they have active within their shift link account. The confirmation of a site addition takes place when staff receive communication regarding shift needs. If you are unsure if a site has been added to your workspace- please reach out to a member of our team

<p>My friend received new shift notifications and I didn't for the same site- why is this?</p>	<p>It is important to note that the shifts are posted by the respective sites. In the shift creation process the site determines what classification of nurse they require- RN, LPN, RPN. Due to this- there may be variances in what shifts you receive in your profile to that of another nurse with a different classification. If you experience a situation where you and a friend share the same designation and are not receiving the same notifications- please reach out to a member of our team and we would be happy to assist you.</p>
<p>Can I set myself as <i>unavailable</i> and therefore not receive available shift bids for a certain period of time?</p>	<p>Yes- this is an option available to our nurses, however must be completed online (not a feature enabled in the app). Please note that you will not receive any shift notifications if you have set yourself as unavailable. This feature must be removed in order to then receive shift needs for that designated time period.</p>
<p>Is Shift Link replacing ESP? Do I still need to access ESP?</p>	<p>Shift Link is not replacing ESP. Shift link is used for all needs within IERHA and PMH. SHSS will continue to utilize ESP for posting/awarding periods and Shift Link for outstanding/short call needs. Staff must still access their ESP portal on a weekly basis to verify the accuracy of their schedule for payroll purposes. Any discrepancies noted should be brought to the attention of our secretary team.</p>
<p>Can I request accommodations or orientation through Shift Link?</p>	<p>No- Staff requiring orientation must complete the <i>Orientation and Accommodation Request Form</i> on the PTNT website and submit it to our secretary team. Please note that approved shifts that are less than 14 days out are not eligible for orientation.</p>
<p>If I have more than one employer active in Shift Link, how can I view the separate schedules?</p>	<p>The current app configuration will display all of your approved shifts within the same calendar. There is currently no feature to toggle between employer calendars or to color coordinate shifts assigned to a particular employer</p>
<p>I accepted an available shift- when will I be notified if I am awarded it?</p>	<p>Please note that the awarding of shifts is done at the discretion of the respective sites- therefore we are unable to provide an update or insight into this</p>