

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 <b>not</b> to remove this from their profile
I have selected the <b>SMS</b> (Text) only notification option and am not getting notified of any shifts, why?	Please note that the <b>SMS</b> notification feature is <b>not available</b> at this time. Staff that <b>only</b> 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?	<b>Yes</b> - 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 <b>all</b> 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?	<b>No</b> - 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 email the PTNT educators at <a href="mailto:PTNTeducators@sharedhealthmb.ca">PTNTeducators@sharedhealthmb.ca</a> and include the specific sites and programs that you are interested in supporting with our program. (ie. Brandon Medicine, Neepawa PCH)
I have activated my account but can't see any shifts- is something wrong with my account?	Once staff accounts have been activated they will <b>not</b> be able to retroactively view posted shifts. Staff will only have visibility to available shifts communicated from the point of activation onward.
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

What sites are included in the soft launch with Shift Link? **Active as of March 18 <sup>th</sup> **	<p><b><u>Southern Health Santé Sud</u></b> Bethesda Regional Health Centre- all units Morris Hospital- Med-Surg De Salaberry Health Center- ED/Medicine combined unit</p> <p><b><u>Prairie Mountain Health</u></b> Brandon Hospital- all units Minnedosa ED/Medicine unit Neepawa PCH Dauphin Health Centre- all units Swan River PCH</p>
When will all other PTNT sites be available in Shift Link?	<p>The <b><u>Go Live Date</u></b> with Shift Link for all outstanding sites is <b><i>April 23<sup>rd</sup>, 2025</i></b>.</p> <p>Please note that this includes all sites <b>except</b> for the NRHA which will continue to utilize availability forms</p>
My friend received new shift notifications and I didn't for the same site- why is this?	It is important to note that the shifts are posted by the respective sites. In the shift creation process the site determines what <b>classification</b> 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.
Can I set myself as <i>unavailable</i> and therefore not receive available shift bids for a certain period of time?	<b>Yes</b> - this is an option available to our nurses, however must be completed online (not a feature enabled in the app). Communication regarding this feature will be distributed soon.
Is Shift Link replacing ESP? Do I still need to access ESP?	Shift Link is <b>not</b> replacing ESP. Shift link is used for <b>short call-outstanding needs</b> whereas ESP will continue to be utilized for bidding on <b>future shifts</b> during a posting and awarding period. Staff must check their ESP each pay period to ensure its accuracy prior to payroll
Can I request accommodations or orientation through Shift Link?	<b>No</b> - staff that require orientation to a new site/unit or accommodations must book through ESP.

<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 <b><i>all</i></b> 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>