

How To:

Add Personal Email Address:

1. Click **My Account**
2. Click **My Info** tab
3. Enter **New Email** then enter same again under **Confirm New Email**
4. Click **Update Email Address**

Add Set / Update Your Shift / Workday Preferences:

1. Click **My Account**
2. Click **Smart Call** tab
3. Click **box(es)** to check off shifts and days for you – you may select as many options as you like (or use **All** or **None** buttons)
 - ✓ Be sure to select your **preference for extensions** on workdays
4. Click **Update My Preferences**
 - ✓ **Successfully updated**



About ScheduleME

ScheduleME's improved broadcasting technology will help you effectively manage your time and plan for the things that matter in advance.

- ✓ Receive and respond to your available shifts on **web portal**, or, if notified, by **phone/text** for shifts within the next week
- ✓ Receive timely confirmation of shift award **outcome**
- ✓ Adjust your **preferences** to best suit your lifestyle
- ✓ You can set how to be **notified** and the type of shifts you want
- ✓ Most importantly, *ScheduleME* helps ensure **Continuity of Care** for our patients

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ScheduleME Smart Call Web Portal

The Smart Way to Balance
Your Work & Life

Starts May 30, 2018



ROSS MEMORIAL
HOSPITAL
Kawartha Lakes



How to Access Web Portal

Register:

1. Open rmh.ncsmartcall.com
2. Click **Register Here**
3. Enter your employee number
4. Click **Find My Data**
 - ✓ Your password will be sent to your work email address

Login:

1. Enter your employee number and **ScheduleME** password. Click **Log In**
 - ✓ Click **I Have Forgotten My Password** if required for a new password to be sent to your preferred email address

Change Your Password:

1. Click **My Account**
2. Click **Change Password** tab
3. Enter **Current password**
4. Enter **New Password** then same under **Confirm Password**
5. Click **Change Password**

How To:

Update Your Contact Methods:

1. Click **My Account**
2. Click **Notifications** tab
3. Beside **each Phone Number**, select one of **Text, Call, Text/Call** or **None** (if this number is not to be contacted)
 - ✓ Setting **Phone 1 and Phone 2** contact methods will result in double notifications for shifts
4. Click **box** beside **Smart Call** for **Email Notifications**
5. Click **Update Contact Methods**
 - ✓ **Successfully updated**
 - ✓ Click **View your preference update history** to confirm

Need Help?

Email:

ScheduleME@rmh.org

or call:

(705) 328-6103

How To:

Apply for Available Shifts:

1. Click **Apply for Shifts** then click **Browse Shifts**
 - ✓ Calendar will appear with your **Available Shifts** details listed on the right
 - ✓ Be aware of **shift application closing time** included below shift details
 - ✓ Click arrow beside month name to move through calendar
3. Click **Apply** to submit application for shift
4. Review details of shift application and click **Confirm Submissions** to file, otherwise click **Remove**.
5. Message **Submission was successful** will appear if application was submitted successfully
 - ✓ You will be notified of shift outcome in the same manner as you applied on shift

To Withdraw Shift Application:

- ⇒ Click **Withdraw** beside details of chosen shift
- ⇒ Click **Confirm Withdrawals**

To Review:

- ⇒ Click **Apply for Shifts**
- ⇒ Click **My Submissions** to review
 - ✓ You can also **Withdraw** from **My Submissions** while Resolution Status is **Pending**

