iShift Employee Training Guide

Darden is excited to introduce iShift – a new online tool that allows all hourly employees to post, swap and/or pick-up available shifts pending manager approval. Based on your feedback, this real-time tool was developed to make changing shifts easier and more efficient for our operations teams.

Objectives

After completing this training, you will be able to:

- Access the iShift application
- Explain the guidelines and responsibilities you have when using iShift
- Demonstrate how to post, pick-up, and swap available shifts

Accessing iShift

- Go to MyDISH and enter your login and password
- From the Enterprise Menu, click on Tools, then click on iShift (iShift can also be added to your Quicklinks section)

*Note: upon entering iShift for the first time, you will be prompted to read and accept the terms and conditions for using the tool

Functions of iShift

- View your current and following week schedules
- Post shifts for other employees to pick-up
- Pick-up an available shift posted by another employee
- Swap a shift with another employee

Guidelines for Using iShift

- You are responsible for working all scheduled shifts located in iShift
- All shift changes you make must be approved by a manager
- Any shift change not approved by a manager is the responsibility of the employee who was originally scheduled for the shift
- Any shifts that will put you over the hour scheduling guidelines (overtime) will not appear available for pick-up or swap
- Multiple shifts can be posted for pick-up if no pick-up or swap transactions are pending manager approval
- A pick-up or swap transaction cannot be submitted if one or more transactions are pending manager approval
Guidelines for Using iShift – continued

- All shift changes must be submitted for manager approval by 8 pm for shifts occurring the following day (i.e. if you swap a shift, both you and the person you are swapping with must accept the swap prior to 8 PM)
- Continue to utilize the time-off request feature on MyDiSH for all advance notice requested days off

Navigating iShift

When you enter iShift, you will be automatically taken to the home screen.

Components of the home screen include:

- **Your Schedule** – displays your current and following week schedule; schedules for the following week will be made available for viewing by 4 pm Friday of the current week
  - Gray shifts – scheduled shifts that you are responsible for working
  - Yellow shifts – shifts changes that are pending manager approval
  - Green shifts – displays shifts available for pick-up and/or swap when viewing from the Shift Availability Center
- **Action Center** – displays shifts that you have posted or offered up to swap; allows you to approve/cancel requests that have not been sent to a manager yet
- **Shift Availability Center** – displays any shifts available for pick-up or swap posted by another employee
- **Message Center** – provides you real-time manager and employee messages about your shift change request
Posting Shifts

Posting shifts allows you to “give up” (pending manager approval) scheduled shifts. Multiple shifts can be posted if you currently have no pick-up or swap transactions pending manager approval. When you post shifts, any eligible employees may pick-up the available shifts. To post a shift, click on the shift you want to give up located under Your Schedule.

For this example, we will use the 4:00 PM Server shift on the 29th.

When you click on the shift, a pop-up box will appear with the shift details; click Post to post the shift.
Posting Shifts – continued

Click **Confirm Post** to confirm this is the shift you want to post for pick-up by another employee.

- If you decide not to post this shift, click **Cancel**

Continue by reading the pop-up message and click **OK** when finished
Posting Shifts – continued

The posted shift now appears yellow, which indicates that it has been submitted to all eligible employees and is pending pick-up and manager approval – no changes have been made to your schedule yet.

The posted shift also shows up in your Action Center, where it will remain until another employee picks up the shift.

➢ If you decide to keep the shift, click Cancel in the Action Center

Once the shift has been picked up and approved by a manager, you will receive a confirmation message in the Message Center and the shift will be removed from your schedule.

You are responsible and will be held accountable for working the posted shift until it has been pick-up by another employee, approved by a manager, and removed from your schedule.
Picking Up a Shift

In order for you to pick-up a shift, other employees must first post shifts for you to pick-up. Any shifts that are available for you to pick-up will be listed in your Shift Availability Center. In the example below, there are two shifts available for pick up.

- Preview the available shifts by moving the cursor over each shift – the shift will appear in green on your schedule
- Once you have decided on the shift you would like to pick-up, click Pick Up next to the shift

For this example, we are going to pick-up (pending manager approval) the 4:00 PM Server shift on the 29th.

Be sure to confirm this is the shift you want to pick-up by clicking Confirm on the pop-up box.

The shift change has now been submitted to the manager for approval – no changes have been made to your schedule yet

Since you can only complete one transaction at a time, all other shifts located in your Shift Availability Center are hidden

- Once the manager has approved/denied your requested shift change, the available shifts will once again appear in your Shift Availability Center
Picking Up a Shift – continued

Once the shift change has been approved by a manager, you (and the employee who posted the shift) will receive a confirmation message in the Message Center and the shift will be added to your schedule and removed from the employees’ schedule who posted the shift.

You are responsible and will be held accountable for working the shift once it has been approved and added to your schedule.
Swapping a Shift

There are two ways to swap a shift (pending manager approval). They are:

1. Swap with someone you know
2. Open Swap with all eligible employees

Swap with Someone You Know

There are two steps that must happen for you to swap a shift with someone you know:

- You must initiate the swap
- The employee you are swapping with must approve the swap

First, to initiate the swap, click on the shift you want to swap under Your Schedule

For this example, we want to swap our 4:00 PM Server shift on the 30th for an 11:15 AM Server shift on the 30th.

When you click on the shift, a pop-up box will appear with the shift details; click Swap to initiate the swap
Swapping a Shift – continued

When asked if you know the employee you want to swap with, select Yes and select the employees’ name from the drop-down box. You will only see the names of the employees who are available to swap with you.

Once you select the employees name from the drop-down box, their schedule will pop-up with the shifts available for you to swap with. Click on the shift you would like. A pop-up box will appear with the shift details; click Swap to continue the process.

Continue by reading the pop-up message and click OK when finished.
Swapping a Shift – continued

The proposed swap shift now appears in yellow and is listed in your Action Center. The shift has been submitted to the other employee who must now approve the swap – no changes have been made to your schedule yet.

Secondly, the employee with whom you are swapping must login and approve the swap before it goes to a manager for approval. Notice the proposed swap shift is highlighted yellow and will show up the Action Center.

To approve a pending swap, click Approve in the Action Center.
Swapping a Shift – continued

Continue by reading the pop-up message and click OK when finished

The shift changes have now been submitted to the manager for approval – no changes have been made to your schedule yet

Once the shift change has been approved by a manager, you (and the employee with whom you swapped shifts with) will receive a confirmation message in the Message Center and the shifts will be swapped on your schedules.

*Both employees are responsible and will be held accountable for working their originally scheduled shifts until the swap is approved by a manager*

Open Swap with All Eligible Employees

There are three steps that must happen for you to conduct an open swap with all eligible employees:

- You must initiate the swap
- All employees who are available and want to swap with you will propose a swap back
- The initiator must select and approve one of the proposed shifts

First, initiate the swap by clicking on the shift you want to swap under Your Schedule.

For this example, we want to swap our 4:15 PM Server shift on the 1st.

When you click on the shift, a pop-up box will appear with the shift details; click Swap to initiate the swap
Swapping a Shift – continued

When asked if you know the employee you want to swap with, select **No** and click **Submit**

Continue by reading the pop-up message and click **OK** when finished

The proposed swap shift now appears in yellow and is listed in your **Action Center**. The shift has been submitted to all eligible employees – no changes have been made to your schedule yet
Swapping a Shift – continued

Next, all employees who are available to swap can preview the shift in the Shift Availability Center and propose a swap. In the example below, there is only one shift available for swap.

- Preview the available shift by moving the cursor over the shift – the shift will appear in green on your schedule; click Swap next to the shift if this is one you want to swap with.

Select the shift you would like to propose to swap with from the pop-up screen (only available shifts you can swap will appear); click on the shift you are proposing to swap with.

For this example, we will propose the 4:15 PM Server shift on the 29th.
Swapping a Shift – continued

From the pop-up screen, click **Swap This Shift**

Continue by reading the pop-up message and click **OK** when finished

The shift you proposed to swap with now appears in yellow and is listed in your **Action Center**. The shift has been submitted back to the employee who initiated the swap for approval – no changes have been made to your schedule yet

Finally, the employee who initiated the swap must login and approve the proposed shift before the shift change goes to a manager for approval.

The proposed 11:00 AM shift is now listed in your **Action Center**, along with the shift you initiated the swap with

- If there are multiple shifts that have been proposed from different employees, simply preview the shifts and select which one fits best with your schedule
- At any point, any employee can hit **Cancel** to discontinue the swapping process

Click **Approve** in the **Action Center** next to the shift you want to swap with

![Image of iShift interface showing Action Center and schedule]

Continue by reading the pop-up message and click **OK** when finished

The shift changes have now been submitted to the manager for approval – no changes have been made to your schedule yet
Swapping a Shift – continued

Since you can only complete one transaction at a time, all other shifts located in your Shift Availability Center are hidden

- Once the manager has approved/denied your requested shift change, the available shifts will once again appear in your Shift Availability Center

Once the shift change has been approved by a manager, you (and the employee with whom you swapped shifts with) will receive a confirmation message in the Message Center and the shifts will be swapped on your schedules.

Both employees are responsible and will be held accountable for working their originally scheduled shifts until the swap is approved by a manager.
*Terms and Conditions Agreement/Email Notification*

Once you have completely reviewed the iShift Employee Training Guide, click OK on the bottom right-hand corner of the screen to close the training.

Upon closing the training, the following pop-up message will appear. If you agree to the terms and conditions for using iShift, click the box located next to Accepting Confirmation. If you do not agree to the terms and conditions listed, you will not be able to utilize the tool.

iShift also gives you the option to receive email communications when shifts are available you are eligible to work or any time there is activity on your Message Center (i.e. an employee has picked-up your posted shift, manager has approved/denied your shift change request, etc.). If you would like to receive these emails, click on the box located next to Opting Confirmation and enter your email address in the space provided. Click Submit when you are finished.

If you choose not to receive the email notifications at this time, click Submit after accepting the terms and conditions. At any point in time you can enable the email notifications feature or update your email address on the Profile page within iShift.