QuickGuide – Employee FAQs

General

What is HotSchedules’ website?

- The website is http://www.hotschedules.com. There you can get information about HotSchedules products and services. You can also log in to HotSchedules with your username and password.

What is the HotSchedules Support Center hours of operations?

- Hours of Operations:
  - Monday to Friday from 7am to 7pm (CST)
  - Saturday and Sunday from 8am to 5pm (CST)
- You can call HotSchedules support at (866) 753-3853 or (512) 219-1492

What is the HotSchedules Community Forums?

- The Community Forum is a place for employees to submit questions, share ideas, report a problem, and tell us what HotSchedules is doing right and where we can improve.
- Access the HotSchedules Community at http://forums.hotschedules.com, or look for the link at the top of your browser when you are logged into HotSchedules.

What is the Training Center?

- The Training Center provides a knowledge base, full employee training sessions, and printable user guides.
- Access the Training Center by clicking on the link at the top of your browser when you are logged into HotSchedules.

What is the HotSchedules Automated Schedule Line?

- With the Automated Schedule Line, you are able to listen to your up to the minute schedule, pick up a shift, release a shift, make schedule requests, listen to your HotSchedules messages, among other tasks.
- It is available 24 hours a day, 7 days a week, available in English and Spanish.
- To access the Automated Schedule Line, call (866) 753-3853 and follow the voice prompts.
- More information can be found HERE.

Why does the Automated Schedule Line keep asking for my user name and password over and over again?

- Your phone number is most likely not saved in HotSchedules. You will want to update it in your profile page.
Do you have an iPhone, Android, and BlackBerry App?

- Yes, we have an application for the iPhone, Android and Blackberry.
- For the iPhone, the app is called “iSchedule” and can be purchased at the App Store.
- For the BlackBerry, the app is called “HotSchedules” and can be purchased at the App World.
- For Android, the app is called “HotSchedules”, and can be found in the Android Market.

Can I change my Username and/or Password?

- Yes. From the main screen, click on the Settings tab and then click on “Edit” next to Login Details. The username needs to be at least 5 characters long and unique to the system. The password needs to be at least 4 characters long. You can change this as often as you like.

What do I do if I forget my password?

- Please contact HotSchedules Support only if you have set up text messaging or e-mail within HotSchedules.
- If you have NOT set up text messaging or e-mail, then you will need to contact your manager for your password. If you have changed your password, then the manager will need to reset your password before they print out a new welcome sheet.

Why do I have to input my phone number into Hot Schedules under the Settings tab?

- In order to login to the HotSchedules Automated Schedule Line, you will have to enter the same 10-digit phone number that you entered into your profile on HotSchedules.
- Depending on your restaurant, phone numbers will be available on your Staff tab, so that other staff members in your workgroup can contact you. It will not be used for any marketing purposes.

Whose phone numbers will I be able to access?

- You will have access to phone numbers for co-workers working the same schedule(s) as you.

Accessing Schedules

What is a house shift?

- A house shift is an uncovered shift. The restaurant needs someone to work this shift, but no one has been scheduled to work it. House shifts are available for pickup.

How do I know if my schedule has been posted?

- On your home page, on the left hand side is the “Schedule Status” window. It will show you the workgroups you are scheduled in, and the status of each schedule.
If I work in more than one workgroup, like server and runner, will I see all of my shifts on the home page?

- Yes. All workgroup schedules will be consolidated in one simple view on your home page. However, be careful:
  - You will see shifts from “Posted” schedules only. You must check the status of all workgroup schedules you are part of to see if they have been posted.
  - For example, if you are a server and cashier, the home page may only show server shifts, because the server schedule has been posted, but the cashier schedule has not. You are still responsible for the cashier shifts once the cashier schedule is posted.

I work in more than one of our restaurants. Can I see my schedule for each restaurant in HotSchedules?

- Yes. However, you will need to have a separate user account for each of the restaurants you work in. Logging in with each of the user accounts will show you schedules for that particular restaurant only.

Requests and Availability

What is the difference between schedule requests and availability?

- Availability is your permanent restrictions for work because of other obligations, like school or another job. You have informed your manager of these restrictions and your manager schedules around them every week.
- Requests are simply that. They are requests to work or requests for time off, like for taking a day off to visit friends or to pick up a shift during spring break. Your manager sees these clearly in the scheduler and will honor these requests as best they can.

Do I still submit a paper copy of my request and availability?

- No. You will submit schedule requests through HotSchedules website or the Automated Schedule Line. Your permanent availability needs to be coordinated and input by your manager.

What is the difference between a request and a recurring request?

- A request is for a single shift. In HotSchedules you also have the option of making a recurring request, which is a request that can span across many days or weeks.
- You may use a recurring request for things such as a summer yoga class that happens every Monday night or a spring softball league.

How far in advance can I place request or recurring request?

- Standard and recurring requests can be placed up to 6 months in advance.
- Requests longer than 6 months in duration might be considered permanent availability. Talk with your manager about these longer recurring requests.

How do I check to see what my manager thinks my permanent availability is? What do I do if it is wrong?

- In HotSchedules, go to the Settings tab. Under the “Availability Information” section, you can view what your manager has input as your permanent availability.
- If you find that your availability is incorrect, communicate this with your manager in person or through HotSchedules Messaging.
When is the cutoff for schedule requests in a scheduling period?

- The schedule request cutoff is set by the manager.
- When you make a request, the schedule request cutoff date and time is shown on the left side of the page.
- Also, before you put in a schedule request, check to see if that week’s schedule has already been posted. If it has not been posted but the request cutoff has passed, speak with your Workgroup Manager about your special request.

When I am making a request, do I need to fill out the reason?

- The reason is not required, but highly recommended. This will give managers more background as to why you are making the request.

How do I know if my manager has approved my request for time off or request to work?

- Requests are not approved or disapproved.
- Once the scheduled is posted, you will be able to see if your manager was able to accommodate your request.
- If not, you can release the shift and try to get it covered by another staff member.

I put in a request for a day off and really, really want it off. Is there anything besides putting in a schedule request that I can do to better my chances of getting that day off?

- Setup an “Auto Release” for that day. As soon as the schedule is posted, the shift for that day will be automatically released for others to pickup.

A lot of people are requesting a certain shift off. How will the manager know who requested it off first?

- Managers will be able to see the date and time each request was made.

How can I request a shift off that I have already been scheduled for?

- A request is no longer a request if the shift has already been scheduled.
- If you have already been scheduled for shift, it means you will to need perform a shift change. This can be done by clicking the “Release Shift” button next to the shift.

**Shift Trades**

What is the difference between releasing a shift, picking up a shift, and swapping a shift?

- You can release shifts you have been scheduled for, or pick up shifts other staff members are releasing (if you are not already scheduled).
- A shift swap is trading your shift for someone else’s shift. In the end (if approved) you would work their shift, and they would work your shift.
If I’m desperate to get a shift covered, what should I do?

- Release the shift.
- Pull up the workgroup schedule, see who is not working and is available.
- Message or call them (get their phone number on the Staff tab).

How do I know if a manager has approved a shift pickup, release, or swap?

- Once a manager approves a shift pickup, release, or swap, each staff member involved in the shift trade will immediately see the change to his or her schedule via the web or IVR.
- Additionally, they will receive a confirmation message via HotSchedules messaging, and if configured, text messaging and external e-mail.

I released one of my shifts. I get a message that another staff member picked it up. Am I still responsible for that shift?

- Yes. You are responsible for that shift until a manager approves the shift trade. Once a manager approves the shift trade, you will receive a message. It then becomes the responsibility of the other staff member.
- When in doubt, check your home page or call the IVR. If the shift still shows or the IVR says you are scheduled, it is your responsibility.

If I pickup or release a shift and then change my mind, can I cancel it?

- Only if it has not been picked up by a staff member and a manager has not already approved it.
- You can cancel it anytime prior to the manager approving it. Once approved by a manager, the shift trade cannot be canceled without coordinating with the staff member who picked it up and the manager.

When picking up a shift, why do I also automatically pickup a House Shift if one exists?

- If you try to pick up a shift and there is a house shift that needs to be covered, the system gives you both and a manager MAY assign you the house shift instead.
- Your manager will try to honor your original request but ultimately must protect the shift and the guest. To do so, they may feel it is critical to cover the House Shift first.

I am a server and my co-worker just released a front desk shift. Why am I unable to see the shift for pickup?

- You can only view available shifts for pickup for schedules that you are a part of. In this example, you would have to be part of the front desk schedule in order to view the released shift.
- If you are not part of a schedule, but can cover shifts, talk to the Workgroup Manager and ask them to add you to that schedule.

I normally have school on Fridays, but school is out this week. I want to work because I can use the money. What should I do to make sure I get scheduled to work?

- If the schedule hasn’t been posted yet, submit a schedule request to work.
- If the schedule has been posted, look for shifts that have been released by other staff or setup an auto pickup. You can also look at the workgroup schedule to see who is working and simply call or message them offering to work their shift.
**HotSchedules Messaging**

What is HotSchedules messaging and who can use it?

- HotSchedules messaging is a communication tool that allows you to communicate with managers and coworkers. It is like email within the restaurant. Everyone who has a valid user id and password can log into HotSchedules and use this system.

Why are some messages in bold on my screen and other are not?

- Bold text indicates a message has not been read yet.

I only work at the front desk. Why do I get HotSchedules messages from servers?

- When sending the message, the server sent the message to the entire restaurant, instead of just their workgroup or to a couple other servers. If this becomes problematic, let a manager know.

Can I compose messages to my friends outside of work from HotSchedules messaging?

- No. Messages can only be sent to managers and coworkers that are in the HotSchedules system.

**Text Messaging and Email**

Why are some text messages cut off?

- This is because most cellular phone carriers (Verizon, Cingular, etc.) have a 256-character limitation for text messaging.

Why is my cellular service provider not listed in HotSchedules?

- The service provider does not accept web-based text. We are working on getting all service provider. We do not have an estimated time for this.

I configured my HotSchedules account to forward messages to my external email account (yahoo, gmail, hotmail, etc.) I respond to the email. Why is no one getting my responses?

- You will not be able to respond to HotSchedules messages from your external email account. You can only receive them there. You will have to login to HotSchedules to respond.

Is there a way to restrict what types of text messages I get? I don’t want certain HotSchedules messages sent to me.

- Yes. When you turn on the text messaging the configuration box will pop-up and that is where you select what text messages you would like.

Will my personal email address be used for marketing or any other purpose?

- No. It will be used for restaurant scheduling only.