



## Clairvia Employee Reference Guide – Shift Swaps

Click on the Clairvia Web Access link. Select the icon Web Solution Clairvia Anon P163. Select Open to launch the application. Enter your User Name and Password. Click OK and the Employee Dashboard will open.



### Shift Swaps

When considering swapping a shift with a co-worker certain criteria must be met.

- Shift Swaps can only be swapped for “Like” shifts. “Like” shifts must have the same job qualifications and competencies to work the shift and the hours worked must be the same.
- Must not exceed the maximum number of hours you are scheduled for.
- When swapping with another co-worker they must have the same like skill set.
- Must be approved by manager and/or scheduler.
- Shift Swaps may only be requested within the same week. Saturday to Sunday.
- Shift Swaps may not be requested 72 hours before the shift starts.
- Shift Swaps are not considered requests.

### How to Request a Shift Swap

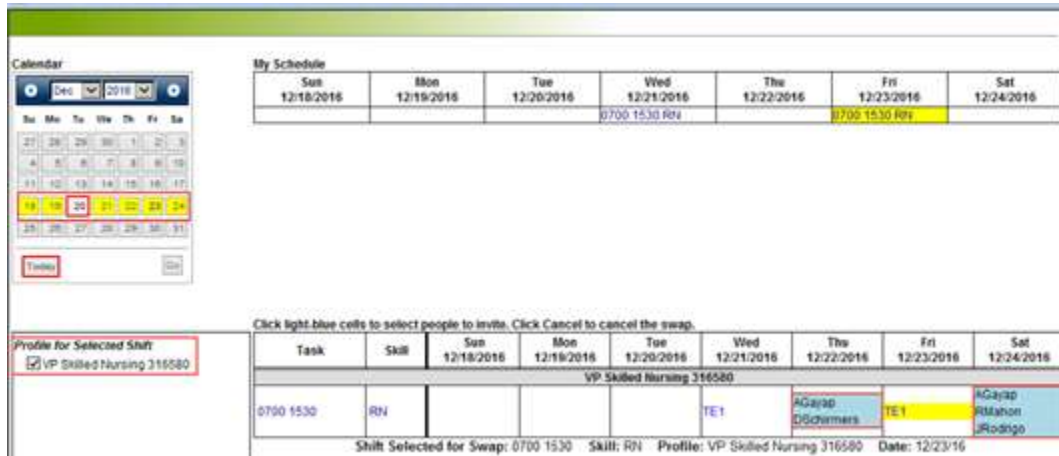
Shift Swaps can only be completed through the Weekly Schedule page under My Schedule. To enter a request for a Shift Swap:

1. Navigate to the Weekly Schedule view.
2. Find the shift you are currently scheduled but would like to swap and right-click on the shift.



3. Select the Request Shift Swap button that appears.

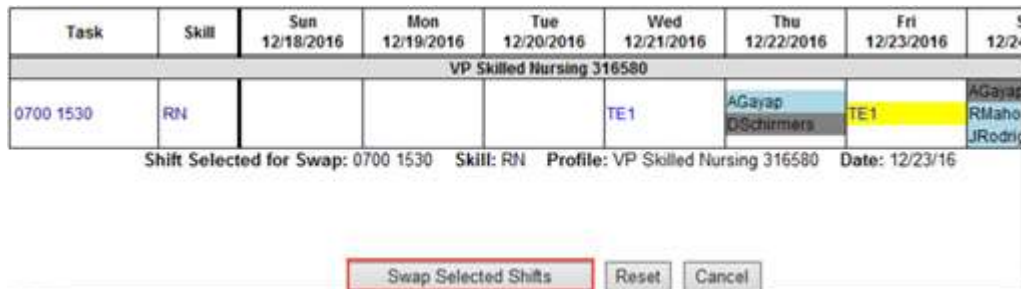
- The Shift Swap window will open showing you which employees you can swap with and on what days. The window will also show the week you are trying to swap and which unit. You can only swap with employees highlighted in pale blue. Your shift and name will be highlighted in yellow.



- Click on one or more employees that you are eligible to Shift Swap with (highlighted in pale blue). Once selected the highlight color will turn from pale blue to dark grey to indicate your selection(s).



- Select Swap Selected Shifts at the bottom of the window. This will send the swap invite to the employee(s) you selected and will close the Shift Swap window.



- The Weekly Schedule page will refresh showing the Swap Request. An RS (Request Swap) will show before your name, indicating you have requested the Shift Swap. An S (Swap) will show before the co-worker's name you invited to Swap Shifts with.



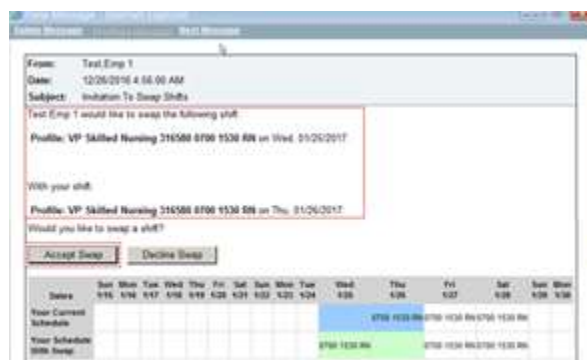
- Once your Shift Swap invite has been approved by one of the selected co-workers it will go to your scheduler for approval.
- You can track the status of the Shift Swap on the Employee Dashboard under My Shift Swaps Pending Approval.

**Accepting or Declining a Shift Swap**

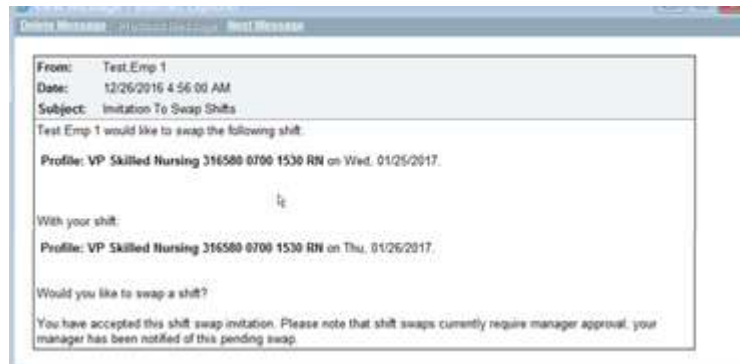
- To accept a Shift Swap from a co-worker open the Invitation To Swap Shifts message from the Employee Dashboard or Tools > Messages.



- The View Message box will open displaying the Shift Swap information being requested. To accept the Shift Swap select Accept Swap.



- Once the shift has been accepted you receive a message stating that you have accepted the swap. It will then be sent to your scheduler for approval.



4. You can track the status of the Shift Swap on the Employee Dashboard under My Shift Swaps Pending Approval.
5. If you do not want to accept the Shift Swap you will follow the same process except you will select Decline Swap. A message will be sent back to the co-worker who requested the swap and they will need to start the process of requesting a swap with another co-worker.

