

Helpful Hints for CVC Mobile Usage

May 2024

The following are some helpful usage hints in order to optimize the experience with the CVC Mobile application:

Device Settings & Preferences

1. Navigate using Landscape Mode



Most pages within CVC Mobile will be easier to read by using Landscape Mode on your personal device. For the majority of mobile phones, simply tilting your device sideways will enable Landscape Mode automatically. The information on most pages, in particular the Schedule Calendar & Schedule List, will display in a more readable manner as a result:

Lise Aabjerg - Monthly Schedule (Staff Scheduling)						
CALENDAR			LIST			
April 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
30	May	2	3	4	5	6
Avail	Vac	Vac	Vac	Vac	Vac	Avail
7	8	9	10	11	12	13
Avail	CA-Day	CA-Day	CA-Day	Stat	CA-Day	Avail
14	15	16	17	18	19	20
Avail	CA-Day	CA-Day	CA-Day	CA-Day	CA-Day	Avail
21	22	23	24	25	26	27
Avail	CA-Day	CA-Day	CA-Day	CA-Day	CA-Day	Avail
TODAY						

☰ Lise Aabjerg - Assignments (Staff Scheduling)

CALENDAR LIST

01/May/2023  31/Dec/2023  Perform Assignment Checks

From To

Modified	Verified	Date	Shift Code	Start	↑ End	Hours	Pay Code	Department	Unit
		▼	▼	▼	▼	▼	▼	▼	▼
<input type="checkbox"/>	<input type="checkbox"/>	04/May/2023	Vac	07:00	15:00	7.50	Vac - Vacation	Act - Activities	/
<input type="checkbox"/>	<input type="checkbox"/>	05/May/2023	Vac	07:00	15:00	7.50	Vac - Vacation	Act - Activities	/
<input type="checkbox"/>	<input type="checkbox"/>	06/May/2023	Avail	00:00	00:00	0.00	NoPay - No Pa	Act - Activities	/
<input type="checkbox"/>	<input type="checkbox"/>	07/May/2023	Avail	00:00	00:00	0.00	NoPay - No Pa	Act - Activities	/
<input type="checkbox"/>	<input type="checkbox"/>	08/May/2023	CA-Day	07:00	15:00	7.50	RegPay - Regu	Care - Care Aides	/
<input type="checkbox"/>	<input type="checkbox"/>	09/May/2023	CA-Day	07:00	15:00	7.50	ReqPay - Regu	Care - Care Aides	/

2. Ensure Notifications are enabled for CVC Mobile

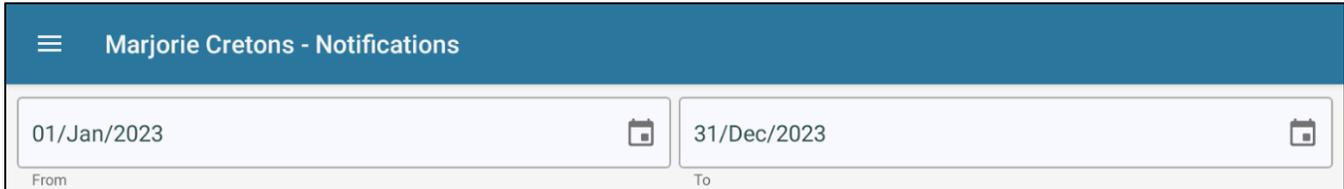
CVC Mobile will receive the notification when it is sent to the user regardless of whether Notifications are enabled on the user’s personal device. However, if the user wishes to see the notification on their “lock” screen the moment the notification is received, then notifications must be enabled for the CVC Mobile app on their personal device.

When the app is first installed & opened by a user, the screen will prompt whether the user wants to receive notifications related to CVC Mobile. It is strongly suggested that the user chooses “Allow Notifications” when this prompt appears.

If the user does not have notifications for CVC Mobile enabled, they can activate them through the Settings area on their personal device.

Reviewing Notifications

CVC Mobile will display all of a user’s “open” status notifications at any time, filtered by date. Therefore, it is recommended to set a date range significantly into the future for the user to ensure that future-dated notifications are viewed when the list is loaded. In the example below, the date range of Jan 1, 2023 to Dec 31, 2023 has been selected. Simply “tap” on either date to select a different date from the calendar:



When reviewing the Notifications, a user can see which notifications have had a response, and what the last response to that notification has been at a glance:

Type	Status	Start	End	Hours	Shift	Response	Title
Vacant Shift	Open	May 12 07:00	May 12 15:00	7.50	CA-Day		Vacant Shift of CA-Day on 12/May/2023
Vacant Shift	Open	May 10 07:00	May 10 15:00	7.50	CA-Day	Accepted	Vacant Shift of CA-Day on 10/May/2023
Vacant Shift	Open	May 05 07:00	May 05 15:00	7.50	CA-Day	Declined	Vacant Shift of CA-Day on 05/May/2023
Vacant Shift	Open	Mar 20 07:00	Mar 20 15:00	7.50	CA-Day	Accepted	Vacant Shift of CA-Day on 20/Mar/2023 ;
Vacant Shift	Open	Mar 17 07:00	Mar 17 15:00	7.50	CA-Day	Partial Availab	Vacant Shift of CA-Day on 17/Mar/2023 ;
Vacant Shift	Open	Mar 07 07:00	Mar 07 15:00	7.50	CA-Day	Accepted	Vacant Shift of CA-Day on 07/Mar/2023 ;

1. If a **green dot** appears in the left-hand column, or the Response column says “**Accepted**”, then an accepted response has previously been sent to that notification:

	Vacant Shift	Open	May 10 07:00	May 10 15:00	7.50	CA-Day	Accepted
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2. If a **red dot** appears in the left-hand column, or the Response column says “**Declined**”, then a declined response has previously been sent to that notification:

	Vacant Shift	Open	May 05 07:00	May 05 15:00	7.50	CA-Day	Declined
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3. If a **yellow dot** appears in the left-hand column, or the Response column says “**Partial Availability**”, then a partial availability response has previously been sent to that notification:

	Vacant Shift	Open	Mar 17 07:00	Mar 17 15:00	7.50	CA-Day	Partial Availab
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4. If there is **no dot** in the left-hand column, or the Response column is **blank**, then the user has yet to respond to that notification:

	Vacant Shift	Open	May 12 07:00	May 12 15:00	7.50	CA-Day	
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Responding to Notifications

Users can respond to notifications in one of two ways through CVC Mobile.

1. Double-Tap on the Notification

When a user double-taps the notification, it will open the details of the notification and allow the user to select a response from the drop-down menu. In addition, this response mode allows the user to submit a comment which can be seen by the scheduler when the response is sent:

← Notification 101876

Vacant Shift of CA-Day on 12/May/2023 at 07:00 AM
Title

12/May/2023 07:00
Start

12/May/2023 15:00
End

7.50
Hours

CA-Day
Shift

Latest Response

New Response

Accepted ▼

Might be late by 10 mins - coming from another shift ✕

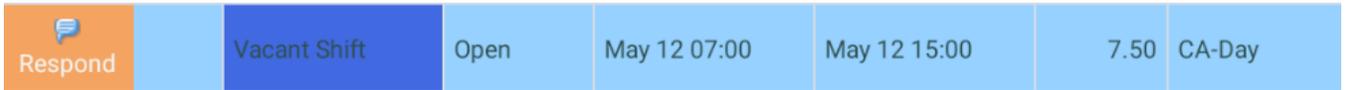
Comment 52 / 1024

Respond

Clicking on “**Respond**” will send the response to the scheduling team with the appropriate details.

2. Swipe Right on the Notification

When a user swipes right on the notification, a temporary “Respond” button will appear which the user can then tap:



Tapping on “Respond” will bring up the same notification details as shown in (1) above and the user can respond in the same manner.

Responses can be changed in the event a user wishes to change their responses, and the changes are time and date stamped and viewable within the notification history.

Sorting the Notifications List

In the event that a user wishes to sort their notifications list, CVC Mobile will allow them to do so.

The list loads in date order by default. In addition, column filter and sorting can be used to further sort the list.

The columns can be filtered by selecting the  icon on any column and choosing from the menu which appears:

Type	Status	Start	End	Hours	Shift	Response
						
Vacant Shift	Open	May 12 07:00	May 12 15:00	7.50	CA-Day	Accepted
 Vacant Shift	Open	May 10 07:00	May 10 15:00	7.50	CA-Day	Declined
 Vacant Shift	Open	May 10 07:00	May 10 15:00	7.50	CA-Day	Partial Availability

To remove the column filter, users can tap the  value in the filtered column:

Type	Status	Start	End	Hours	Shift	Response
						Accepted 
 Vacant Shift	Open	May 10 07:00	May 10 15:00	7.50	CA-Day	Accepted
 Vacant Shift	Open	Mar 20 07:00	Mar 20 15:00	7.50	CA-Day	Accepted

In addition, any column can be sorted by tapping on the column header and the list will be sorted in alphabetical or date order depending on the column’s contents.

Vacancies Bidding Board

Shift vacancies can be viewed through the Bidding Board (found on the menu below Notifications). The split view will show both the calendar by month and the vacancies available to the employee for a given day selected on the calendar.

Similar to the Self Serve Bidding Board, the Mobile Bidding Board provides an opportunity to bid on or tentatively accept an available shift without the need to respond to a notification through email or text.

Response	Start	End	Shift Code
Declined	06:30	13:00	Diet-6 C
Bid	06:30	13:00	Diet-6 IV
Bid	14:00	19:00	Diet-8 C
Bid	14:00	19:00	Diet-8 IV

Calendar Display

The calendar day will display a colored dot based on the vacancies shown for the selected day. The order of priority is:

1. Open vacancies (where no response has been given) (blue)
2. Vacancies that have a Bid (green)
3. Vacancies that response with Partial (yellow)
4. Declined vacancies (red)

Vacancy Details

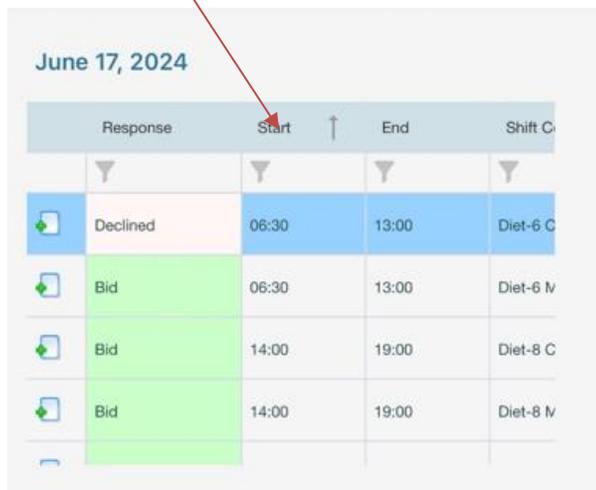
The details of the shift vacancy include:

- Response - Similar a notification where a bid/Partial/Decline response is added to an open vacancy
- Start Time - Start time of shift
- End Time - End time of shift
- Shift Code

- Shift Description
- Bid Deadline - Time frame for when a vacancy is open for bidding
- Current Shift – Listing of the shift that is currently being worked
- Latest Response - Date and time for when a response was made for the vacancy

Sorting Vacancy Details

In the event that a user wishes to sort and filter their notifications list, CVC Mobile will allow them to do so and functions similar to Notifications:



Response	Start	End	Shift C
Declined	06:30	13:00	Diet-6 C
Bid	06:30	13:00	Diet-6 IV
Bid	14:00	19:00	Diet-8 C
Bid	14:00	19:00	Diet-8 IV

The list loads in Start time order by default. In addition, column filter and sorting can be used to further sort list. The columns can be filtered by selecting the  icon on any column and choosing from the menu the filter to apply.

Responding to a Vacancy

Tapping (or double tapping) on the response cell within a row (or vacancy) will display a list of response options to be submitted for the vacancy. These include:

- Bid (Accepted)
- Partial (Info Supplied or Partial Availability)
- Declined (Not Accepted)

Once a response has been selected, it will be submitted automatically (no need to click save). A response can be updated at any time.

Adding a Note to a Vacancy

To the left of the response column is a note icon that can be used to add a note to the vacancy either before or after a response. Tapping on the icon brings up a note similar to the following:

Details for the note can be added and saved as required. The “X” within the text box clears the entire text value.

When the note is added to a vacancy, the icon will change to a yellow “sticky note” icon:

June 13, 2024

	Response	Start	End	Shift
	Bid	06:30	13:00	Diet-6
	Bid	06:30	13:00	Diet-6
	Partial	11:00	19:00	Diet-2
	Partial	11:00	19:00	Diet-2

10:44

Bidding Board (Care Facility BC S...)

Bidding Board Note

For: Thu 13-Jun-2024

Shift: Diet-6 Ced (Dietary 6 6:30am - 1:00pm Cedarhill)

From: 06:30 To: 13:00

Note for shift. X

OK Cancel

Additional Keys to Functionality

- Swiping left or right on the calendar will allow the viewing of various months of vacancies.
- Saving is not required to add or change a response
- Vacancy listing can be refreshed by changing months in the calendar or using the “pull down” within the vacancy grid (move to the top of the grid and dragging the grid down to trigger an update icon)