

## Troubleshooting -----

### After First AutoFill - No Assignments?

If AutoFilling your first schedule results in no workers being assigned to the shifts please check the following:


#### 1. Are employees set to work your Positions?

- On the **EMPLOYEE** list page click the pencil icon next to the first employee's name.
- Check the boxes next to the Positions that this Employee can work.
- Click **Save & Next** to Edit the next Employee etc.



#### 2. Are Employee maximum hours per day shorter than the "Paid Hours" (duration) of the shifts?

##### To see what your employees Maximum Hours per day are:

- In the top menu click **EMPLOYEES** to go to the Employee List page
- Check the Max Hours per Day & Week column (if this column is not visible use the "**Select Columns to View**" link in the upper left to make this column visible)
- To change the Max Hours click the pencil icon  next to the first employee's name.
- Correct the Max Hours and click **Save & Next** to go to the next employee etc.

08:56pm **Employees** HAVE A QUESTION?

**1 pending time off request** [E-Mail Sign-In Instructions](#)

**Add New Employee** **Add**

**EDIT John Aaron** [Next](#)

[View Employee](#) **Sign-In ID:** W2WSAMPMP [Change Password or ID](#) [E-MAIL Sign-In](#) [Print Sign-In](#)

First Name: John Last Name: Aaron

**Positions:** [Add New Position](#) | [Select All](#) | [Clear All](#) Rank Employee for Positions

<input checked="" type="checkbox"/> Hospital-Cashier	<input checked="" type="checkbox"/> Hospital-Pharm. Assistant	<input checked="" type="checkbox"/> Store-Cashier
<input checked="" type="checkbox"/> Store-Cosmetics	<input checked="" type="checkbox"/> Store-Floater	<input checked="" type="checkbox"/> Store-Floor
<input checked="" type="checkbox"/> Store-Giftware-Front	<input checked="" type="checkbox"/> Store-Post Office	<input checked="" type="checkbox"/> Store-Receiving
<input type="checkbox"/> Hospital-Pharmacist	<input type="checkbox"/> Store-Pharm. Assistant	<input type="checkbox"/> Store-Pharmacist

*The entries below are not required.*

**SAVE** **SAVE & NEXT**

**Auto-Fill settings for this employee**

Maximum	50	Hours/Week	7	Days/Week
	14	Hours/Day	1	Shifts/Day

Hire Date: 4/21/2004 First  Priority Group

E-Mail: [sample@when2work.com](mailto:sample@when2work.com) [E-MAIL Sign-In](#)

[EDIT E-Mail Notifications](#) [Pay Rate](#)

**3. Are your Shifts "Paid Hours" correct?** (Using Auto Calc when adding shifts results in a shift duration that does not include deductions for lunch breaks etc.) The shift duration should be the total paid hours for that shift.

**To see what your shift durations are:**

From any Schedule View

- In the Schedule View dropdown choose **Multi-Shift Edit**
- Look at the "Duration" column which shows the hours worked for each shift and correct this if necessary for the shifts and click **Save Changes** (ex. an 8am to 5pm shift if set to Auto Calc will be 9 hours - if you want that shift to be only 8 hours be sure to change it manually).
- Make changes to the shift durations if needed
- Click **Save Changes**

09:12pm **Unpublished Schedule** CHAT WITH US LIVE!

Schedule View: **Multi-Shift Edit** time off request Category: All Categories Positions: All Positions

**Add Shifts** **Import** **Search** **AutoFill** **Clear/Delete** **Save Template** **Print** **Publish**

Week of Jul 23, 2007 Mon Tue Wed Thu Fri Sat Sun WEEKLY

**Save Changes** To DELETE multiple shifts use the Sortable List View Include: A

Click on column titles to sort by that column. ▼Indicates current sort column.

Position	Day	Worker	Time	Duration	Color	Category	Description
Hospital-Cashier	Mon	Jana Rostenmen	9am - 12pm	3.0 ac	black	none	
Hospital-Cashier	Tue	Amy Cabillo	9am - 12pm	3.0 ac	Color	none	
Hospital-Cashier	Wed	Lauren Donson	9am - 12pm	3.0 ac	Color	none	
Hospital-Cashier	Thu	Donna Verona	9am - 12pm	3.0 ac	Color	none	
Hospital-Cashier	Fri	Donna Verona	9am - 12pm	3.0 ac	Color	none	

## Nothing Happens when I Click...

Sometimes when you click to do something in WhenToWork it appears that nothing is happening (the intended window does not pop up etc.). There are a number of things that can cause this.

1. The window is already open behind the window you are in. Look at the status bar at the bottom of your browser and see if the window is already open - if so click on it to have it come to the front.
2. This can also be caused by your browser using [A Popup Blocker](#) (sometimes you will hear a sound when the window is being blocked)
3. This can also be caused by not using the required browser:

<p style="text-align: center;"><b>PC Users</b></p> <p><b>Internet Explorer</b>      or <b>Firefox</b> <small>(free download)</small></p>	<p style="text-align: center;"> <b>MAC Users</b></p> <p style="text-align: center;"><b>Firefox</b> <small>(free download)</small></p>
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**Related Topics:**

- [Popups windows are blocked - beeping](#)

## Popup Windows Not Opening

Some sections of our system require that you allow popup windows. Ex. Entering work time preferences. If you are having trouble entering preferences or if your computer makes a beep or sound that indicates that popup windows are being blocked. You can either turn off your popup blocker or set your blocker up to allow popups from our web site.

### Turning OFF your Pop Up Blocker

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#### If you use Internet Explorer for windows



#### If you use Firefox



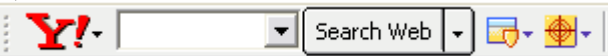
then hit **next >>>** button

#### If you have a Google toolbar,



then click  to show 

#### If you have a Yahoo toolbar,

then  <Turn off here.

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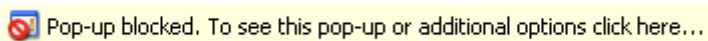
## or Set your Pop Up Blocker to allow popups from WhenToWork.com


### Internet Explorer

#### Detect if Internet Explorer is blocking a pop-up window

A pop-up window may be blocked by Internet Explorer or one of its plugins, such as Google toolbar,

If you see this icon underneath the address bar



or this icon  on the status bar (at the

bottom of the browser window), Internet Explorer has blocked a pop-up window. Follow the instructions below to unblock it.


If you see this icon

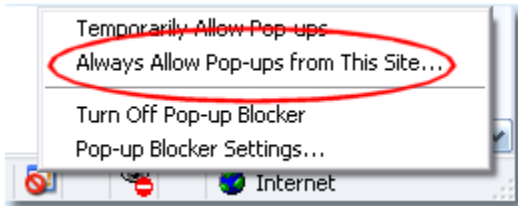


on the toolbar below the address bar, one of Internet Explorers plugins (such as Google or Yahoo toolbar) have blocked a pop-up window. Follow the instructions below to unblock it.

## Unblock a pop-up window that has been blocked by Internet Explorer

To unblock a pop-up window that Internet Explorer has blocked follow these steps:

1. Click on the popup blocker icon  on the status bar (at the bottom of the browser window), to display the blocker menu
2. From the menu select the "**Always allow Pop-ups from This Site ...**" option



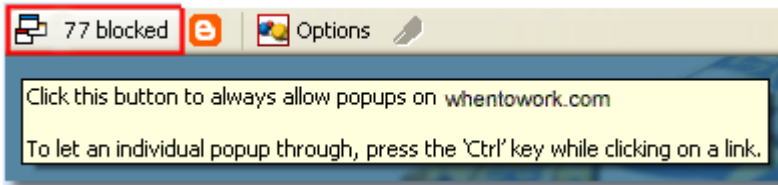
3. Click on the **Yes** button to confirm
4. Reload the webpage.

This will make Internet Explorer save the WhenToWork.com web site in it's list of **Allowed Sites** so that in the future all pop-ups from WhenToWork.com webpages will be displayed. If the pop-up window is still being blocked then check that it's not being blocked by one of [Internet Explorer's plugins](#).

## Unblock a pop-up window that has been blocked by an Internet Explorer plugin

The following example demonstrates accepting a popup window that the Google toolbar plugin has blocked:

1. From the Plugin toolbar left click on the icon (highlighted in red) shown in the image below:



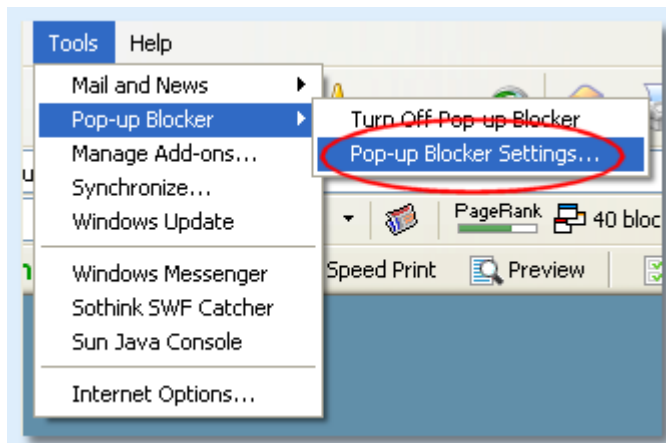
Clicking this button will allow all popups from WhenToWork.com web pages.

If the popup window is still being blocked then check that it's not being blocked by [Internet Explorer itself](#).

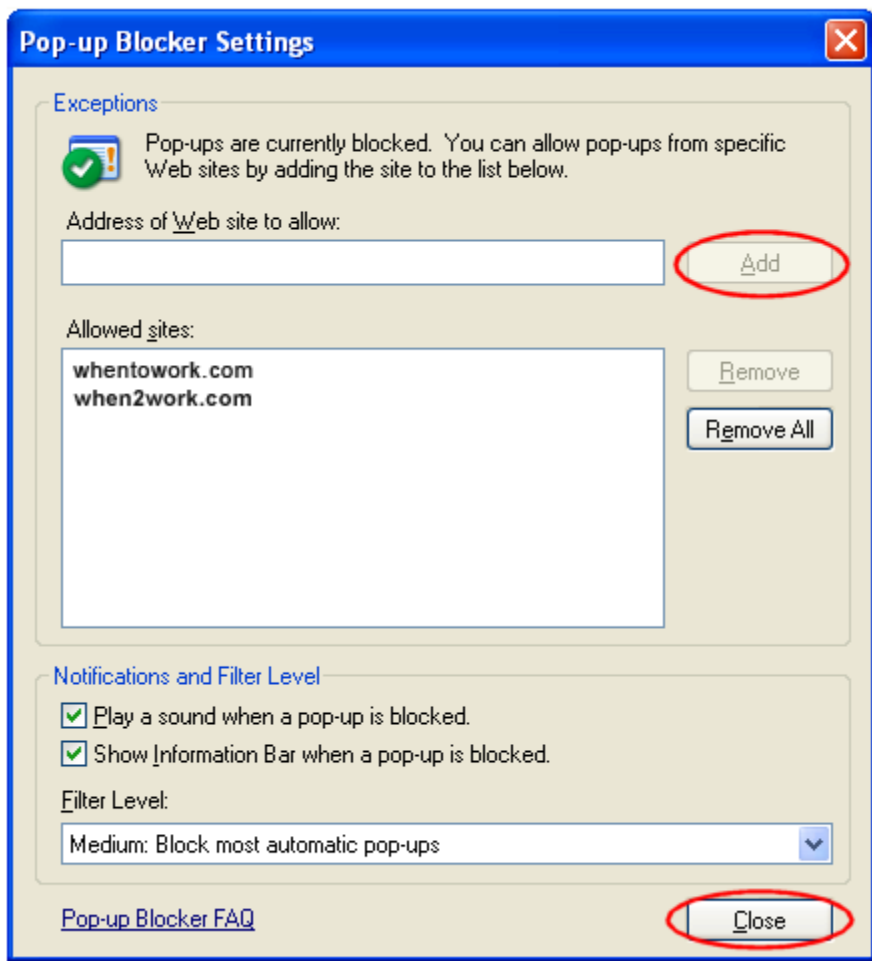
## Setting preferences in Internet Explorer to allow pop-ups from WhenToWork.com websites

Another option is to change the default settings in Internet Explorer to allow popups from WhenToWork.com websites, to use that method follow the steps below:

1. From the **Tools** menu select **Pop-up Blocker >> Pop-up Blocker Settings ...**



2. In the field titled **Address of the website to allow** type WhenToWork.com and click the **Add** button. The WhenToWork.com website should now appear in the list of allowed sites as shown below.



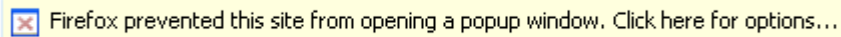
3. Click on the **Close** button to save and exit

The WhenToWork.com website will now be saved to your list of Internet Explorer Allowed Sites for pop-up windows. Unfortunately, setting the Internet Explorer preferences to allow pop-ups from a site will not guarantee they will always be displayed. If you have an Internet Explorer plugin installed which is blocking pop-ups, it will need to be configured separately as shown [above](#).

## Firefox

## Detect if Firefox is blocking a pop-up window

If below the address bar you see a toolbar like this appear:



Then a pop-up has been blocked by Firefox. Follow the instructions below to unblock it.

## Unblock a pop-up window that has been blocked by Firefox

To unblock a pop-up window that Firefox has blocked follow these steps:

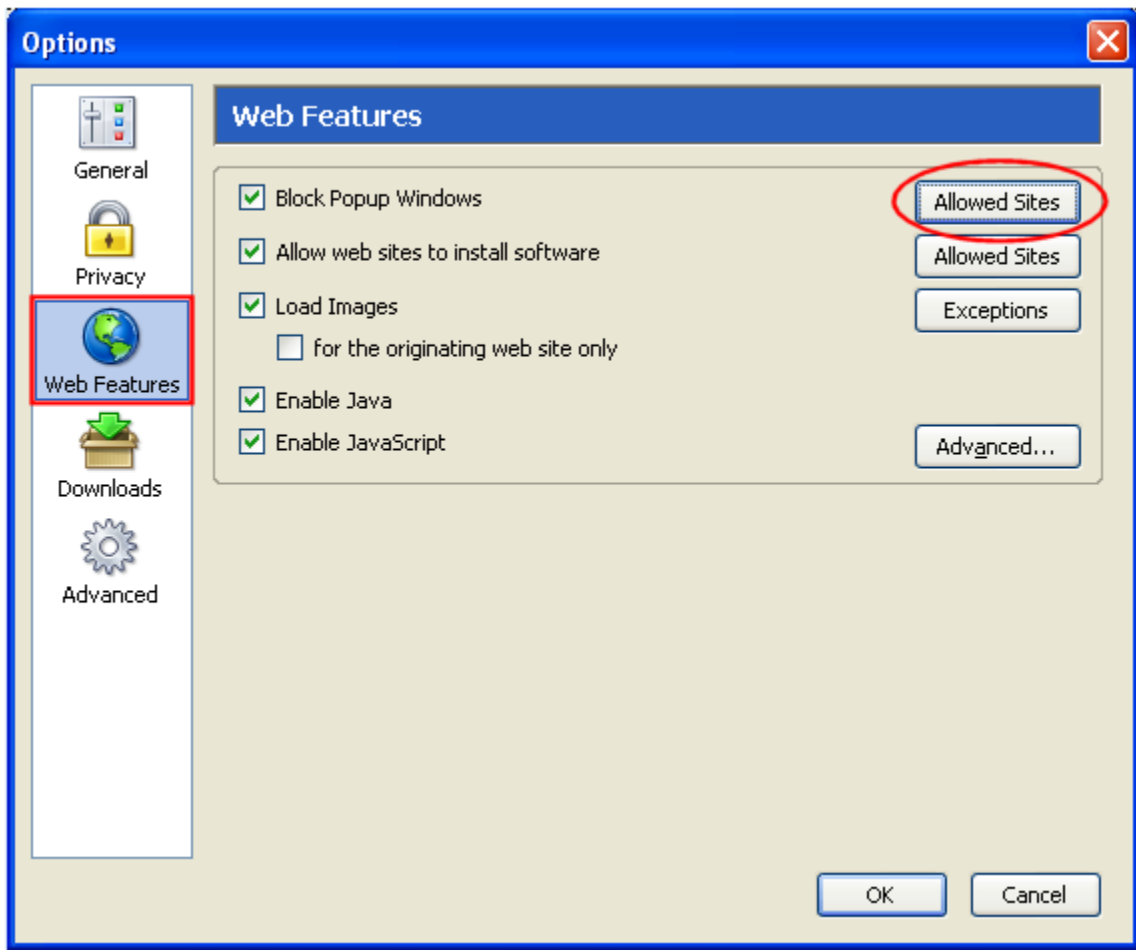
1. Click on the pop-up blocker toolbar (see image above) to display the blocker menu
2. From the menu select the "**Allow popups for WhenToWork.com**" option
3. Reload the page

This will make Firefox save the WhenToWork.com web site in it's list of **Allowed Sites** so that in the future all pop-ups from WhenToWork.com web pages will be displayed.

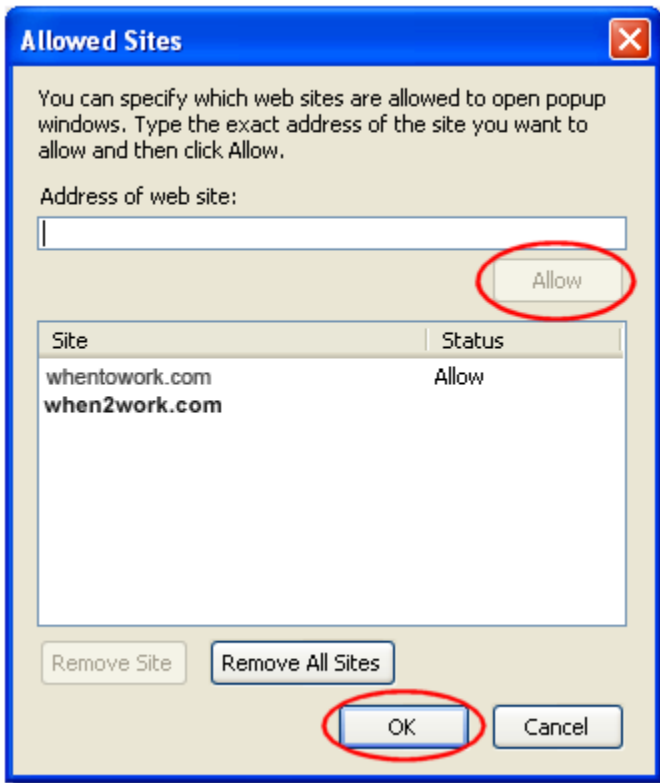
## Setting preferences in Firefox to allow pop-ups from WhenToWork.com website

Another option is to change the settings in Firefox browser preferences to allow popups from WhenToWork.com website, to use that method follow the steps below:

1. From the **Tools** menu select **Options**
2. Click on the **Web Features** tab located on the left of the window



3. In there you will see a checked option called **Block Popup Windows**, to the right of this is a button titled **Allowed Sites** click on this button.
4. In the **Address of web site** field enter WhenToWork.com and check **Allow**. The WhenToWork.com website should now appear in the list of allowed sites as shown below.



5. Click **OK** twice to save and exit.

This will make Firefox save the WhenToWork.com web site in it's list of Allow Sites so that in the future all pop-ups from WhenToWork.com will be displayed.

**Related Topics:**

- Unpublishing
- Making Changes (after Publishing)
- Publishing an Open Schedule

## No Employees Appear to Be Available

Be sure your employees are all set as to what Positions they can work. If you have created Positions and not set any Employees as able to work them you will not see anyone listed as available to work those shifts.

### Related Topics:

- [Setting Each Employee's Positions](#)

## Printing Problems - Page Breaks - Print Background Colors

### Print Margins and Portrait - Landscape Settings

To set how your printer controls printouts you can change your browser options under File - Page Setup.

### Page Breaks

If you want better control over how your browser and printer handle the printouts (page breaks etc.) you can try the following:

If you are using the By Employee schedule view try unchecking the "Show the **date header once on each page**" option in the "Change Layout" window. This may result in your printout be slightly longer but it will prevent pages from breaking within an employee's row.

Try changing the schedule "Change Layout" Print options (font size etc.)

Try printing a filtered schedule. Ex. filter your schedule first to show one position, position group or category at a time. Then print and repeat for each Position or Position Group.

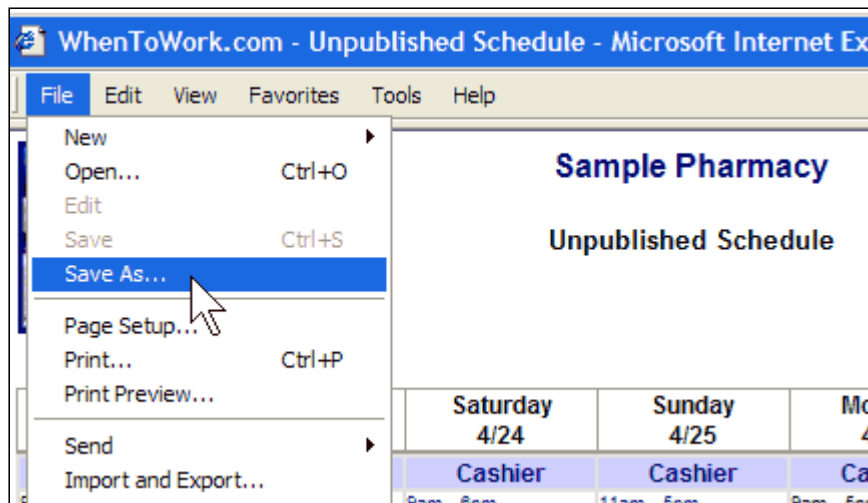
Or try adjusting the margins in your browser under File/Page Setup.

You can save the "printer friendly" page and use a word processing program to make whatever changes you like to the page and then print from that program.

### To save a page and print it using another program:

From any page you want to save

- Click **Print**
- When your printer dialog window comes up click **Cancel**
- In the top menu of your browser Choose **File>Save As**



- Save the file to your computer and then open it with your word processing or other program.

### Background colors not printing

If your color printouts are not including the blocks of color it is probably because your browser is not set to "Print Background Colors."

### To Turn on background color Printing - Internet Explorer



1. On your Internet Explorer browser tool bar choose "**Tools**"
2. Choose "**Internet Options**" to bring up a small popup options screen
3. Click on the "**Advanced**" tab (may be the last tab option) and you will see a long list of checkbox choices.
4. Scroll down to the Printing section and there should be an option called "**Print background colors and images**" which you should check to yes then save by clicking "Ok"

### To Turn on background color Printing - FIREFOX



1. On your Firefox browser tool bar choose "**File**"
2. Choose "**Page Options**" to bring up a small popup options screen
3. On the Format & Options Tab check the box next to "**Print Background (colors and images)**"
4. Click the Okay button

## Buttons are Missing (Import etc.)

After publishing a schedule certain functions and buttons are no longer visible. (Import, AutoFill, Clear/Delete) It is assumed that you will be making only minor changes to the schedule after you publish it. Be sure that before you publish you have completed the scheduling as much as possible.

You can always make changes to shifts on Published schedules by clicking the shift on any weekly schedule view or by using the Multi-Shift Edit view to change a number of shifts at once.

If you have a lot of changes to make to an already published schedule you may want to Unpublish the week, make the changes and then Publish it again. Please see [UnPublishing](#) for important information on this topic.



### Related Topics:

- [Unpublishing](#)
- [Making Changes \(after Publishing\)](#)
- [Publishing an Open Schedule](#)

## **Blue Screen - Pages not Being Updated**

Many times when you make a change in a popup window our system sends a command to the main window below to Refresh the information to reflect the change you just made.

Sometimes if you have other browser windows open your browser can lose track of the parent window's location so when the popup sends the Refresh command it cannot determine which window to refresh and therefore leaves the blue screen up to indicate the command was not properly completed. Note that your data changes are always saved, and this is merely an issue with your browser not refreshing the bottom window automatically.

Usually this refresh problem is due to instability in your browser (most often Internet Explorer), and closing and reopening Internet Explorer or a restart of your computer fixes the problem.

However if you have restarted your computer and the problem is still occurring, it may be due to Spyware running on your computer. You might try using our system on another computer to find out if the problem is isolated to your computer system. If both computers have the problem, please let us know. If you do not have this problem on the second computer, we recommend running anti-spyware programs like Spybot SD or AdAware (both are free) to scan your first computer to detect spyware that may be adversely affecting your internet browsing of secure web sites.

Since your data is always saved, the blue screen problem can be temporarily worked around by just closing the popup blue screen and clicking the screen's Refresh/Reload button (or pressing F5 key) to manually reload the page.

## **User not receiving e-mails.**

If an employee or manager is not receiving e-mails sent from WhenToWork, a spam filter in their e-mail program likely is stopping the messages. Sometimes the spam filters will allow some e-mails from us but not others, depending on the content of the text.

Have the user check their e-mail program and be sure it is set to always accept messages from **When2Work.com** and **WhenToWork.com**

**HOTMAIL users note** that messages from When2Work may end up in the Deleted folder - be sure that Hotmail is NOT set to automatically purge the deleted e-mails. Once Hotmail is reset to retain deleted messages in the Deleted folder then messages can be retrieved from the Deleted folder and marked as NOT SPAM so that they go to the Inbox in the future.

## **Receiving E-mails but not Messages**

If you have added a manager to your account and they also work as an employee they will have two sign-in ID's and passwords. Occasionally employees will message a manager at the manager's employee account instead of the manager account. The Manager will receive a forwarded EMail but not see that message when they sign in as Manager.

Managers who are also employees can periodically sign in using their employee ID to clear out any messages that got sent there by mistake.

## Employees Receiving a lot of Schedule Changes

If you have published a schedule - then the changes you make to that schedule week are automatically sent to any affected employees. If you plan to make a lot of changes to a published weekly schedule you might want to "[Unpublish](#)" it - make the changes and then re-Publish it.

### Related Topics:

- [Unpublishing](#)
- [Making Changes \(after Publishing\)](#)
- [Why Publish a Schedule?](#)

## Workaround for Adding Employee Photos

WhenToWork does not currently have a way to add photos for employees but you can display a photo that is posted on a remote web site. If the remote site where the photos are found is not a sure (https) site you will receive a warning asking if you want to display non-secure graphics when the page is loaded.

Upload your photo to an online photo website such as <http://picasaweb.google.com/> or to your company web site. Right click the photo to get the exact url web address of the photo.

In the Edit Employee Comments field type this html code for adding each photo replacing the word url with your photo url:

```
<img src='url'>
```

Ex. `<img src='http://yourdomain.com/w2wrb1.gif'>`

or `<img src='https://yourdomain.com/w2wrb1.gif'>`

## MAC Troubleshooting

EMPLOYEE PREFERENCES: If employees have problems using our "Paint" preference colors feature they can enter the times use the form on that page. They can choose the color and then choose the start and end time then click "Add" button. This should allow them to enter their preferences without having to paint the information.

TIME OFF: If employees have trouble seeing the time off calendar they can still enter Time Off requests by just typing in the date into the "Date:" box. If they simply type over the "Click calendar to choose date" words and put in a date in the following format: mm/dd/yyyy, then submit request as usual it should have no problem. The date is required to be in that format to work, so for example the sixth of February 2007 date would be 02/06/2007

## Track Changes to Shifts - Shift History

Managers (with permission to edit shifts) can click on a shift and see a link to access a "Shift History" that shows shift creation and log of change details for the last 30 days. This can be useful to track who changed details about a shift or assigned it.

If you allow employees to trade or pick up shifts "At Will" you will see the employee that "changed" a shift and picked it up along with when the shift was originally created and any other changes made.

### Viewing the Shift History Using the By Employee View:

From the By Employee Schedule View

- Click **the shift** to open the Quick Shift EDIT window
- Click the **Shift History** link in the upper right

The screenshot displays the 'Unpublished Schedule' interface. The main window shows a schedule view for 'By Employee' with a table of shifts. A specific shift for 'Aaron Abson' on 'Jun-11 - Mon' is highlighted, showing a time of '9:30am - 5:30pm' and the position 'Store-Receiving'. A 'Quick Shift EDIT' window is open over this shift, containing fields for 'Start Time' (9:30am), 'End Time' (5:30pm), and 'Enter Paid Hours' (8). A 'Shift History' link is visible in the top right of the 'Quick Shift EDIT' window. A 'Shift History' window is also open, showing a table of changes for the shift on 'Jun 11, 2007 9:30am-5:30pm' for 'Aaron Abson' in the 'Store-Receiving' position. The table has columns for 'Date', 'Changed By', and 'Change'. The changes listed are: 'Mar-7, 03:31pm' by 'John Smith' for 'Worker assigned' and 'Mar-7, 03:31pm' by 'John Smith' for 'Worker reassigned'. A note at the bottom of the 'Shift History' window states: 'Note: Shift change details are kept for the last 30 days'.

Date	Changed By	Change
Mar-7, 03:31pm	John Smith	Worker assigned
Mar-7, 03:31pm	John Smith	Worker reassigned

### Using Other Weekly Schedule Views:

From the Schedule View

- Click **the Shift** to open the Shift Change window
- Click the **Shift History** link in the upper right

09:17am

Published Schedule

(Try NON-GRID View)

Schedule View: Calendar

**Add Shifts**

**DELETE This Shift**

**Hospital-Cashier Shift Change**

**Monday - Jun 4, 2007**

**Shift History**

Start Time: 9am

End Time: 12pm

Display Color: black

Enter Paid Hours: 3.0 or  Auto Calculate

Optional Text:

Optional Category: none

**Shift History**

**Jun 4, 2007 9am-1pm**

**Jana Rostenmen**

**Hospital-Cashier -**

Date	Changed By	Change
Mar-10, 09:41 am	John Smith	End Time changed Duration changed

Note: Shift change details are kept for the last 30 days

Monday Jun-4

Hospital-Cashier

9am - 12pm

Jana Rostenmen

Hospital-Pharm

Assistant

9am - 6pm

Amy Cabillo

Hospital-Pharma

9am - 6pm

Judy Gray

Store-Cashier

1:30am - 5:15pm

John Aaron

Lunch at 12

9am - 5pm

Donna Verona

-drawer 1

9:30am - 6:30pm

Hathan Radison

Jennifer McDonnell

0 0.0 40.0 1

5 33.0 0.0 4

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**Related Topics:**

- Clicking a Shift to Edit, Delete, Clone or Assign
- Deleting Multiple Shifts
- Tracking Schedule Changes - Import, AutoFill, Publish