How do I log in to When I Work?

On a computer, open a web browser and go to app.wheniwork.com
The When I Work site will work on any standard web browser (Firefox, Internet Explorer, Chrome, Safari). You can use the site whether you are on a Windows, Mac, or Linux computer.

On your smart phone, iPad, or mobile device, install the When I Work employee scheduling app. To download the app for your phone, you can go to http://wheniwork.com/getmobile
There is a field where you can type your phone number for your smart phone. Click the green text me button, and it will text you the link to download the When I Work app.

How do I mark times when I don’t want to work?

When I Work assumes that you want to work on all days unless you tell it otherwise.
You can use two different tools to tell it which days you can’t work: Time Off and Availability.

**Time Off**

*For non-repeating events*

All SPs will use the Time Off tool to show times when they can’t work. This tool is for one-time events, or events that repeat with no particular pattern.
Examples might be: A medical appointment, a dinner party, a vacation

For detailed instructions on how to request Time Off, go to: https://help.wheniwork.com/hc/en-us/articles/201048348-Request-Time-Off
Time off will be automatically approved. All Time Off should be marked as Unpaid. You do not need to include a message. To cancel a Time Off request, click on View Requests. Click on the request you want to cancel. On the next screen, click the red Cancel button.

When you look at your schedule, you’ll also be able to see the days when you have requested Time Off. To see weeks further in the future or the past, you can click the small arrows next to the word Today above your schedule.

**Availability**

*For repeating events only*

Only some SPs will use the Availability tool. This tool is for events that repeat from week to week.
Examples might be: Monday afternoon swim class, another job that you work on Tuesdays
For detailed instructions on how to set availability for repeating events, go to https://help.wheniwork.com/hc/en-us/articles/203093619-Setting-Availability-Preferences

If I've marked a time as available, am I committed to that time?
We don’t ask you to hold dates open in your calendar for a certain period of time.

We do ask you to request new Time Off in When I Work if you make new plans that would prevent you from working during a particular time. If When I Work shows you as available, there is always a chance you will be scheduled, so please keep it updated.

You can put in new Time Off whenever you’d like. If you make a medical appointment, or schedule a movie night, just log in and request the Time Off. That way you know SP work won’t interfere with your other plans!

Do I need to enter times I’m already confirmed for SP work?
No. If we’ve confirmed you for a project, you don’t need to enter that time into When I Work. We’ll do that for you! You only have to worry about marking Time Off for times when you’re busy doing something else.

Will I be able to enter availability only for specific projects?
No. You’ll be giving your general availability, rather than availability for specific projects. As far as the system is concerned, you are either available to work or you aren’t. If your situation ends up being very complicated, please reach out to us.

Do I need to consider travel time when requesting Time Off?
You can assume that if When I Work shows you as available during a particular time, you might be scheduled in Boston or in Worcester for that time. We try to schedule people as close to home as possible, but it doesn’t always work out that way! So you may want to pad your Time Off by an hour or so, if you are going to or coming from a specific place.

I only want to work a few days a week, at most. How can I tell you that?
On the My Profile page, there is a box labeled Preferred Hours. This tells us the maximum number of hours you want us to schedule you for in a week. For a full week, you’d put 40. If you only want to work a couple of days per week, you might put 10 or 15. We can’t guarantee you a certain number of hours, but this at least gives us an estimate of how much you’d like to work.

What projects will I be scheduled on?
If we want to schedule you for a type of project you haven’t done before, we’ll generally reach out to talk to you about it first. We will rely on previous schedules, profile requirements, completion of SP training workshops, and SP experience to determine the best matches.
Can I cancel Time Off?

Yes. To cancel a time off request, hover your mouse over the tray icon in the upper left part of the screen. A drop-down menu will appear where you can Request Time Off or View Requests. To cancel an existing Time Off request, click on View Requests. This will take you to the Requests screen:

From this screen you will be able to see your time off, as well as swap and drop requests. Click on the request that you want to cancel. One the next screen, you will have the option to cancel that request—just click the red Cancel button.

They system won’t allow you to put in a new Time Off request if it overlaps time that you have already taken off. For example, if you’ve taken Wednesday off, but now need to take the whole week off, the system might not accept your request. One way to get around this is to cancel the original request, so that the new one will go through.