



# Infor WFM For Employees

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## INFOR WFM

WFM is Riverside's scheduling, timekeeping and attendance software. All employee schedules are built in WFM, and WFM is used for clocking on and off for shifts and meal periods. Staff have the ability to self-schedule, pick up and swap shifts and request time off in WFM. WFM allows for timesheet attestation and transparency of pay prior to pay day. WFM also offers mobile functionality.

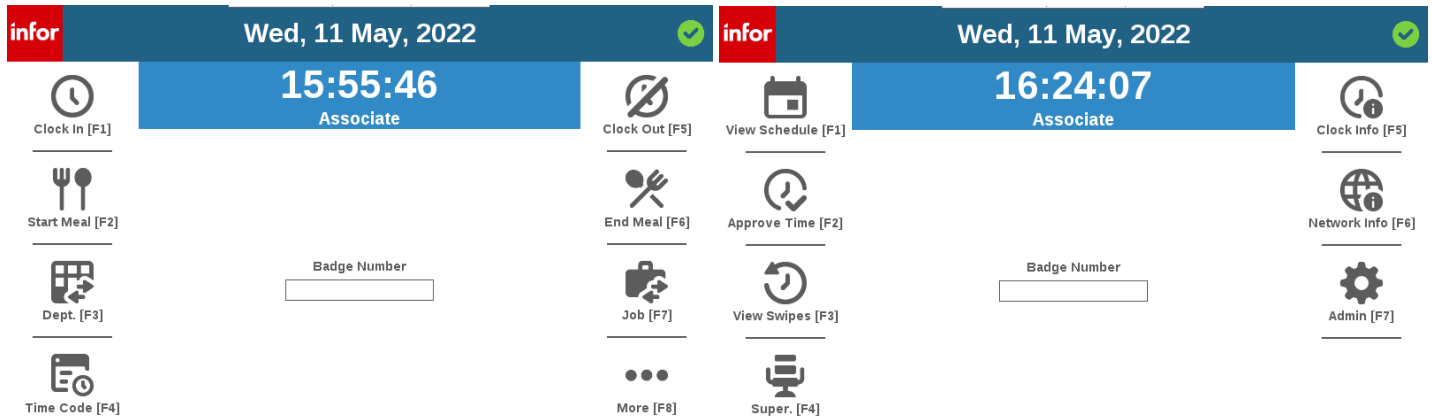
There are currently two clock options for staff: Timeclocks and Riverside computers.

It is important to note that exempt staff do not need to clock on or off for their shift. If you are exempt, as long as there is a schedule built in WFM for you, you get paid appropriately based on the hours scheduled and time code associated with the shift.

For all hourly staff, you get paid to the minute as describe in the Time and Attendance Policy. Therefore, you need to clock on and off for your shift.

# TIMECLOCK

The WFM Timeclock is available in select locations across the health system and will be wall mounted. The Timeclock can be used for clocking on and off for shifts and unpaid meal periods, changing departments, jobs and time codes, viewing your schedule and swipes, and approving your time card. The Timeclock requires the employee to swipe their Riverside ID badge to utilize the functions of it instead of manually typing in their employee ID.



## CLOCKING

The clocking functions available on the Timeclock are clocking in and out, and beginning and ending an unpaid meal period.

### CLOCK ON

1. Swipe ID badge
2. Press Clock in [F1]

### BEGIN UNPAID MEAL PERIOD

1. Swipe ID badge
2. Press Start Meal [F2]

### END UNPAID MEAL PERIOD

1. Swipe ID badge
2. Press End Meal [F6]

### CLOCK OUT

1. Swipe ID badge
2. Press Clock Out [F5]

## CHANGE OR FLOAT DEPARTMENTS

The Timeclock allows you to change or float your hours to another department.

1. Swipe ID badge
2. Press Dept. [F3]
3. Press Next [F2] until you are highlighted on the department you need to float to
4. Press enter on the keypad

infor Wed, 11 May, 2022

15:57:31 Associate

Select Department Page 1 of 3

Department	Description
1 14020	5 MED/SURG
2 14025	2 MED/PEDS
3 14030	IMCU
4 14035	3 CARDIAC TELE
5 14040	5 OBSERVATION UNIT
6 14045	ICU-3
7 14050	FLOAT NURSING
8 14060	NURSERY
9 14065	LABOR & DELIVERY

## CHANGE OR FLOAT JOBS

The Timeclock allows you to change your job if you are working different job roles throughout the day. You only need to change jobs at the timeclock if you were not scheduled to work your separate job roles in WFM.

1. Swipe ID badge
2. Press Job [F7]
3. Press Next [F2] until you are highlighted on the job you need to change your labor to
4. Press enter on the keypad

infor Wed, 11 May, 2022

15:58:00 Associate

Select Job Page 1 of 1

Job	Description
1 1000	REGISTERED NURSE
2 9000	TEAM LEADER

## CHANGE TIME CODES

The Timeclock allows you to change your time code, when appropriate, to Orientation, Education, Light Duty, ET IVO and IVO Unpaid.

1. Swipe ID badge
2. Press Time Code [F4]
3. Press Next [F2] until you are highlighted on the time code you need to change your labor to
4. Press enter on the keypad

infor Wed, 11 May, 2022

16:20:47 Associate

Select Timecode Page 1 of 1

Time Code	Description
1 WRK	Work - Regular
2 MEAL	Meal
3 EDU	Education
4 ORIENT	Orientation
5 LIGHTDUTY	Light Duty
6 ETIVO	Earned Time Involuntary
7 IVO-UNPAID	Involuntary Unpaid
8 WRK-XRAY	Working xRay modality
9 OFFSITE-UNPAID	Offsite Break

## VIEW SCHEDULE

To lookup your current schedule using the view schedule feature:

1. Swipe ID badge
2. Press More [F8], then View Schedule [F1]
3. The Schedule View page is displayed. You can select Next [F6] or Prev [F5] to see the next or previous pages of schedules, if available.

Work Date	Start Time	End Time
05/11/2022	8:30 AM	5:00 PM
05/12/2022	8:30 AM	5:00 PM
05/13/2022	8:30 AM	5:00 PM

## APPROVE TIME

The Timeclock allows you to approve worked time prior to the clock submitting the time to the timesheet. This feature enables you to attest to the time you have worked to ensure that you are paid accurately.

1. Swipe ID badge
2. Press More [F8], then Approve Time [F2]
3. If there are time approval records for you to approve, the records are displayed. Select one of these options:
  - a. Approve [F5]: Approve the time reflected and have the time recorded on the timesheet.
  - b. Reject [F6]: Reject the time reflected and work hours will be records as such on the timesheet. Your supervisor should follow-up with you regarding any rejected records.
  - c. Skip [F7]: Defer your decision about the time record presented. Skipped records will continue to be displayed to the employee every time the time approval process is initiated until the record is approved or rejected.
  - d. Cancel [F8]: Exit the Time Approval screen.

Once all time approval records have been displayed you will be returned to the badge entry screen.

## VIEW SWIPES

To see the swipes you have recorded on the clock, you can access the feature from the clock menu.

1. Swipe ID badge
2. Press More [F8], then press View Swipes [F3]
3. The Swipe Summary page displays with the Date, Time and Swipe Type.
4. If more than one page of records exist, select Next [F2] or Prev [F1] to view different pages.
5. You can view more details about a swipe by highlighting the swipe using Prev [F5] or Next [F6].

Date	Time	Swipe type
05/11/2022	02:02 PM	Clock In
05/11/2022	11:05 AM	Time Code Change
05/10/2022	01:57 PM	Clock In
05/10/2022	09:54 AM	Clock Out
05/10/2022	09:16 AM	Time Code Change
05/10/2022	07:48 AM	Clock In
05/10/2022	07:39 AM	Clock In
05/06/2022	09:45 AM	Time Code Change
05/05/2022	05:26 PM	Clock Out

# EMPLOYEE TRANSACTION MANAGER (ETM)

Inform ETM can be accessed from home or work through the ETM web page. Infor ETM has the capability for staff to clock on and off for shifts and meal periods, send and receive workmail messages, submit availability, view your own and your team's schedules, give away and swap shifts, self-schedule, pick up shifts from the Shift Billboard, submit time off requests and attest to your timesheet.

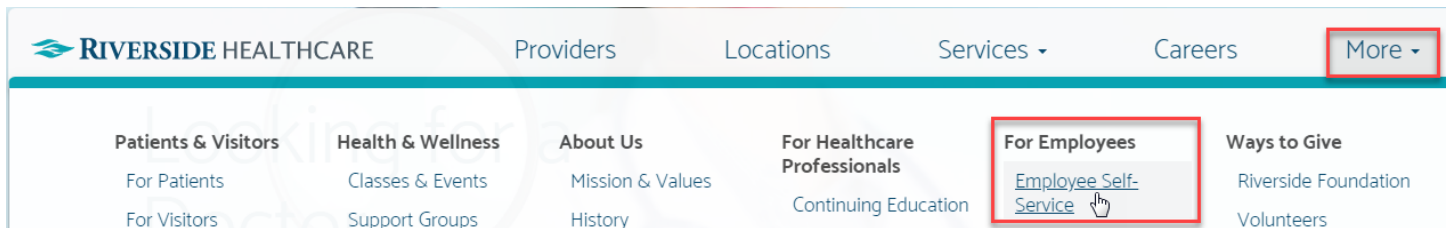
## ACCESSING ETM

There are two ways to access ETM: (1) Employee Self Service (2) TimeClock icon on a Riverside workstation desktop.

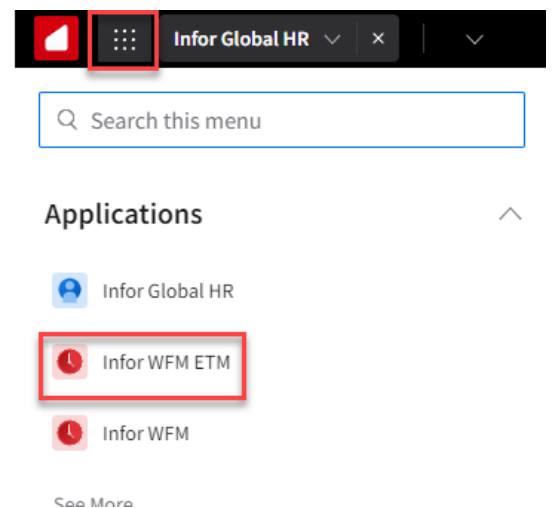
### EMPLOYEE SELF SERVICE

To access ETM from a non-Riverside workstation, you will need to open the Employee Self Service Portal from Riverside's home page.

1. Open Riverside's home page
2. Click More
3. Click Employee Self Service under "For Employees"



4. Click ADFS
5. Log in using your Riverside network login
6. Use two-factor authentication
7. Select the menu button on the top left of your screen
  - a. There are three icons for Infor:
    - i. Infor WFM: web page recommended for use by schedulers and supervisors
    - ii. Infor WFM ETM: web page recommended for employees using WFM from a computer
    - iii. WFM Mobility: web page recommended for employees using WFM from a mobile device
8. Click Infor WFM ETM



### TIMECLOCK ICON



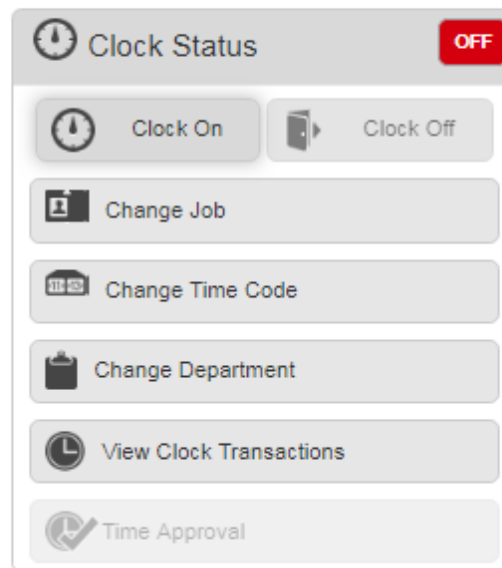
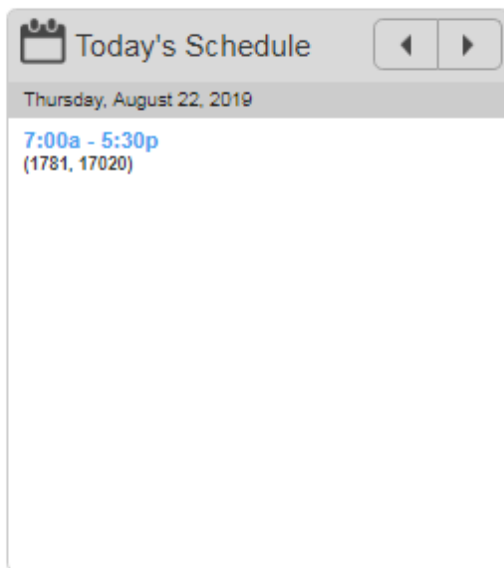
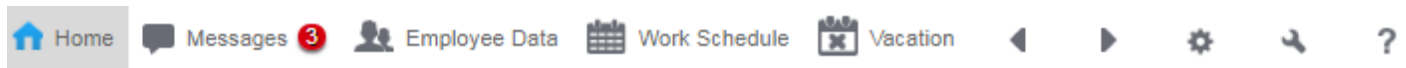
To access ETM from a Riverside workstation, you can use the TimeClock icon on the desktop

1. Log into the Riverside workstation
2. Click TimeClock
3. Click ADFS
4. Use two-factor authentication



## ETM HOME PAGE

The ETM Home Page displays Today's Schedule for you as an employee including the date, start and end times of your scheduled shift, your job code, and department ID. You can click the forward or backward buttons in the Today's Schedule header to view your schedule for different days. Your Clock Status also appears on the ETM Home Page. It will display as either On in green text or Off in red text. From Clock Status, you can clock on and off for your shift, begin and end your meal period, change your job code, change your time code, change your department, view clock transactions and attest to your timesheet.

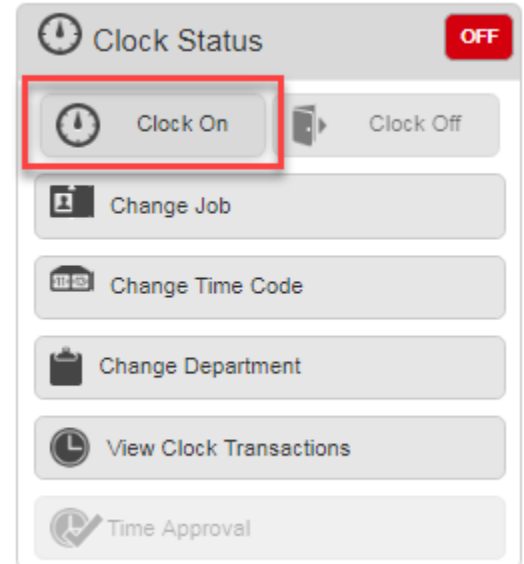
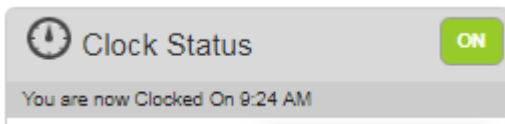


# CLOCK STATUS

To use the ETM clock, you must be logged on to a Riverside workstation. If you are working from a non-Riverside location, you must either be using the firewall or you must be set up as a Mobility user.

## CLOCK ON

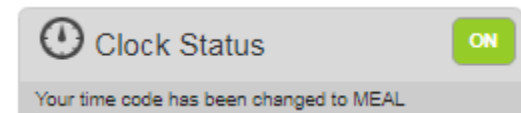
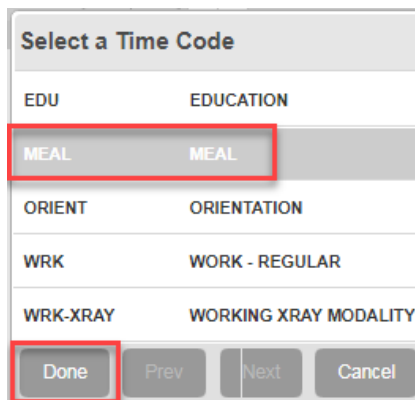
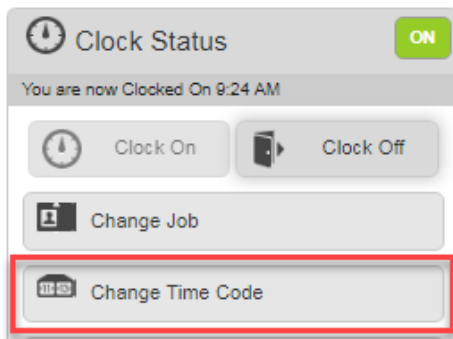
1. From ETM's home page, click Clock On
  - a. A confirmation message appears asking if you are sure you want to clock on
2. Click Yes
  - a. If you are not on a Riverside workstation, you will receive an error message stating you are not on an approved device or location
  - b. The fail message will appear under the Clock Status, reminding you why you could not clock on
3. When you do clock on, your clock status will appear as On in green text with the time you clocked on



- a. If you forgot to clock on for your shift, you will need to clock on when you do remember and send your supervisor a Workmail message with your actual arrival time.

## BEGIN UNPAID MEAL PERIOD

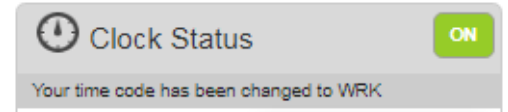
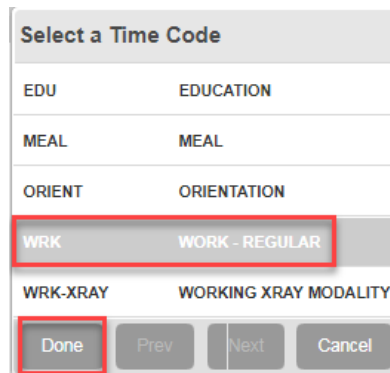
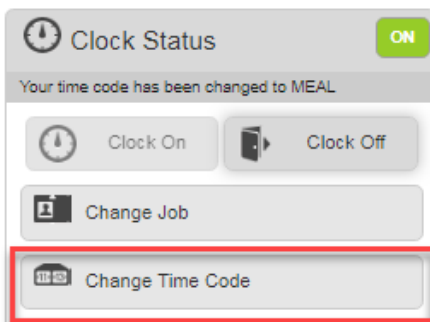
1. Click Change Time Code
2. Select Meal
3. Click Done



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## END UNPAID MEAL PERIOD

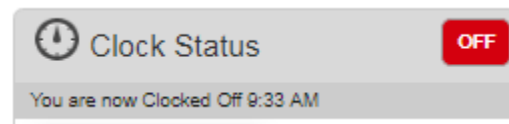
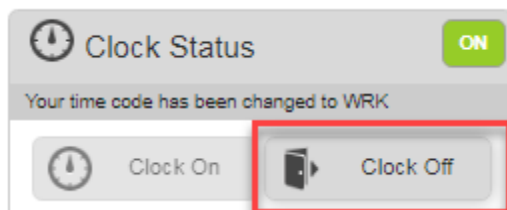
1. Click Change Time Code
2. Select Work-Regular
3. Click Done



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## CLOCK OUT

1. Click Clock Off
  - a. A confirmation message appears asking if you are sure you want to clock off
2. Click Yes
3. your clock status will appear as Off in red text with the time you clocked off

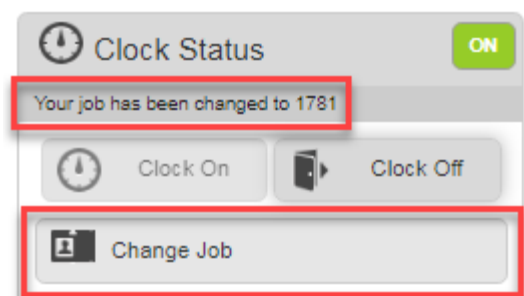


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## CHANGE JOB

If you are an individual who holds multiple positions at Riverside, you can change the job you are working in currently if it was not scheduled as such. This can be helpful for last minute changes to your schedule when you are pulled to different positions throughout the course of a day.

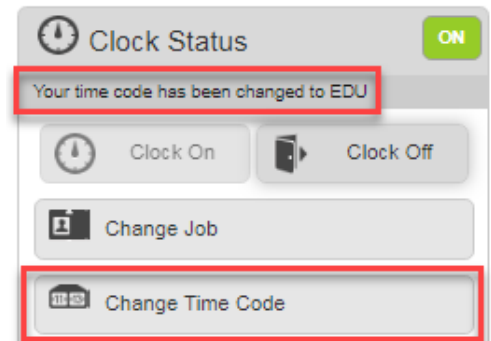
1. Click Change Job
2. Select the job you are changing to
3. Click Done



## CHANGE TIME CODE

Your schedule should reflect the type of work you will be doing and how it will be allocated in terms of time codes. You can adjust your time code if you will be in orientation or education if it is not already reflected in your schedule as such.

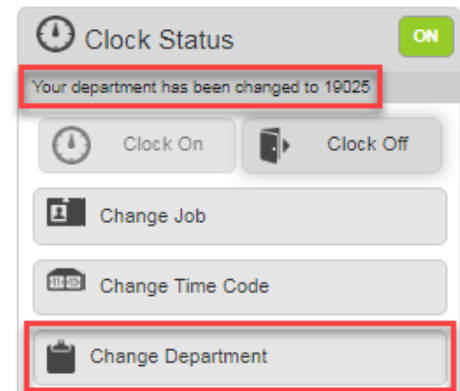
1. Click Change Time Code
2. Select the appropriate time code
3. Click Done



## CHANGE DEPARTMENT

If you will be floating, unexpectedly to another department, you can utilize change department to update the department you are currently working in.

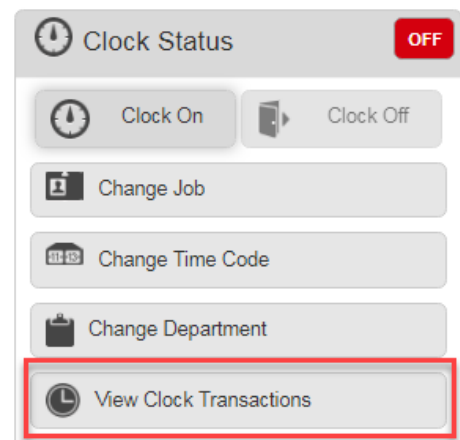
1. Click Change Department
2. Select the department you will be working in
3. Click Done



## VIEW CLOCK TRANSACTION

You can view all time punches for a specified day in this activity.

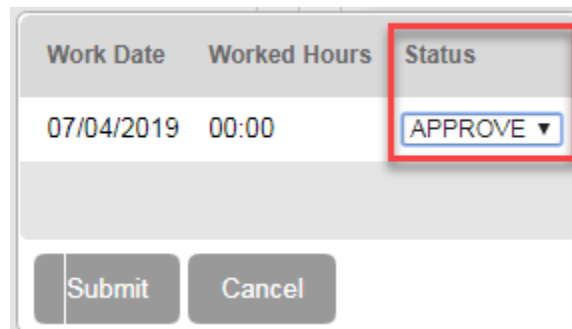
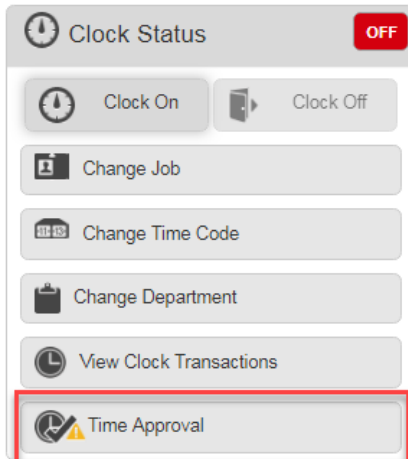
1. Click View Clock Transactions
  - a. You are brought to the [Work Schedule Transactions](#) activity



## TIME APPROVAL

At the end of each shift, you will need to attest to your own timesheet to verify all time punches and errors codes, if any, are accurate.

1. Click Time Approval
  - a. You can see the Work Date and Worked Hours for that day
4. For each day listed, you will need to update the status to Approve or Reject. Click the down arrow next to each day and select the appropriate status
5. Click Submit
  - a. If you Reject a timesheet, you must send a Workmail message to your supervisor explaining what on the timesheet you disagreed with



## WORKMAIL MESSAGE

Workmail message is an activity within WFM that functions similar to email. You can send a new message, reply and forward messages, and view forms you've received from this activity. The types of message you will receive in WFM are messages pertaining to a self-scheduling process opening or closing for a specified date range, your time off approval requests and shift swaps being approved or denied, and attendance violation notifications.

1. Click Messages on the top toolbar
  - a. You are brought to your inbox. Any messages that are bolded have not been opened yet.
2. To delete a message, click the trash can next to a message
3. To open a message, select the message
  - a. When viewing a message, you have the ability to delete, forward, reply or close the message
  - b. Some messages contain hyperlinks to bring you to another activity such as self-scheduling
  - c. If you have accrued enough time violations to reach disciplinary action, you will receive a message containing a form with the disciplinary action
4. Select Sent Mail
  - a. You can see Workmail messages you've sent to other staff members
5. To create a new message, click Compose Message

- a. This message activity should be replacing your paper edit sheets. Any time a time punch is missed whether for your shift or lunch or any time you disagree with your time sheet, you will send a message to your supervisor

	From	Subject	Received
2	KRISTINE-BODEMER	Schedule publish request status : Publish Success with exceptions	Aug 21, 5:05 PM
	KRISTINE-BODEMER	3 Schedule publish request status : Publish Success with exceptions	Aug 21, 5:04 PM
	KRISTINE-BODEMER	Schedule publish request status : Publish Success with exceptions	Aug 21, 5:04 PM
	KRISTINE-BODEMER	Schedule publish request status : Publish Success	Aug 13, 1:14 PM
	KRISTINE-BODEMER	Schedule publish request status : Publish Success	May 14, 4:19 PM

6. In the To field, you can enter the individuals first name hyphen last name. Or you can click the To button and search the dictionary
7. Enter a subject in the subject line and the message in the body of the message
8. Once the message is composed, click Send

Inbox Sent Mail **Compose Message** My Forms

To

Cc

Subject

Cancel Send

9. Click My Forms
  - a. Forms pertain to data submitted or received. For example, any time availability is entered or shift swaps are submitted, that is considered a form and you can see the result of that form in the My Forms activity for whether the action was approved or denied

## EMPLOYEE DATA

Employee Data displays information pertaining to you as an individual, your earned time balances and gives you a place to enter your work availability

1. Click Employee Data on the top toolbar



## PERSONAL INFO

On the Personal Info tab, you can see your employee ID, hire date, department ID among other various items

## EMPLOYEE BALANCES

1. Click Employee Balance
  - a. You can view your current and projected end of year earned time balances

## AVAILABILITY

1. Click Availability
  - a. You can enter your availability for days of the week, Sunday through Saturday and for specified weeks
2. Enter a date range you want to apply availability for
3. Enter the start and end time for each day's availability
4. Click Submit
  - a. Your availability will be sent to your supervisor for approval. Whether approved or denied, you will receive a Workmail messaging indicating the status of your availability request. Once your availability is approved, it will be displayed in the Availability activity. If you need to update your availability, you can click New and enter new dates and times. You can also choose to look at the calendar view of your approved availability.
5. Click View Calendar
  - a. You can see any time off entered as well as your approved availability. Do not confuse this calendar view with your actual schedule

A screenshot of the 'Availability' form. At the top, there are tabs for 'Personal Info', 'Employee Balances', and 'Availability'. Below the tabs, there is a dropdown menu for 'Availability Pattern'. To the right, there are two date pickers labeled 'Start Date \*' and 'End Date \*'. Below these is a table with columns for days of the week (Sun, Mon, Tue, Wed, Thu, Fri) and two columns for 'Start Time' and 'End Time'. Each cell in the table contains a time input field. At the bottom of the form, there are several buttons: 'Submit', 'Add Second Set', 'Cancel', 'Reset', and 'View Calendar'. The 'Submit' button is highlighted with a red box. The 'Start Time' and 'End Time' columns are also highlighted with red boxes.

## WORK SCHEDULE

The Work Schedule allows you to see your own individual schedule as well as your team's. You can also swap shifts, self-schedule and pick up shifts from the Shift Billboard.

1. Select Work Schedule on the top toolbar

## SCHEDULE

The first tab in Work Schedule is called Schedule. You can see your own schedule for a month at a time by default. You can choose to view the schedule by day or week. You can also change days, weeks or months by selecting the icons in the bottom corners. You can also view your team's schedule. Days that you are scheduled to work list the start and end times of the shift. Days that you are scheduled off list the off reason with an asterisk. Days highlighted in red mean that the timesheet is unauthorized for that day.

Schedule
Timesheet
Transactions
Shift Trade Request
Self Scheduler
Shift Billboard

**August 2019**

Team
Day
Week
Month

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				01 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	02 -	03 -
04 -	05 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	06 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	07 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	08 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	09 -	10 -
11 - *	12 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	13 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	14 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	15 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	16 - *	17 - *
18 -	19 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	20 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	21 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	22 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	23 -	24 -
25 -	26 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	27 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	28 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	29 07:00 - 17:30 <small>(1781, 17020, N/A)</small> more...	30 -	31 -

July
September

1. To view more detailed information about a day, select the day.
  - a. You are brought to the Timesheet. You can see scheduled and worked time as well as any attendance points accumulated, if any
2. To view your team's schedule, click Team
  - a. In list format, you can see all team members and the days that they work for the given week you are viewing. You can change dates by selecting the icons in the bottom corners

## TIMESHEET

1. Click Timesheet



- a. Timesheet allows you to view individual days for more in-depth time and pay details. It is important to note that standby and on-call pay are both coded as on-call on the timesheet. If you select on individual days in the Schedule, it will bring you to the Timesheet for that day. From the timesheet activity, you are brought to today's date by default. You can change days from the Timesheet by selecting the icons on the bottom corners to move forward or backward.

Schedule **Timesheet** Transactions Shift Trade Request Self Scheduler Shift Billboard

August 22, 2019 Team Da

Time Code	Description	Hour Type	From	To	Hours	Job
UAT	Unallocated Time	UNPAID	7:00a	9:12a	2:12	1781
WRK	Work - Regular	REG	9:12a	9:17a	0:05	1781
MEAL	Meal	UNPAID	9:17a	9:18a	0:01	1781
WRK	Work - Regular	REG	9:18a	9:22a	0:04	1781

## TRANSACTIONS

1. Click Transactions
  - a. Transactions display clock details for individual days. You are brought to today's clock transactions by default.

Schedule Timesheet **Transactions** Shift Trade Request Self Scheduler

August 22, 2019

ACTIVITY	TIME	JOB/DOCKET DATA
Clock On	08/22/2019 09:12 AM	
TimeCode Change	08/22/2019 09:17 AM	MEAL
TimeCode Change	08/22/2019 09:18 AM	WRK
Clock Off	08/22/2019 09:18 AM	

## SHIFT TRADE

1. Click Shift Trade Request
  - a. In the Shift Trade Request activity, you can enter a 1 way or 2 way shift trade
2. In the substitute field, enter the individual you are trading a shift with
3. Enter the date and times of your shift that you are trading with the substitute
  - a. If you are trading your entire shift, you do not have to enter times
  - b. If your shift spans midnight, click the Overnight checkbox
  - c. You can enter a partial shift to trade by adjusting the start and end times
4. If this is a two-way trade, you must complete the bottom section indicating the date and times of the shift you are picking up from the substitute
  - a. You can add any comments that your supervisor will see
  - b. As long as there are no compliance rules that are violated, the shift trade will automatically go through. An example of a compliance rule would be shift trades that allowed an individual to go into overtime
5. Click Submit
  - a. If the shift trade automatically went through, the new schedule will be displayed

Schedule Timesheet Transactions **Shift Trade Request** Self Scheduler Shift Billboard

### Shift Trade Request

Employee **BODEMER, KRISTINE** \* Substitute

**Please Complete this Section for 1 way Shift Trades**  
Substitute will work employee's shift on date and times specified below:

\* Date Affected:   Overnight

From: : :  To: : :

**Also Complete this Section for 2 ways Shift Trades**  
Employee will work substitute's return shift on date and times specified below:

Date affected:   Overnight

From : : :  To : : :

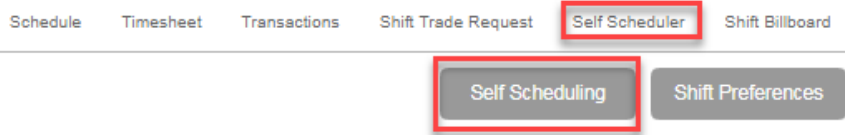
Comments :

Submit

Cancel

# SELF SCHEDULER

1. Click Self Scheduler
2. Click Self Scheduling
  - a. Schedulers and supervisors can set up self scheduling in WFM. Self scheduling processes can be open for a set limit of time for a set amount of schedule. If there is a currently open self scheduling process, you will see it listed
3. Click open
  - a. The date range at the top lists the date range that the self scheduling process allows you to schedule yourself for. You can see any currently assigned shifts to you in blue, and any days where you will be absent in orange. If any of the shifts for the week will cause you to go into overtime, you will not see those shifts as available days to self-schedule. If the shift will not cause you to go into overtime, you will see a green number on the lower right of each date letting you know how many shifts are available to self-schedule on that day.
4. Select the highlighted day to view the available shifts
  - a. You can see the shifts available to self-schedule shifts
5. To select the shift you want to pick up, click the check box to the left
6. Click Submit
  - a. You can continue picking up shifts by selecting the date, selecting the shift, and clicking submit until you have self scheduled yourself for your adequate number of shifts. The shifts will not be published to your individual schedule under the schedule tab until the self scheduling process closes or the shifts have been published. Remember when a self-scheduling process opens or closes, you will get a Workmail message notifying you



Schedule Timesheet Transactions Shift Trade Request **1 Self Scheduler** Shift Billboard

Process Name: 10204 Date Range: 08/08/2019 - 09/14/2019

August 2019 ▶ Date: 08/26/2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total Hours
28	29	30	31	1	2	3	
				ETSCH	ETSCH		
					JURY		
				0	0	0	0
11	12	13	14	15	16	17	60.00
▲5a-5:30p	▲5a-5:30p	▲5a-5:30p	ETSCH	▲5a-5:30p		▲5a-5:30p	
0	0	0	0	0	0	0	0
18	19	20	21	22	23	24	12.00
	2	2	2	2	2	1	
						6a-5:30p	0
25	26	27	28	29	30	31	36.00
5:00 A	5a-5:30p		ETSCH		ETSCH	5a-5:30p	
1	0		1	0	1	0	0

Available Shifts

Select	Shift Type	Job	Activity	Start time	End time
<input checked="" type="checkbox"/>	5a-5:30p	1000	WRK	05:00a	05:30p

Scheduling Rules

TELE RN TEAM - RTSS Maximum Rule

TELE RN TEAM - RTSS Minimum Rule



# SHIFT BILLBOARD

1. Click Shift Billboard
  - a. The Shift Billboard is a central location where open shifts can be posted to outside of self scheduling. If there are open shifts to still be filled, schedulers and supervisors can post the open shifts to the billboard to be picked up. Shift Billboard is not used for last minute call-offs, but for future shifts that need to be filled. The Shift Billboards works similar to Self Scheduling. You are brought to the current month's calendar. You can see your scheduled days in blue and your absent days as grey. Shifts posted to the billboard are indicated by a green number on the bottom middle of each day there is a billboard posting

Shift Trade Request    Self Scheduler    **Shift Billboard**

< >

## September 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total Hours
1	2	3	4	5	6	7 5:00a-5:30p	0.00
12	12	12	12	12	6		
8 5:00a-5:30p	9	10	11	12	13	14	0.00
	12	12	12	12	12	12	

2. Click a green number in the calendar
  - a. You see a list of all shifts posted to the billboard for this day
3. To pick up a shift, select it
  - a. In the verification screen, you can review the details of the shift you are about to pick up

Claim Shift ✕

---

Current Assignment

Date	Current Assignment	Shift	Start Time	End Time	Team	Job	Activity	Shift Type
------	--------------------	-------	------------	----------	------	-----	----------	------------

Available Shifts

Date	Current Assignment	Shift	Start Time	End Time	Team	Job	Activity	Shift Type	Total Available	Comment
09/05/2019	Unassigned	5a-5:30p	05:00	17:30	14035	1000	WRK	ALL	6	
09/05/2019	Unassigned	5p-5:30a	17:00	05:30	14035	1000	WRK	ALL	6	

4. Click Ok
  - a. The shift now appears on your schedule. You can continue picking up shifts from the billboard until you've reached your max hours without going into overtime

# VACATION

The Vacation tab allows you to submit new time off requests using your Earned Time bank as well as unpaid time off. You can also view approved or denied time off requests.

1. Click Vacation on the top toolbar
  - a. You are brought to the current month's calendar view. You can see your approved, pending, denied and recalled days off indicated by different colors. On the right of the screen you can see your earned time balance.
2. To submit a time off request, click a day in the calendar
3. In the Type field, select the magnifying glass
4. Select ET Sched, ET-PaidLeave or Special Request
  - a. **ET Sched:** paid day off using hours in ET bank
  - b. **ET-PaidLeave:** Paid day off using hours in ET bank
  - c. **Special Request:** unpaid day off due to no ET hours in banks, or already using ET/Paid Leave up to FTE for week/pay period.
  - d. To take a partial day off, select the partial day check box and enter a start and end time. If you are requesting multiple days off, you can update the from or to date to extend over multiple days.
  - e. In the comments field, you can enter any comments you would like the scheduler or supervisor to see when responding to your time off request
5. Click OK
  - a. Your pending time off request appears on the calendar
6. To cancel a time off request, select the highlighted day in the calendar
7. Click Remove Request
  - a. The request no longer appears

## Current Balances

ET 324.85 Hours

### New Time Off ✕

Type: \*

From: \* 09/12/2019

To: \* 09/12/2019

Reason:

Comment:

Attachment:

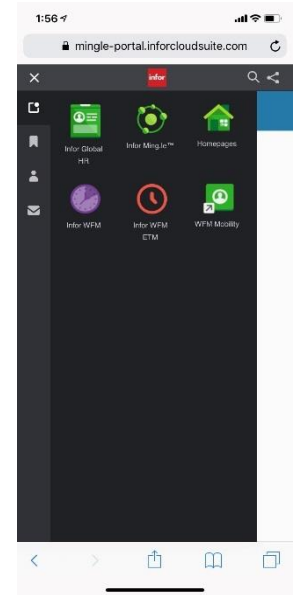
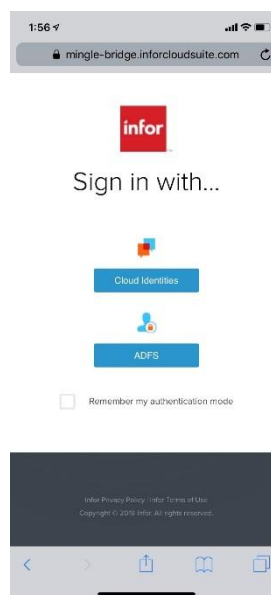
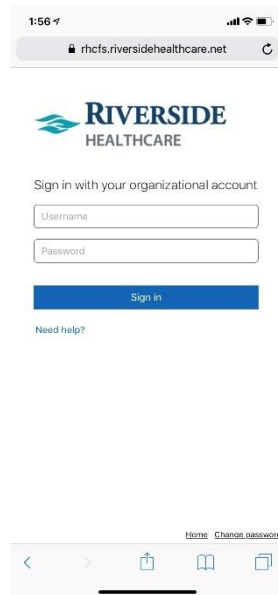
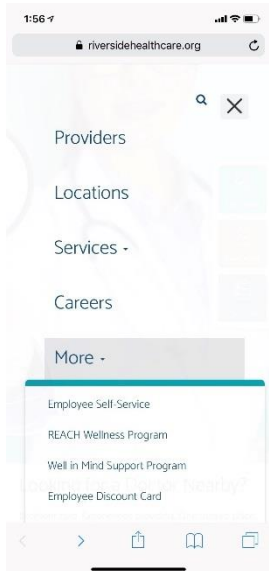
# MOBILITY

Infor Mobility can be accessed from anywhere with a mobile device through the Mobility web page. Mobility allows for sending and receiving Workmail messages, viewing your own schedule as well as your team members', submitting time off requests and attesting to your own timesheet. Certain staff have been set up to use Mobility to clock on and off.

## ACCESSING MOBILITY

To access Mobility, you will need to log in to Employee Self Service from Riverside's home page on your mobile device

1. Open Riverside's home page
2. Click More
3. Click Employee Self Service under "For Employees"
4. Click ADFS
5. Sign in using your Riverside network log in
6. Use two-factor authentication
7. Select the menu button on the top left of your screen
  - a. There are three icons for Infor:
    - i. Infor WFM: web page recommended for use by schedulers and supervisors
    - ii. Infor WFM ETM: web page recommended for employees using WFM from a computer
    - iii. WFM Mobility: web page recommended for employees using WFM from a mobile device
8. Click WFM Mobility



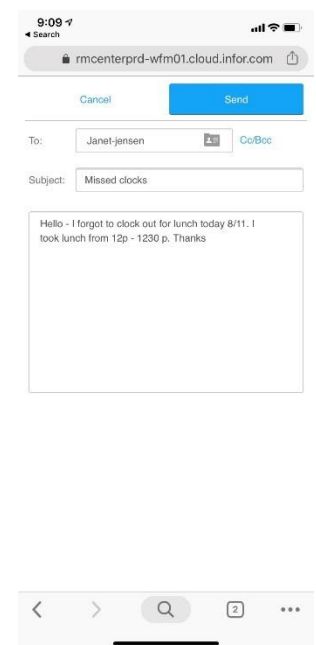
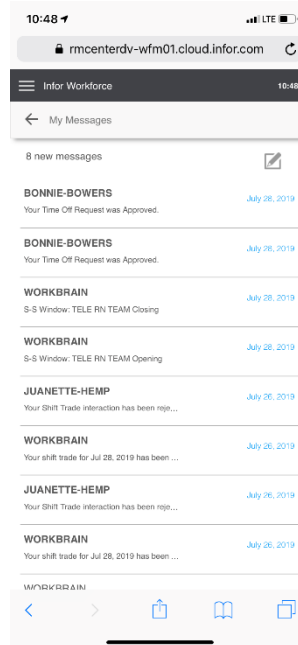
## HOME PAGE

You can view your clock status, messages and the current day's schedule.

## MY MESSAGES

The My Messages section of the Home Page displays how many messages you have in your inbox

- To compose a message, click on the pencil icon
  - Instead of using paper edit sheets, you will submit time edits through a Workmail message in WFM
  - In the To field you will enter who you want to send this message to. Only supervisors will have the ability to adjust timesheets
  - In the subject line, enter a brief description about the message
  - Enter the body of the message
  - Click Send
  - Click Ok
- To view the messages in your inbox, you can click the Arrow from the Home Page
  - All messages are listed with the sender's name, date and time message was received, and the subject of the message. You can view a message by selecting on it
  - The message itself opens up for you to read, reply, forward, delete or take action on the message



## MY SCHEDULE

The My Schedule section on the Home Page shows you today's current schedule and date.

- To jump to the full schedule activity, you can click the schedule icon.
- To view this week's schedule, click the arrow.
  - The circular icon indicates a time off day.

## MY PROFILE

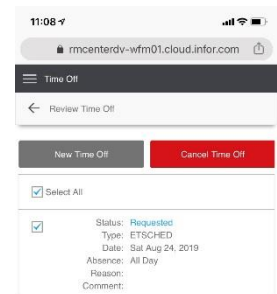
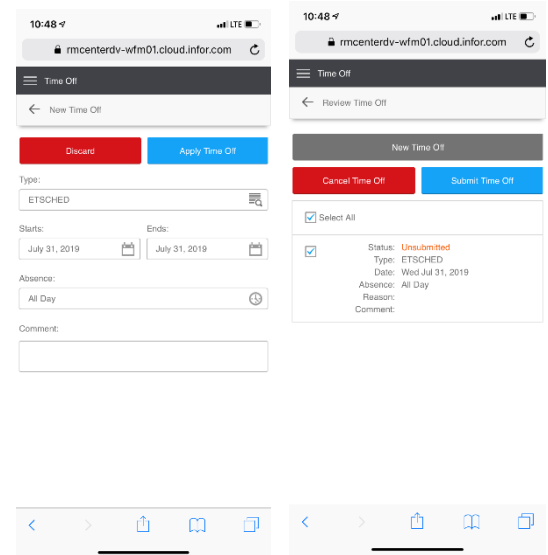
My Profile displays your employee data information as well as earned time balance information

- Click the Menu button
- Click My Profile
- You can view your employee details including your employee ID, hire date, job and department IDs, birthdate, mobile phone number and work email.
- You can also view your individual earned time balances as well as projected balances at the end of the year

# TIME OFF

The Time Off activity is where you can submit time off requests as well as view approved, denied and recalled time off requests

1. Click Menu
2. Click Time Off
  - a. You are brought to the current month's calendar view. You can see your existing time off requests and the pending or final status of those requests
3. To submit a new time off request, click the highlighted day in the calendar
4. In the Type field, click the magnifying glass and select one of the following options:
  - a. **ET Sched:** paid day off using hours in ET bank
  - b. **ET-PaidLeave:** Paid day off using hours in ET bank
  - c. **Special Request:** unpaid day off due to no ET hours in banks, or already using ET/Paid Leave up to FTE for week/pay period.
  - d. To take a partial day off, select the partial day check box and enter a start and end time. If you are requesting multiple days off, you can update the from or to date to extend over multiple days.
  - e. In the comments field, you can enter any comments you would like the scheduler or supervisor to see when responding to your time off request
5. Click Apply Time Off
6. Click Submit Time Off
7. The request appears with a blue dot on the calendar
8. To cancel a time off request, select the highlighted day in the calendar
9. Click Cancel Time Off
10. In the confirmation screen, click Ok
11. The time off request no longer appears

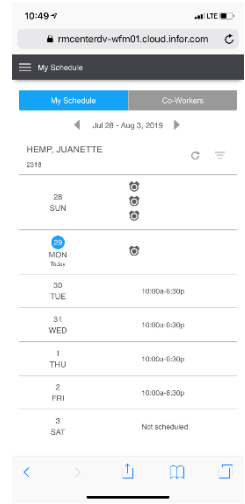




## MY SCHEDULE

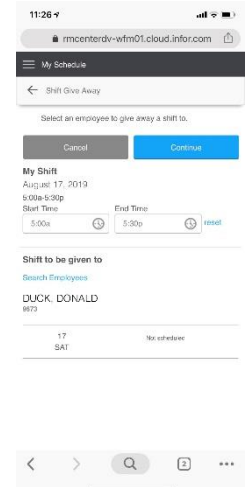
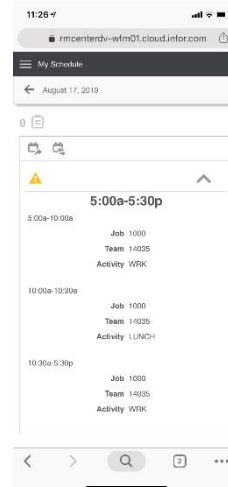
My Schedule displays a weekly view of your schedule, allows for swapping shifts and picking up shifts from the Shift Billboard as well as viewing your team members' schedules

1. Click the Menu button
2. Click My Schedule
  - a. You are brought to the current week's schedule displaying shifts you are working on each day, as well as days listed as not scheduled and days that you are scheduled off which are designated by a circular icon. You can jump backward and forward weeks by using the arrows next to the date range



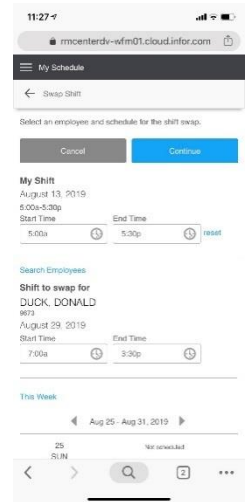
## GIVE AWAY SHIFT

1. To give away a shift, click on the highlighted scheduled shift, click the shift give away button
2. You can choose to give away only part of the shift by adjusting the start and or end time.
3. Click Search employee to choose an employee to give away this shift to
4. Select an employee
5. Click Continue
6. Click Submit



## SWAP SHIFT

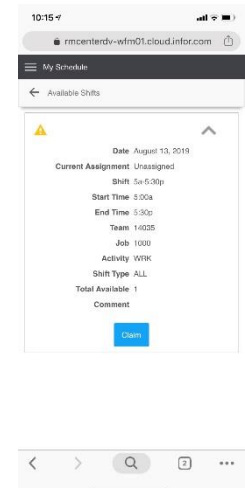
1. To swap a shift with another employee, click on the highlighted shift
2. Click the swap shift button
3. You can adjust the times you are swapping
4. Click Search employees
5. Select an employee to swap shifts with
6. You can adjust the dates in the calendar until you find the other employee's scheduled day that you want to swap with
7. Click Continue
8. Click Submit



## SHIFT BILLBOARD

In the schedule view, you can see shifts that have been posted to the Shift Billboard because they are designated with a clipboard and a number. The number indicates how many shifts for that day have been posted to the billboard

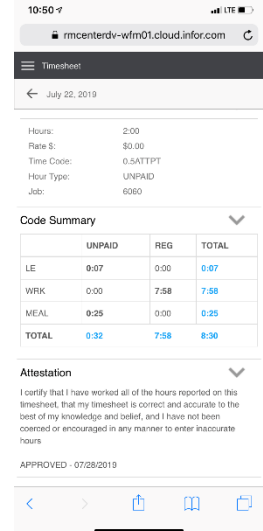
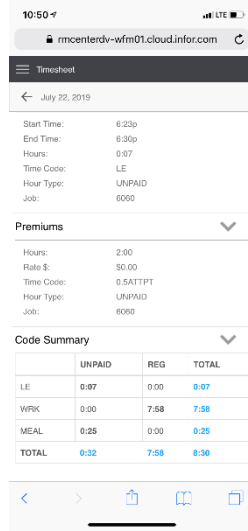
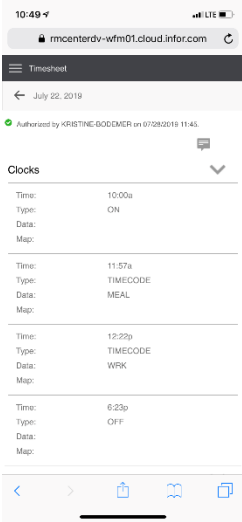
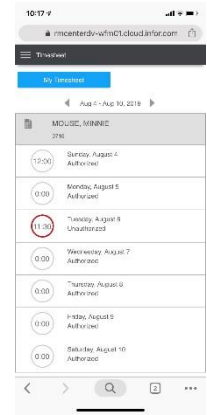
1. To claim a billboard shift, select the day
2. You can see all shifts posted to the billboard for that day
3. To pick up a shift, click Claim
4. In the confirmation window, click yes
5. As long as no compliance errors were broken, the shift will appear on your schedule



# TIMESHEET

The Daily Timesheet activity allows you to attest to your own daily time

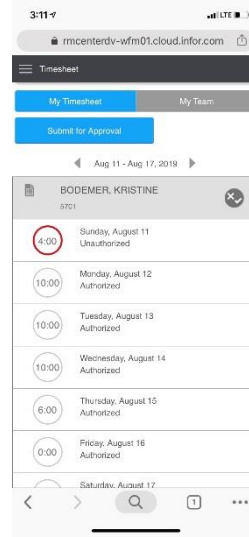
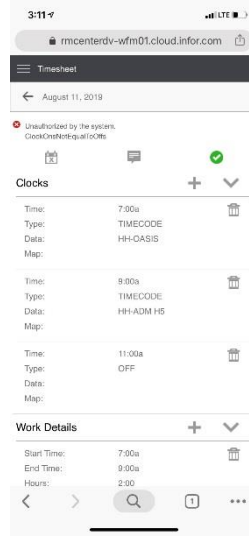
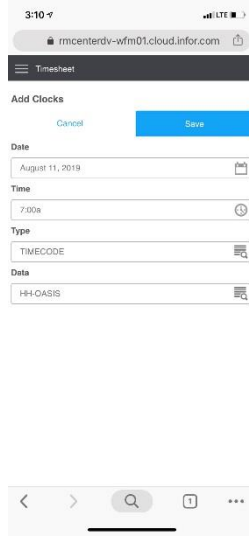
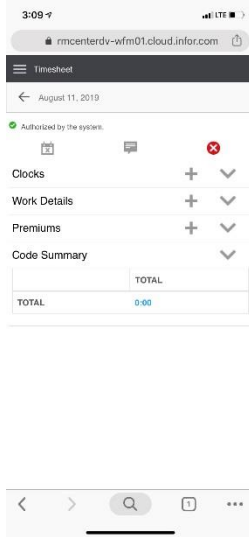
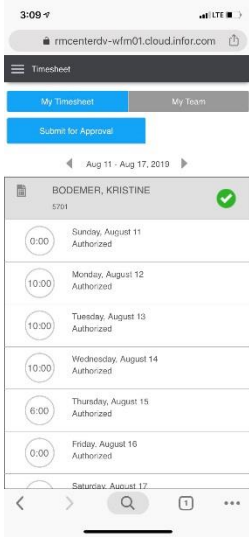
1. Click Menu
2. Click Timesheet
  - a. You are brought to the current week's timesheet. Timesheet attestation should occur at the end of every shift so any errors can be corrected right away. You can easily identify unauthorized days by the red circle around the worked hours. Days are marked as unauthorized if there was a time code error that was triggered. Time code errors can include late clock in and no clock in.
3. To view the details of a day's timesheet, click the day
  - a. You can view the clocks, if any for the day as well as work details
  - b. Work details include the hours, time codes, and hour types associated
  - c. The premiums section will display hours worked at a premium price, if any
  - d. The Code summary section displays total hours for each time code
4. If you agree with all clocks and time codes on your timesheet, you will click Approve. If you do not agree with an item on the timesheet, you will click Reject and send a Workmail message to your supervisor explaining where you believe the error occurred
5. Click Approve
6. Your timesheet attestation displays Approved with a date stamp



## HOME HEALTH ONLY: WEEKLY TIMESHEET

The weekly timesheet allows for time and visit codes to be entered on a weekly-view basis. For Home Health staff, when you open the timesheet activity, you will default to viewing the weekly timesheet only.

1. Click the Menu button
2. Click Timesheet
3. Click My Timesheet at the top
  - a. You are brought to the current week's timesheet. You can adjust the week by selecting the backward or forward arrows
4. You enter timesheet information for a specific day, click on the day
5. Click the plus sign next to clocks to begin adding clocks
6. Salary staff:
  - a. You do not have to add time clocks on your regularly scheduled salary days
7. Hourly staff:
  - a. Enter an On clock first, by entering the date, on time, and a type of On
  - b. You can add meals by entering a new clock with the appropriate date and time with the timecode of MEAL
  - c. You can end your meal by entering a new clock with the appropriate date and time with the timecode of WRK
  - d. Enter of Off clock by entering the date, off time and a type of Off
8. Pay per visit:
  - a. Add a clock with the appropriate date, a start time and a timecode designating the appropriate HH code. You can search using HH to find all of the Home Health specific timecodes.
    - i. The number of hours for pay per visit time codes designates the number of visits for that day
      1. Example: 7am-9am HH-OASIS time code = 2 hours = 2 HH-OASIS visits for that day
  - b. To add additional visits, add a new clock with the appropriate date, add the time x amount of hours after the first visit to appropriately designate the number of visits for the first timecode
  - c. When finished adding HH visit timecodes, add an off clock by entering the appropriate date, x amount of hours after the previous HH visit timecode using the type of Off
    - i. Example:
      1. 7am-9am HH-Adm5
      2. 9am HH-Adm6
      3. 12p Off
    - a. This timesheet would mean there were 2 Adm5 visits and 3 Adm6 visits
9. Click the back arrow once you are done entering all timecodes for that day
10. Continue adding timecodes for any other days that week that were not already entered
11. Once the week is complete, click Submit for Approval
12. Click Ok in the confirmation message window
  - a. Your supervisor will receive the timesheet in the Inbox to approve



## OFFER VIA MOBILE

Offer via Mobile is a way that schedulers and supervisors can send out open shifts to be picked up. This feature is especially useful for last minute shifts that need to be filled. You want to verify that your mobile number is correct in Employee Self Service as this is the phone number that pulls into WFM. Shifts can be sent out to mobile devices and, in turn, be picked up by responding to the text message. If your response indicated you would pick up the shift, you will automatically be added to the shift in the schedule.

## UPDATING PHONE NUMBER IN EMPLOYEE SELF SERVICE

1. Log in to Employee Self Service
2. Click My Profile
3. Click Personal Information
4. Under the Contact Information section, verify you have a Mobile phone number listed and that the phone number is accurate (you may have to click the forward error to move to the next page to view all numbers)
  - a. If the number is not accurate:
    - i. double-click the number to update it
  - b. If the Phone Number Method is not accurate:
    - i. Double-click the number
    - ii. Click Actions
    - iii. Click Inactivate
    - iv. Click My Profile
  - c. To add a new number:
    - i. Click Add Phone
    - ii. Add today in the Effective Date field
    - iii. Enter the Telephone Type of Mobile
    - iv. Enter the phone number
    - v. Click Ok
    - vi. Verify under Contact Information the new mobile number is listed