



SHIFTBOARD GUIDE

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Questions: Shiftboard@BigBearSkiPatrol.com

Version 10/17/19

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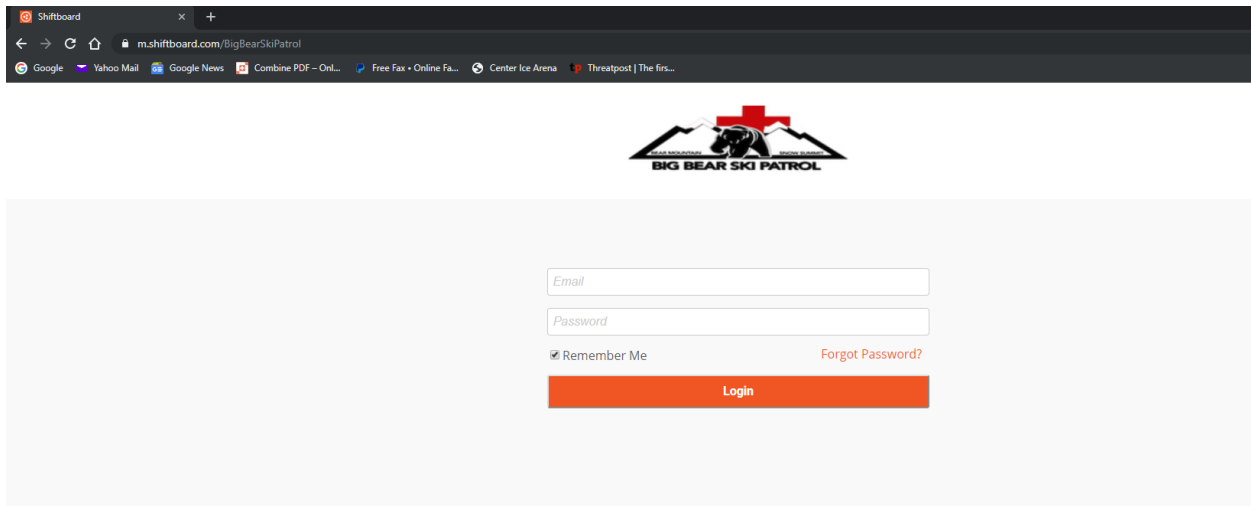
To Install the Shiftboard app on your phone, go to [Google Play for Android](#) or [Apple App store for Apple](#).

- If the above links do not work for you, just go to the Android or Apple store and search for "Shiftboard", to find the "Shiftboard Online Scheduling" app

Website: <https://www.shiftboard.com/BigBearSkiPatrol/>

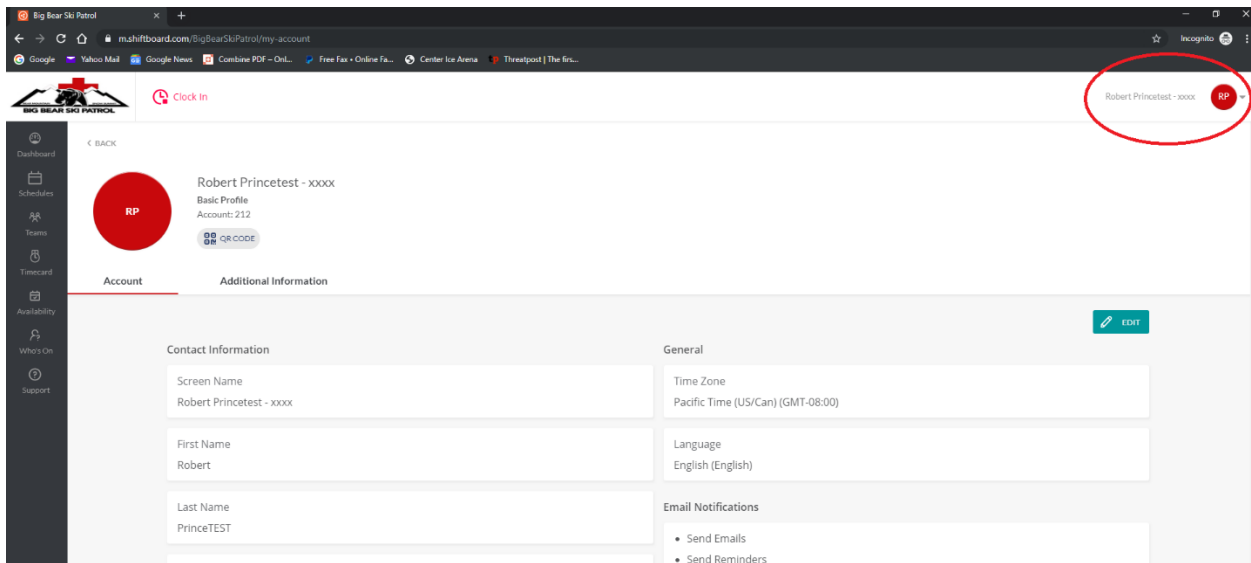
Part 1. How to Sign Into Shiftboard, Setup/ Adjust Your Profile.

1. Login into Shiftboard if you have your ID/ password. Your user id will be the email you used to sign up. See link “Forgot Password” if you need help with your password. Or, if you are new to Shiftboard, find your welcome letter with Login instructions.



The screenshot shows a web browser window with the URL `m.shiftboard.com/BigBearSkiPatrol`. The page features the Big Bear Ski Patrol logo at the top center. Below the logo is a login form with two input fields: "Email" and "Password". There is a checkbox labeled "Remember Me" and a link for "Forgot Password?". A prominent orange "Login" button is located at the bottom of the form.

2. Choose “My Account” in the top right of your screen to update your information. Choose “edit” to update your information, add a snazzy picture, etc. Your email address and cell phone # are particularly important. When done, click “Save” at the bottom left.



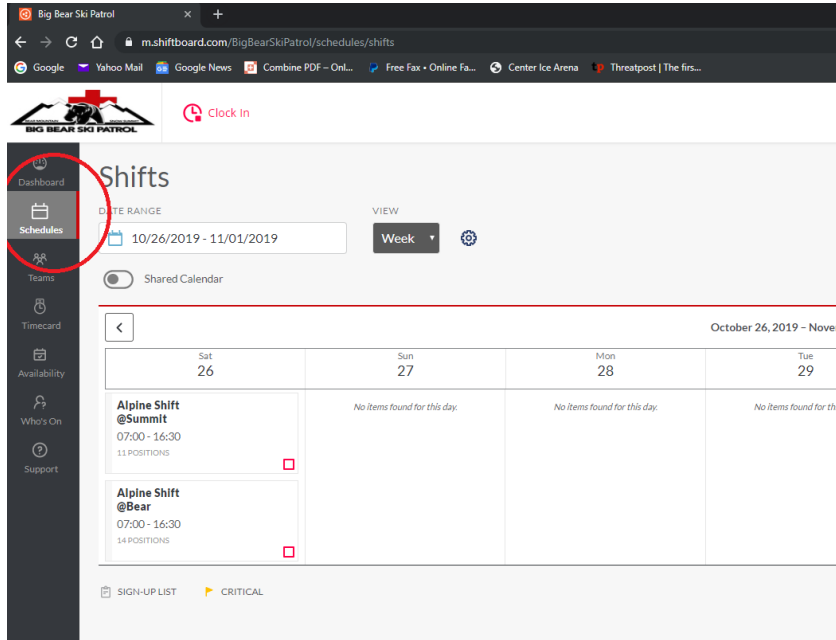
The screenshot displays the "My Account" page for a user named Robert Princetest - xxxx. The user's profile picture is a red circle with the initials "RP". The page is divided into two main sections: "Account" and "Additional Information". The "Additional Information" section is currently active and contains two columns of fields:

Contact Information	General
Screen Name Robert Princetest - xxxx	Time Zone Pacific Time (US/Can) (GMT-08:00)
First Name Robert	Language English (English)
Last Name PrinceTEST	Email Notifications <ul style="list-style-type: none">• Send Emails• Send Reminders

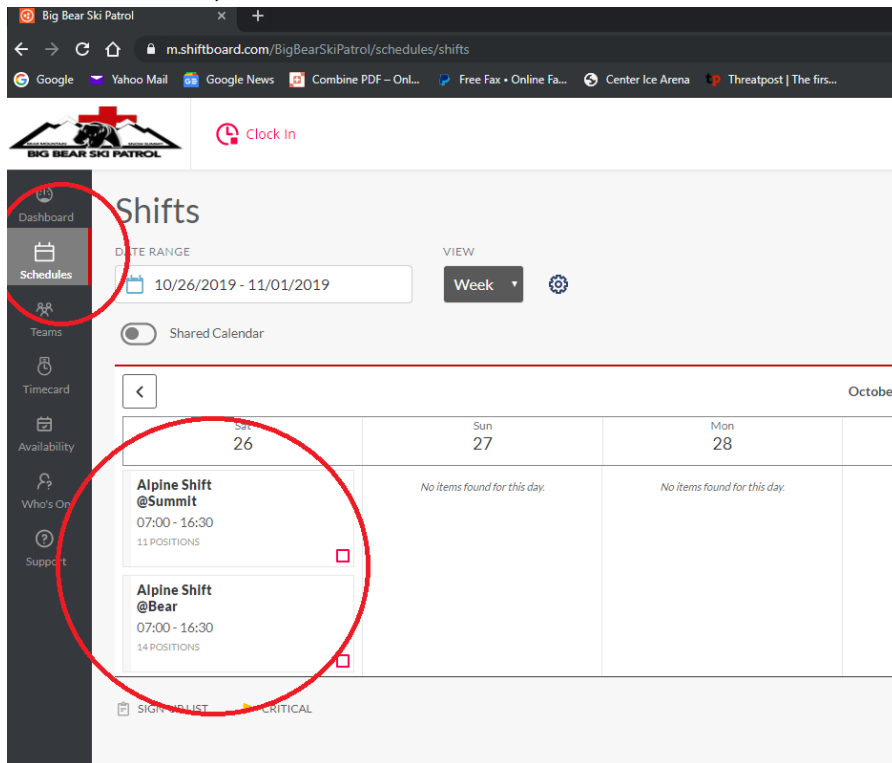
An "EDIT" button is located in the top right corner of the "Additional Information" section. In the top right corner of the browser window, the user's name "Robert Princetest - xxxx" and a profile picture icon are circled in red.

Part 2: How to Sign Up For Your shifts

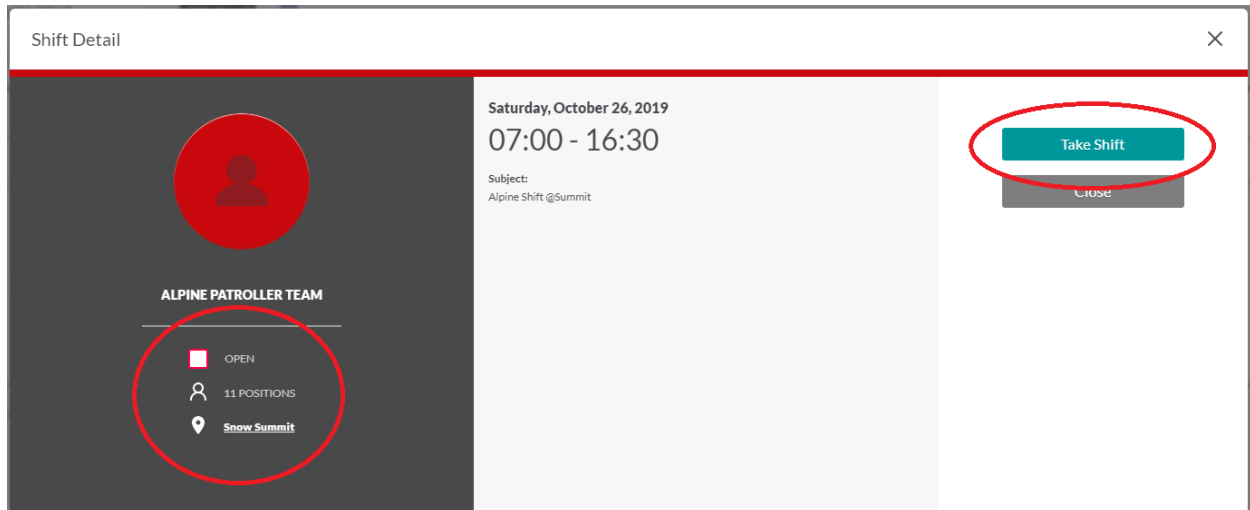
1. Log into Shiftboard and choose Schedules on left side. *Hint: It is easier to set your schedule from a computer then from your phone.*



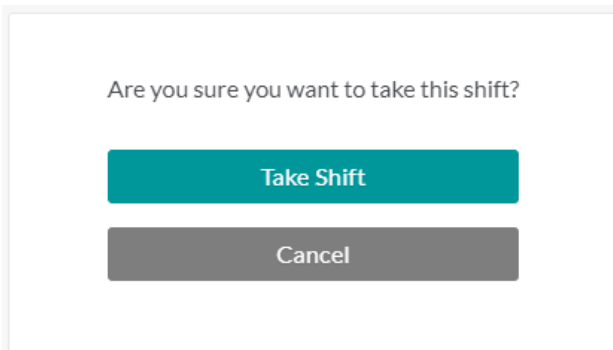
2. Choose which shift you want. In the example below, you would choose either the Alpine shift at Bear Mtn, or the one at Snow Summit



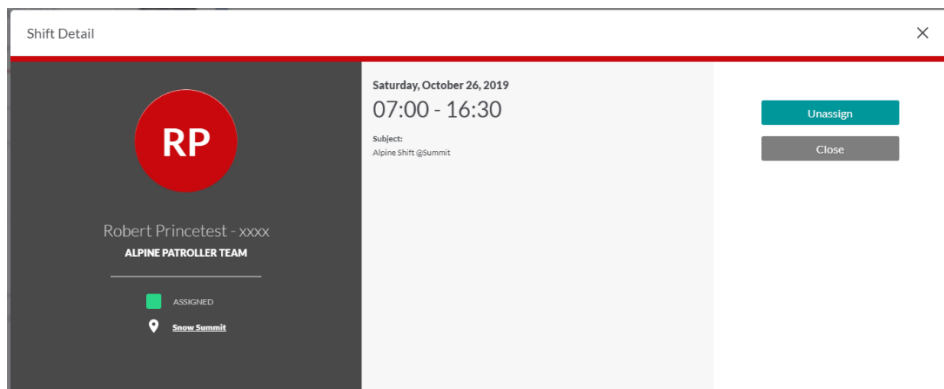
- When you choose the shift you want, you will see this screen. Double check on the left that it is the shift you wanted, and then choose "Take Shift" on the right.



- You will be asked to confirm you want this shift. Choose "Take Shift"



- You will then see a confirmation pop up. The next screen provides you the ability to drop (unassign) the shift. Shifts can be dropped up to a certain point in the week. See policy for details



Part 3: How to Clock In and Out of Your Shifts

You will use the Shiftboard Online Scheduling mobile app on your cell phone. Here is how to obtain this application and how to use it to clock in/ out:

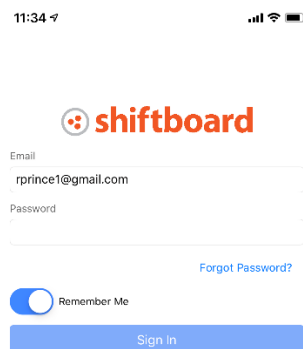
To Install the app on your phone, go to [Google Play for Android](#) or [Apple App store for Apple](#).

- If the above links do not work for you, just go to the Android or Apple store and search for "Shiftboard", to find the "Shiftboard Online Scheduling" app

To Clock in/ out (Hint: Clock into your shift at the Backward Look employee parking lot when boarding the bus. The cell reception for most carriers is good there. The cell coverage is also good at the top of both hills)

Caution: Anyone found signing in with this mobile app, and not showing up for their shift, will be dismissed from patrol. This is a firm policy.

1. Open the Shiftboard app on your phone and log in



11:34 4G LTE Wi-Fi [Battery Icon]

shiftboard

Email
rprince1@gmail.com

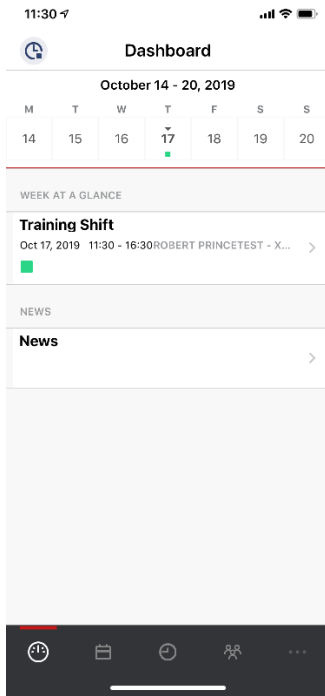
Password

[Forgot Password?](#)

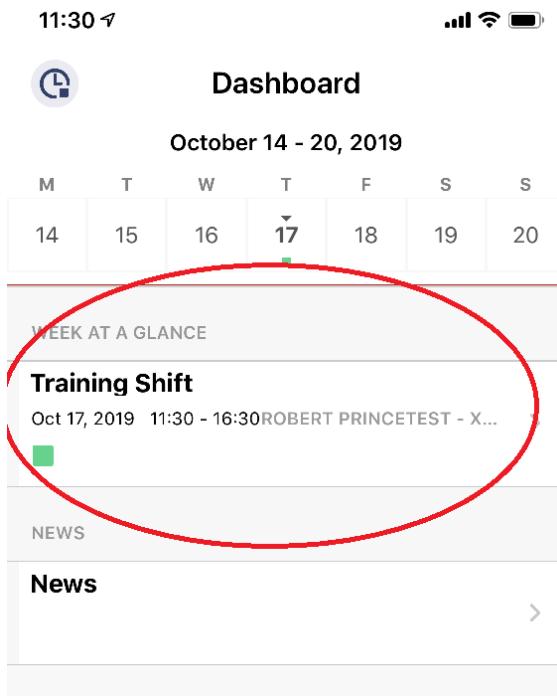
Remember Me

Sign In

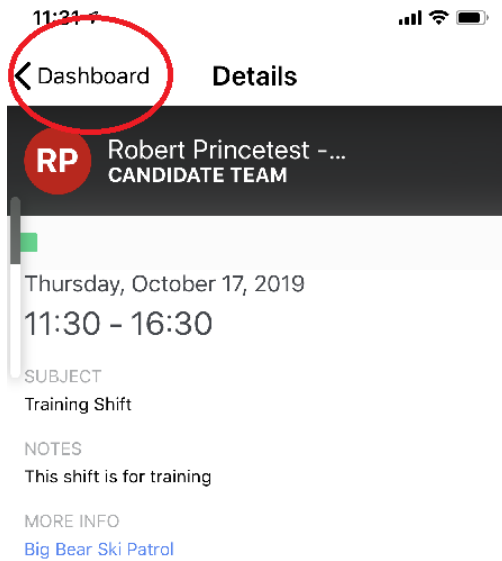
2. You will be in your dashboard. Your shift should appear.



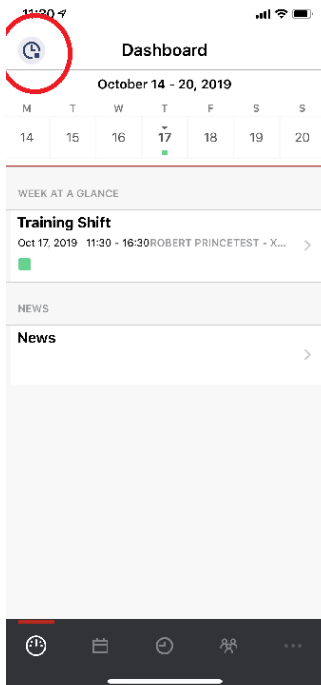
3. You can click on your shift to get more information about it.



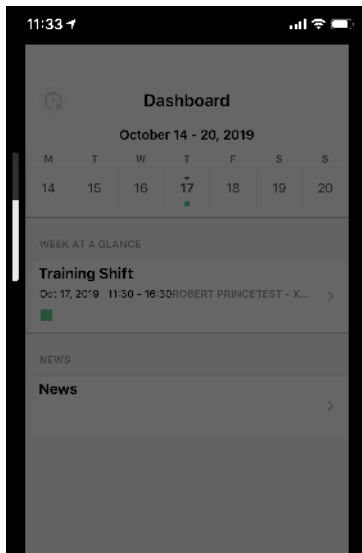
4. Go back to your dashboard



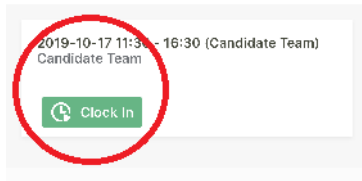
5. Back in the dashboard click the "timeclock" icon in the top left



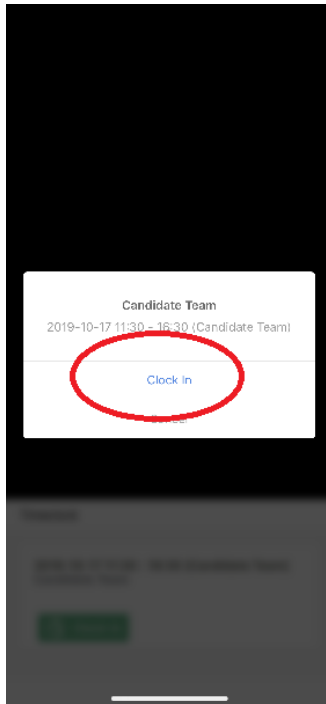
6. This will give you the option to clock in. Choose “clock-in”



Timeclock

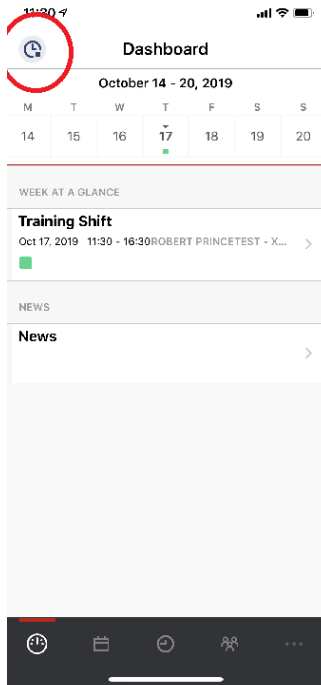


7. Confirm clock-in

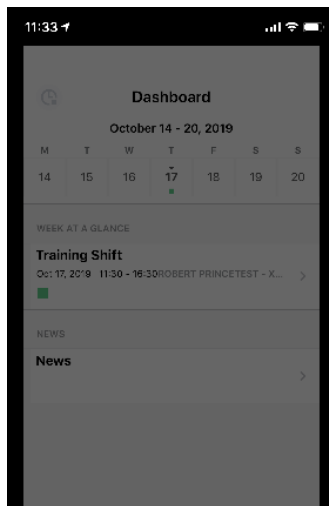


How to Clock out

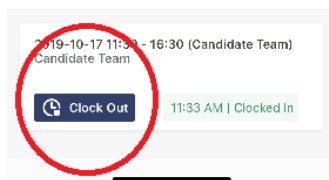
1. Go back into the Shiftboard app. In the dashboard, again click the “Timeclock” icon at the top left



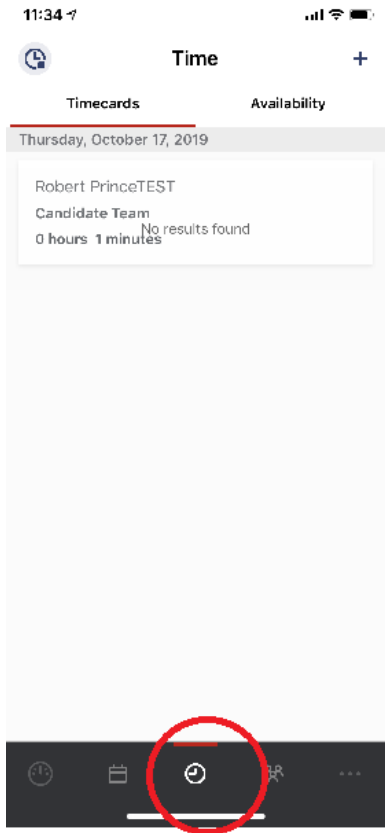
2. Choose “clock-out”



Timeclock



3. You can see your completed time cards via the “Timecard” option at the bottom of your screen



Part 4: FAQ

Q: I can't login: No welcome letter

A: If you are new to Shiftboard, you will receive a welcome letter to the email address we have on file. Check your spam folder. If you are not new to Shiftboard, use the email address to login that you used when your account was originally setup.

Q: I can't login: Forgot my password

A: Use the "Forgot My Password" link on the login page. Your password will be sent to your email address on file. Check your spam folder if you don't see it

Q: I can't login: I don't know my login ID?

A: This is your email address on file. If not sure which email address is on file, it's likely the email address being used by communications.

Q: When does scheduling open and close?

A: See the main page when you log into Shiftboard for all dates and further instructions

Q: Can I delete or change my days?

A: Yes. You are allowed to delete (unconfirm) your dates. Just make sure you do this before the cutoff date (see "Cancellation Policy".) See the instructions on setting up your shifts for how to change or "unassign" yourself from a shift

Q: How do I view/ print my schedule?

A: Simply choose the "Schedules" menu option.

Q: Can't clock in or out: "I'm not getting good cell phone reception with my carrier (i.e. AT&T)".

A: There is good reception from all carriers in the Employee parking lot and at the top of both mountains. It is suggested to clock in when you get to the employee parking lot and are just waiting around for the bus.

Q: Can't clock in or out: "Forgot my phone"/ "I don't have a phone (i.e. gov't conspiracy)"/ "My phone don't work"/ "I'm a Luddite"/

A: Use the room computer, or borrow someone else's phone to log into Shiftboard and clock-in. Find the icon located at the top of the screen labeled "Clocked Out". Click this button to clock in. Here is the URL: <https://www.shiftboard.com/BigBearSkiPatrol/>

All other problems? Any hints or tips you want to share?

Send an email to Schedule@bigbearskipatrol.com