

STAFFMATE ONLINE

• *Quite simply the most efficient way to schedule YOUR service staff* •

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1: StaffMate Overview

What is StaffMate?

StaffMate staff scheduling software is designed specifically for the special events industry to bring speed and efficiency to the chaotic process of event staff scheduling. StaffMate's robust online scheduling service is quite simply the easiest way of scheduling your service staff while maintaining the same powerful administrative tools upon which you have come to rely. From the moment you first enter event details, StaffMate will be saving you more time, energy, resources and headaches than you could have ever imagined. There is no easier way to schedule your service staff!

How Does StaffMate Benefit The Admin?

StaffMate's powerfully intuitive administrative event calendar allows you to:

- Easily manage service staff members and position types
- Efficiently and securely create and manage staffed events with just a few clicks of the mouse
- Automatically and instantly notify all service staff members of new staffing opportunities
- Quickly Create and Publish online staff memos for better staff communication
- And More...

How Does StaffMate Benefit The Service Staff?

StaffMate's graphically-enhanced event calendar allows service staff to:

- Rapidly review staffing commitments & opportunities – 24/7
- Quickly retrieve, review & print vital event information and driving directions - 24/7
- Efficiently schedule additional work commitments – 24/7
- Securely manage their own contact information
- And More...

2: Staff Member Instructions

User Names & Passwords

When you are first entered into StaffMate as an employee, you are automatically assigned a random and unique user name and password. This user name and password, along with detailed instructions, are automatically sent to you via email. **User names and passwords must be at least 5 characters in length and are always case-sensitive**, which means that the user name *StaffMate* is **not** the same as the user names *staffmate* or *STAFFMATE*.

Log In Reminders

If you have forgotten either your user name or password, from the log in screen, click on the link entitled *forgot password?* and enter the email address StaffMate has on record for you. If the email address is located by our database, your user name and password will be immediately sent to that email address. It is strongly recommended that once you receive your user name and password via email that you immediately log in and change your password to protect your privacy.

If you have forgotten your user name and password and the email address you have on file with StaffMate is no longer an email address to which you have access, please call your staffing coordinator for user name and password retrieval.

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The Staff Memo

Once logged in, you will be automatically transported to the staff memo. This memo is created by the administrator as a communication tool. When the StaffMate software is first set up, the staff memo defaults to a welcome statement with instructions on how you can get the most from StaffMate (See illustration below). You can always get to the staff memo again by clicking the [Staff Memo](#) tab on your account screen.



[Log Out](#)
[Online How-To Manual](#)
[Contact Staffing Admin](#)

Account Info **Events** **Staff Memo** **Print Reports**

[> Home](#) > [Staff Memo](#) >> [View Staff Memo](#)

Welcome to the StaffMate Catering Company Staffing Section!

Welcome to the StaffMate Catering Company Staffing Section. In this section, you can view upcoming events for which StaffMate Catering Company needs staff members. You can see when and where our upcoming events are taking place, what positions still need to be filled and should the event meet your availability, you can instantly sign up to make yourself eligible to work the event.

Additionally, you have access to a handy, interactive event calendar to keep track of upcoming events and those events for which you have signed up to work. On that calendar (which is on the Events Page), the events that show up in **Red** are the events for which you have signed up. All other events in gray are events for which you are not currently signed up.

To view an event or to sign up for an event, simply click on the title of the event to view the necessary event information:

- Event Title
- Event Date and Times
- Event Location
- Driving Directions
- Staffing Needed.

If your job title is consistent with any of the positions we need, you can sign up for an opportunity instantly by clicking **Sign Up Now!**

Two caveats, once you sign up to make yourself available for an event, your request will be reviewed by the staffing coordinator and either accept or deny your request. Also, once your request has been accepted, the staffing coordinator has made the final decision. Also, once your request has been accepted, you will be asked to contact the staffing coordinator to remove yourself from the list. You will be asked to contact the staffing coordinator to remove yourself from the list.

One additional facet you will notice, on some of the events we make backup positions available. If the position in which you are interested is filled, you can sign up for one of the Backup positions available. This way, if anyone asks to be released of his/her obligation to work the event, you will be among the first contacted to pick up the hours and the extra money.

PLEASE NOTE: You can maintain your own contact information by choosing the **Account Info** tab. Keeping this information current is a necessity. If this is your first time logging in, please visit this Staff Information page to fill in any missing information and to verify the information we have on record for you. Without up-to-date information, you will not be automatically notified of available opportunities and you may not be considered as a fill-in replacement, thus missing out on earning potential.

YET ANOTHER NOTE: In order to keep your information and scheduling as secure as possible, please use the LOGOUT link on the top right hand side of the page to log out each time you are ready to leave the staffing section. If you forget to use the LOGOUT link, please log back in and log out properly. Failure to do so can compromise your information by the next person who uses your computer.

[Continue to Your Staff Calendar](#) ----->

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Staff Memo: The staff memo is the first page each staff member sees upon logging into the StaffMate service. It is a great communication tool to keep your employees informed.

List any upcoming staff meetings, announce company information, give out staff awards and publish the information using the staff memo.

Any way you choose to use it, the staff memo is a simple, yet effective, way to stay in touch with your staff members!

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Staff Member Account Info

Checking Accuracy

With StaffMate, you have the ability to update your own information at will. Update your contact numbers, email address, user name, password and address information as you see fit. Make sure you keep this information up-to-date as this is how the staffing coordinator will contact you regarding staffing opportunities. When logging in for the first time, it is important to check your account info for accuracy. To review and/or update your account info at any time, simply click on the [Account Info](#) tab on the top of the staff member screen.

Making Account Changes

It is very simple to update your account information. From the Account Info screen, simply change any of the information you wish and click the [Modify Your Info](#) button to save the changes.

The First Name, Last Name, User Name and Password are all required fields. These fields must be populated in order to update your Account Information. If any of these fields is blank and you attempt to update your information, an error will occur and the information will not be updated. If this occurs, simply enter the required information and click the [Modify Your Info](#) button to complete the update.

User Names and Passwords must be at least 5 characters in length. If you attempt to update your User Name or Password with entries of less than 5 characters, an error will occur and the information will not be updated. If this occurs, simply enter the information in the required format and click the [Modify Your Info](#) button to complete the update.

** It is strongly recommended that you change your Password every few months to protect your privacy.

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The Event Calendar

You can reach the Event Calendar by clicking on the [Events Tab](#) at any time during your session. The Event Calendar always displays the current day and 30 days in advance. Each upcoming event that has been published to you by the staffing coordinator will appear on your calendar on the day for which it is scheduled.

Event Titles are displayed in two colors. Those displayed in a grayish color are events for which you are NOT scheduled to work. Event Titles displayed in Red are events for which you ARE scheduled to work. To review work opportunities (Grayish) and work commitments (Red), simply click on the Event Title for the event in which you have an interest. This will transport you to that event's screen.

StaffMate online

Event Review: Once they're finished reading the staff memo, your staff members can reach the events calendar simply by clicking on the Events tab.

[Log Out](#)
[Online How-To Manual](#)
[Contact StaffMate](#)

Account Info | **Events** | Staff Memo

> Home > Events >> Calendar View

June 2003 - July 2003 Previous 30 Days | Next 30 Days

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		24	25	26	27	28 Campbell Gradua... Corporate Meet...
29	30	1	2	3	4	5
6	7	8				12
13	14	15				19
20	21	22				

Review Opportunities: Each events calendar is specific to each employee. Only events published to a certain staff member are visible to that employee on their events calendar!

They can simply click on an event title to review event details for any event published to their calendar.

Events they have not yet signed up to work appear in gray. Their work obligations appear in red. Your staff members are never further than a few clicks from their work schedule!

The event calendar always displays the next 31 days in advance of the current date, keeping the calendar current each time they log in.

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Reviewing an Event

The event screen is divided into two sections, the event information section and the staffing section. In the event details section, you will find the event title, event description/special instructions, event date, event start time, event end time, venue location and driving directions. The information provided is dependent upon the information made available by the staffing coordinator when entering the event data, so all information may not be available for all events.

The staffing section provides details on the staffing requirements for the particular event. Each line displays a certain position, the shift times for that position, and the position's disposition. The position disposition can be "Position Available", "Position Filled", "Blocked by Max Hours", "Already Scheduled Today!" or "Sign Up Now!".

StaffMate online [Log Out](#)
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[Contact StaffMate](#)

Account Info | **Events** | **Staff Memo**

> Home > Events >> Calendar View

Review Event Details: Here, on the sign up screen, your staff members can review event details, including event times, shift positions and times, venue location and driving directions.

Position Filled: When a shift has already been filled, it is so noted on the sign up screen.

Sign Up Now: Positions for which this employee is qualified show as Sign Up Now, allowing the staff member to request the shift with one click of the mouse. Once the employee requests a shift for this event, it does not allow them to sign up for another.

Not Qualified: Positions for which this employee is not qualified are displayed as Position Available, showing the position but not allowing them to request to work it.

Corporate Meeting 06/20/2003 10:00 AM - 12:00 PM		
Breakfast Buffet for 100 meeting participants.		
Hyatt on Capital Square 123 State Street Columbus, OH 43215		
Take any major Interstate Downtown.		
Service Staff	10:00 AM - 12:00 PM	Position Filled
Service Staff	10:00 AM - 12:00 PM	Position Filled
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Backup Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Backup Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Lead	10:00 AM - 12:00 PM	Position Available

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When a position is marked "**Position Available**", it means that the position in question is not yet filled, but it is a position for which you are not eligible. You may not be eligible for one of two reasons. The first is that you are already scheduled to work that event. The second reason you may not be eligible is that the position type being offered is not one that you are currently listed as qualified to perform. For example, if you are qualified as a Server but not as a Bartender, a Bartender position will be shown to you as "Position Available", but you will not be able to sign up for that position.

When a position is marked "**Position Filled**" or marked with the name of another staff member, that simply means that the position in question is filled. It does not necessarily mean that the work request has or has not been accepted by the Staffing Coordinator (see [Requesting to Work an Event](#), below).

When a position is marked "**Blocked by Max Hours**" it means that signing up for this shift would put you over the Max Weekly Hours the Staffing Coordinator has assigned to your account. For example, if the Staffing Coordinator has assigned you a maximum of 30 hours weekly and you are currently signed up for 25 hours in that particular week, any shift greater than 5 hours in duration will be Blocked by Max Hours.

When a position is marked "**Already Scheduled Today!**", it means that you have already requested to work another event on this same date. You can not automatically sign up for two separate events on the same day. In order to request to work multiple events on the same day, you must contact your staffing coordinator to fulfill your request.

Accepting Admin Placement

From time to time, the staffing coordinator may place you into a shift and seek a reply from you as to whether or not you can work the event. Once the staffing coordinator takes this action, you will be sent an email notifying you of the potential placement. The email will ask that you return to StaffMate, review the event and either accept or reject the work opportunity. You can accept the placement by clicking the Green Checkmark next to the shift with your name. You can reject the placement by clicking the Red X next to the shift. No matter which choice you make, the staffing coordinator will be automatically notified, via email, of your decision.

How To Request Work


When a position is marked "**Sign Up Now!**", you can request the position and shift at any time by simply clicking the "Sign Up Now!" link. This will automatically enter you for the position and shift in question and your name will now appear next to the shift for which you signed up. Also, the event will now be displayed in Red on the Event Calendar page of your account.

How to Request Backup Positions

When backup positions have been made available for an event by the staffing coordinator, you have the option of requesting the backup role to make yourself available to be called on in the event of a call off or no show. Backups ARE NOT scheduled to work a particular event, but are stating their availability in case of an emergency.

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Account Info **Events** **Staff Memo**

> Home > Events >> Calendar View

Corporate Meeting 06/28/2003
10:00 AM - 12:00 PM

Breakfast Buffet for 100 meeting participants.

Hyatt on Capital Square
123 State Street
Columbus, OH 43215

Take any major interstate Downtown.

Service Staff	10:00 AM - 12:00 PM	Position Filled
Service Staff	10:00 AM - 12:00 PM	Position Filled
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Backup Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Backup Service Staff	10:00 AM - 12:00 PM	Sign Up Now!
Lead	10:00 AM - 12:00 PM	Position Available

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Review Event Details: Here, on the sign up screen, your staff members can review event details, including event times, shift positions and times, venue location and driving directions.

Position Filled: When a shift has already been filled, it is so noted on the sign up screen.

Sign Up Now: Positions for which this employee is qualified show up as Sign Up Now, allowing the staff member to request the shift with one click of the mouse.

Once the employee requests a shift for this event, it does not allow them to sign up for another.

Not Qualified: Positions for which this employee is not qualified are displayed as Position Available, showing the position but not allowing them to request to work it.

Requesting to Work an Event

When you sign up to work an event, you should remember that you are merely requesting to work the event. As it always has been, it is still ultimately the decision of the Staffing Coordinator of whether to accept your request or not. Many factors go into making the right staffing choices, including the event type, number of guests, special requests and needs of the participants, and the unique mix of experience and qualifications each staff member brings to the team. In some circumstances, these factors will favor you, in yet other circumstances, they may favor another staff member. So please be understanding of the decisions that need to be made by the staffing coordinator when considering your request to work. Whether accepted or not, you will receive an email verification of the decision reached by the Staffing Coordinator.

NOTE: Based upon choices made by your Staffing Coordinator, you may or may not be allowed to electronically and automatically retract a work request once the request has been accepted by the Staffing Coordinator (see [Retracting Work Requests](#), below, for more information).

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Retracting Work Requests

The staffing coordinator has three options when determining how best to manage electronic retraction of work requests. The staffing coordinator can disallow electronic work retractions outright, allow request retractions at any time or allow retractions only prior to staffing coordinator acceptance of your request.

If your Staffing Coordinator has chosen to allow electronic and automatic retraction of work requests at any time, simply go to the Event Screen by clicking on the [Events Tab](#), then click on the [Event Title](#) in question, then click on [Retract Your Work Request](#) to remove yourself from the shift.

If your staffing coordinator has chosen to disallow electronic retraction of work requests, your shift request will be marked "**Commitment Locked**" and you will have to contact your staffing coordinator to be removed from your obligation.

Your staffing coordinator has a third option, to allow electronic and automatic retraction of work requests but only before your request has been accepted. If you have requested to work an event and have not yet been accepted by the staffing coordinator, simply go to the Event Screen by clicking on the [Events Tab](#), then click on the [Event Title](#) in question, then click on [Retract Your Work Request](#) to remove yourself from the shift. Once your request has been accepted, however, it will be marked "**Commitment Locked**" and you will no longer be able to automatically remove yourself from the shift. If you can no longer meet an obligation for which you have already been accepted, you must contact your staffing coordinator to be removed from the shift.

Using Yahoo! by Phone

For a very nominal monthly fee, Yahoo! by Phone allows you to call toll-free from any phone in the U.S. and have your StaffMate notification emails read to you over the phone. If you don't have a computer, access to the Internet or an email account, simply consult with your staffing coordinator for more information about setting up a Yahoo! by Phone account. Yahoo! will provide you with your very own email address and a toll-free number, so anyone, anywhere can send you email that you can then have read to you by phone.

Online User's Manual

You can get to this user manual at any time and from any screen of the StaffMate service by utilizing the [User Manual](#) link in the upper right hand corner of any StaffMate screen.

If, at any time, you have a question about the StaffMate service, please refer to this user manual for the answer. If your question is not answered after reviewing this user manual, contact your staffing coordinator or administrator.

Logging Out

In order to keep your information and scheduling as secure as possible, please use the [LOGOUT](#) link on the upper right hand side of any page to log out each time you are ready to leave the StaffMate service. If you forget to use the LOGOUT link, please log back in and log out properly. Failure to do so can compromise your information by the next person who uses your computer.