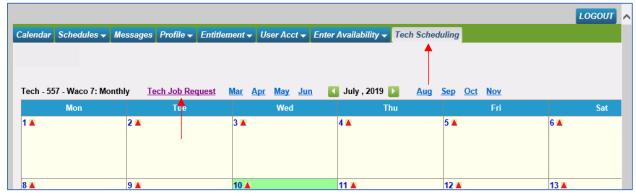
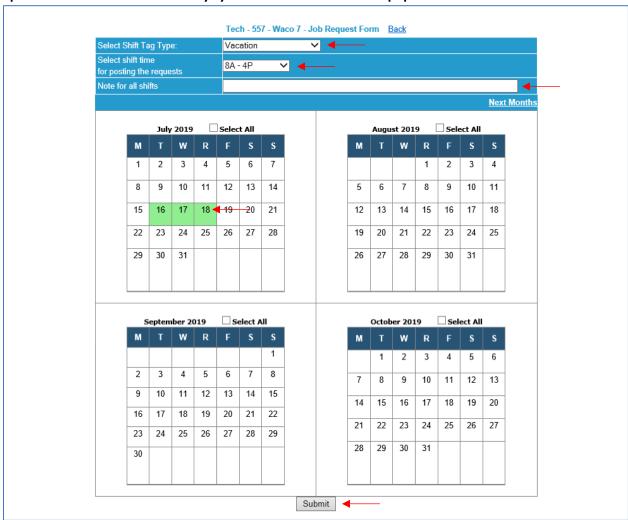
## HEB Tech Scheduling Manager Guide

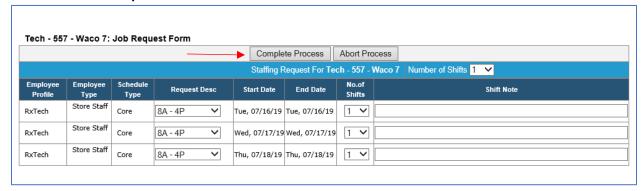
To create open shift needs click on the Tech Job Request link under the Tech Scheduling tab.



Select the reason for the open shift under the Shift Tag Type dropdown, the shift time, and add an optional note. Then select the days you would like the shifts to populate for. Then click Submit.



A list of shifts to be created will appear. On this screen you can adjust the number of shifts you need per day and modify the shift time and note for individual days. Once you have finalized your selections click Complete Process to create the shifts.



The shifts will appear on the Tech Store calendar. These shifts will be available for part time techs to pick up beginning the Friday prior to the work week.

Click on the red Delta to modify the shifts.



The shifts for the week you have selected will appear. Click the Fill link to schedule someone into the open shift.



Then click Schedule to the right of the Tech you would like to schedule.

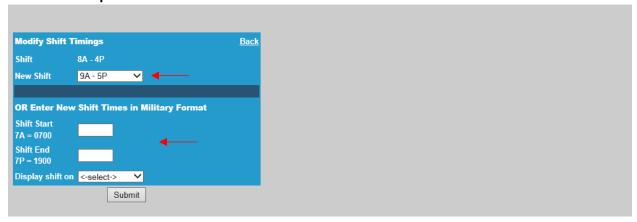
NOTE: Filled shifts cannot be removed/deleted once tech scheduling opens on the Friday prior to the work week. Open shifts can be removed at anytime.



To Edit the shift time click the E link listed under the shift you would like to modify.



Then select a new shift time from the dropdown OR enter the military time for the shift if it does not exist in the dropdown.

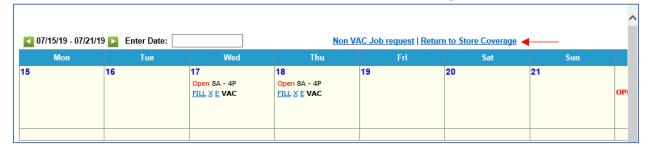


To Delete a shift click on the X link displayed under the shift you would like to remove.

NOTE: Filled shifts cannot be removed/deleted once tech scheduling opens on the Friday prior to the work week. Open shifts can be removed/deleted at anytime.

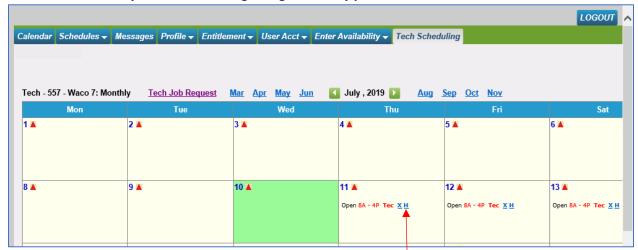


To return to the Tech Store calendar click on the Return to Store Coverage link.

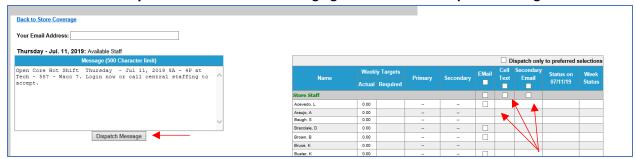


To open shifts for Full Time Techs to self schedule click the H link displayed to the right of the open shift to designate it as a HOT/Critical need shift.

NOTE: Shifts can only be made HOT beginning the Friday prior to the work week.



The dispatch screen allows you to alert people to the Open HOT/Critical need shift. Select how you would like to alert those qualified for the open shift. You can also add/modify the information listed in the text box. Once you have finalized the messaging details click the Dispatch Message button.



The shift is now HOT and available for Full Time techs to pick up.

