ttm
Healthcare Solutions
We Power Potential

ROTA

ROTA App Handbook

ROTA
The Better Way To Work

Log In
I have an account

Sign Up
I have an invite
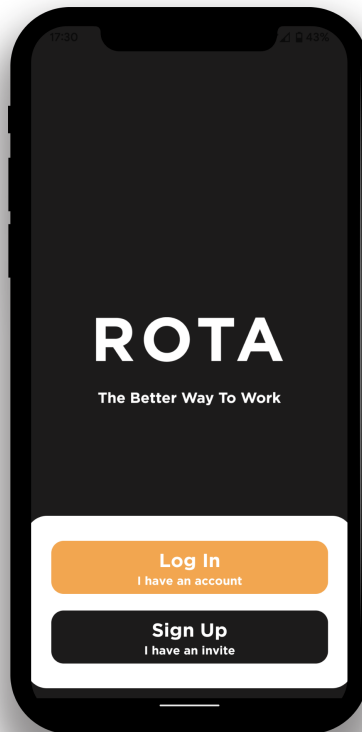
What is ROTA?

ROTA is our shift scheduling software we use to post and manage shifts. The ROTA mobile app connects you with shifts from TTM. There are typically three types of use:

1. TTM will use the ROTA system to advertise available shifts and you can browse and apply to shifts through the app. You may also be invited to, or assigned to a shift - see more about this in the **Shift Assigning & Invites** section of this handbook.

2. TTM will use the ROTA system to schedule and assign their rosters. You will receive notifications when you have been assigned to a shift and will have access to all of your assigned shifts in the app - see more about this in the **My Rota** section of this handbook.

3. If you are directly booked by our clients the ROTA app supports you logging your shifts through the app. Learn about this process in the **Rebook** section.

Once you have completed the ROTA app registration, you will have access to view available shifts and their information all from within the ROTA app.

Contents

Profile & Settings

Locations

When you log in for the first time, you will be prompted to select your locations. Your primary locations will already be selected for you. The locations are the Counties you can work in, for example, if you can work in both Clare and Limerick then you can toggle on both.

Your locations can be updated at anytime through the **Account > Settings** page in the ROTA app.
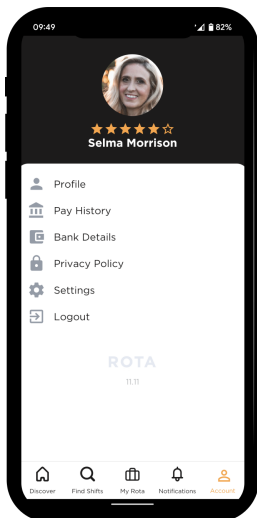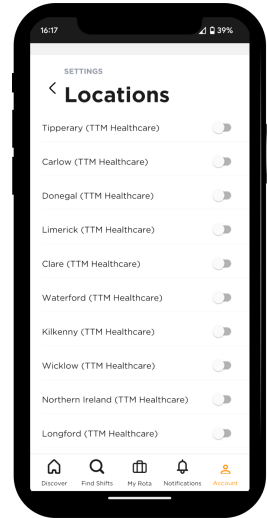
Account

Your **Account** page can be accessed by tapping the Account icon at the bottom right of the app. From here you can access;

- Profile
- Pay History
- Bank Details
- Privacy Policy
- Settings
- Logout

You will also see your app version number.

Profile

Your profile is where your personal details are kept. You will also have the option to add in your previous experience on the **'Experience'** tab - a bit like a CV!

While the ROTA app does hold your personal details, please ensure that any updates to your details are communicated to TTM directly. Updating your details through the app does not update our internal records.
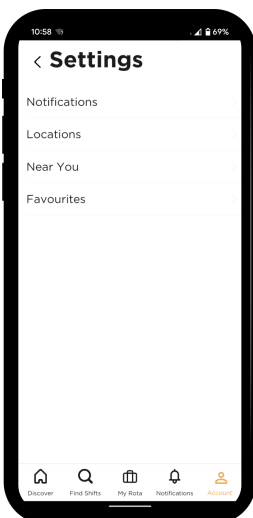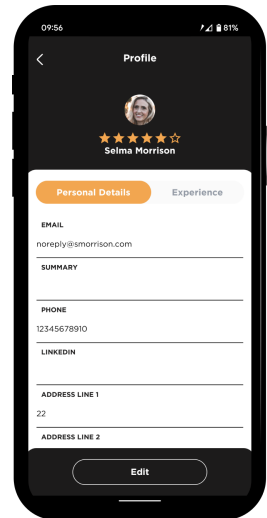
Settings

The settings page includes;

- **Notifications** - it is recommended you keep these on to make sure you are alerted if you are assigned or invited to a shift!
- **Locations**
- **Near You** - A configurable filter to show you shifts in your area
- **Favourites** - A configurable filter to show you your favourite shifts

Find Shifts

Discover

The **Discover** page can be accessed by tapping the house icon in the bottom left of the app. It will display available shifts that are starting soon, highest paid, and from your **'Near You'** filter.

If your consultant operates by assigning you to shifts or you are directly booked, you may not see any shifts advertised on this page.
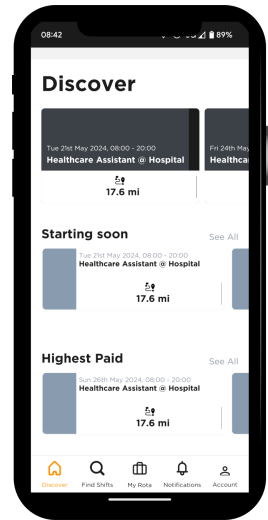
Find Shifts

The **Find Shifts** page is a chronological view of all upcoming available shifts. There are some quick filters at the top of the page: Next 30 days, Favourites (your favourites filter), and Linked. You can access more filtering options by tapping the filter icon at the top right of the page.

Now you know where to find shifts, let's take a look at how to apply for them!

Apply for Shifts

When you have found a shift you would like to do from either the **Discover** or **Find Shifts** page, tap on it to open the shift information.

The shift information includes;

- The distance from your location
- The date and time of the shift
- The role e.g. Healthcare Assistant
- The shift location - you can tap the map to open the location in Google Maps, Apple Maps or City Mapper
- The uniform requirement
- Briefing information such as directions to the venue, instructions upon arrival, and information on the cancellation process
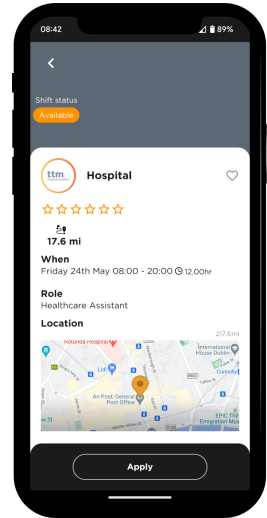
Once you have read the shift information, if you'd like to apply for the shift, tap the **Apply** button at the bottom of the screen. You will then be prompted to acknowledge the information for the shift by toggling all of the toggles on. You can then confirm your application by tapping **Apply** once again.

You can see all shifts you have applied to **Applied** tab of the **My Rota** page, accessed by tapping the briefcase icon at the bottom of the page.

You will receive an app notification and an email if you are accepted to the shift, you may not be accepted to every shift you apply for.
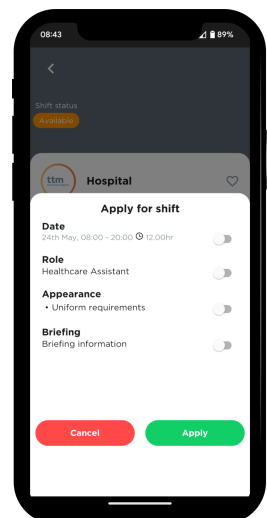
Shift Assigning & Invites

Shift Invites

If you have been requested for a shift, you will receive a notification. You can find your notifications and messages on the **Notifications** page, accessed by tapping the bell icon at the bottom of the app.

You can choose to **Accept** or **Decline** a shift invitation. If you accept, you will follow a similar process to when you apply for a shift by toggling that you have acknowledged the shift details. Once accepted, you will find it on your **My Rota** page in the app.

Keep in mind that you may not be the only person requested for a shift and the shift may have already been filled by the time you see your notification.

Assigning

Being assigned to a shift is when your consultant directly books you. This is typically done using the availability you have submitted through the ROTA app. If you are assigned you do not have the option to decline. You will receive a notification and the shift will appear on the **Accepted** tab of your **My Rota** page.
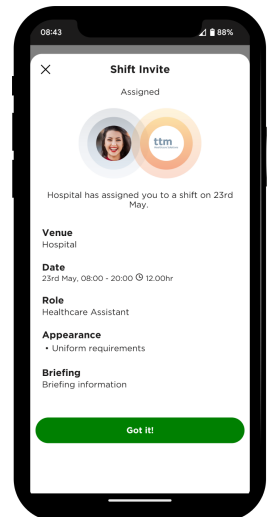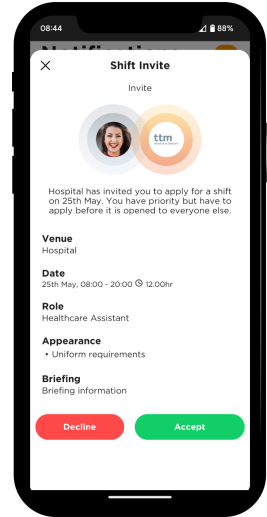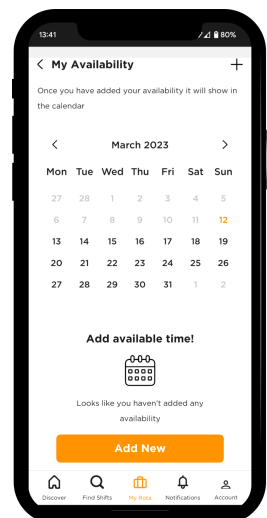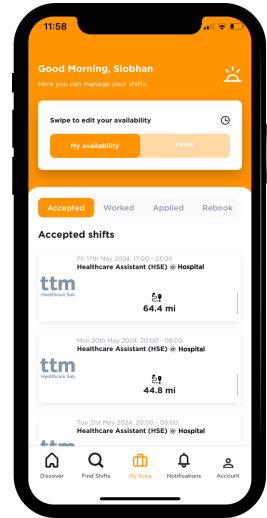
My Rota

The **My Rota** page can be accessed by tapping the briefcase icon at the bottom of the app. Here you can view your upcoming shifts and submit your availability. Underneath the **Availability** feature, you will see either three or four tabs: Accepted, Applied, Worked, and Rebook. The Rebook tab is only accessible if you are directly booked by our clients.

My Availability

To submit your availability, swipe right on **My Availability** at the top of the page. Any existing availability you have submitted will be indicated by an orange dot below the date on the calendar. Scroll down to see the **Add New** button or tap the plus in the top right corner of the page.

1. Tap to select the dates on the calendar you are available to work.

2. Select whether you are available for Day shifts, Night shifts, or All Day.

3. Use the drop downs to edit the start and end time of your availability - untick 'Set time for all days selected' if you need to choose this for each day individually.

4. Tap Save.

My Rota

You can edit or delete your set availability at any time by returning to the My Availability page and tapping on a previous submission. Swipe right to edit a specific day or swipe left to delete it.

Accepted

This tab will show all shifts that you are accepted to and expected to attend. Just like elsewhere in the app, if you tap on a shift it will open the shift details. You will notice in the top left corner of the shift details page the status will be **Accepted**.
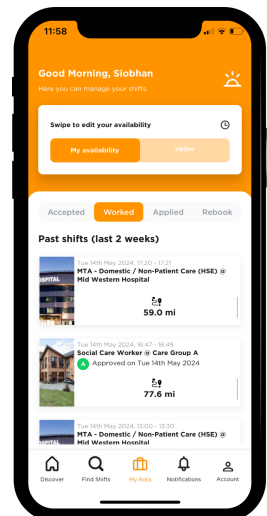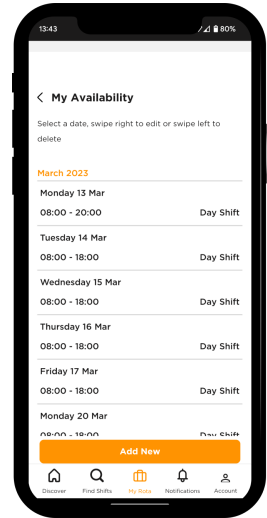
Worked

All previously worked shifts can be found on the **Worked** tab. Shifts will be moved from the **Accepted** tab to **Worked** an hour after the finish time of the shift.

Timesheet Approvals

If a client has approved your timesheet digitally, you'll see a green (A) icon and the date it was approved displayed on the shift card. This allows you to keep track of when your timesheets are being approved.

Your TTM consultant will inform you if the client you are working with approves their timesheets online instead of signing paper timesheets.

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Check if your Timesheet has been approved

To see the approval status of timesheets, go to the **Worked** tab of the **My Rota** page. Tap on a shift to open the shift details and look for the Shift Status at the top of each shift:

- If the Shift Status is **Approved**, then your timesheet has been approved.

- If the Shift Status is **Pending Approval**, then your timesheet has not yet been approved.
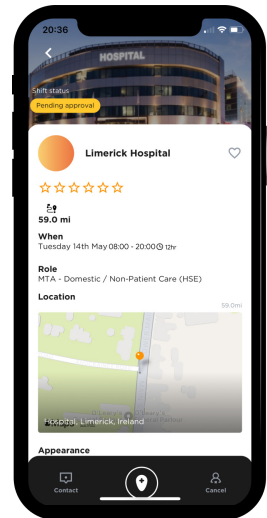
If your shift is Pending Approval

- While you are on site, *please ask the person responsible* for approving your timesheets if they have a moment to speak with you. If they do please request they approve your outstanding timesheet when they have time to do so.

- Please remember that the client may be busy and may not have time to speak with you. Be respectful of this and wait until a more suitable moment to speak with them.

- Remember also they may not have time to approve your timesheet there and then. Again, be respectful of this, and simply ask if they could approve your timesheet when they have a moment.

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- Gently remind them that ***Timesheets must be approved before 11am each Monday, for you to be paid that week.***

- Please be sure to thank them for their time.

Applied

Any shifts you have applied for but not yet accepted will display on this tab. Note that if your consultant directly assigns you to your shifts, you will likely only see shifts under the **Accepted** tab.

If you have applied for a shift and not accepted, you may be put on the wait list. If you are on the wait list for a shift you will be notified if a spot becomes available and have the option to re-apply and show you are still interested. Your consultant may not use the wait list at all, so don't be concerned if you are not put on the wait list for a shift.

Rebook

The **Rebook** tab will only be visible if the clients you work with book you directly. This feature allows you to create the shifts that you have been directly booked to work by a client. Logging your directly booked shifts is essential for ensuring your digital timesheets are created and ready to be approved by the client.
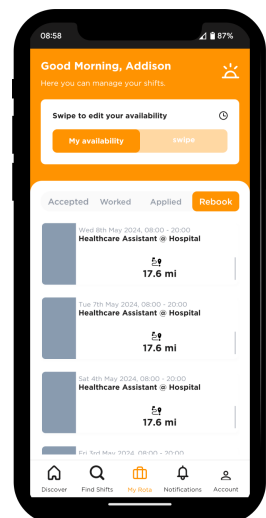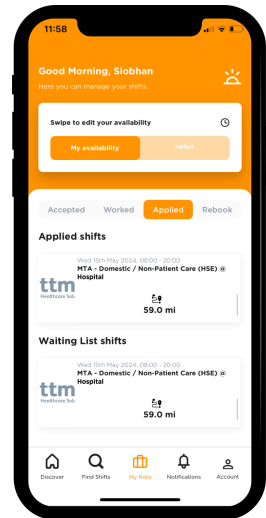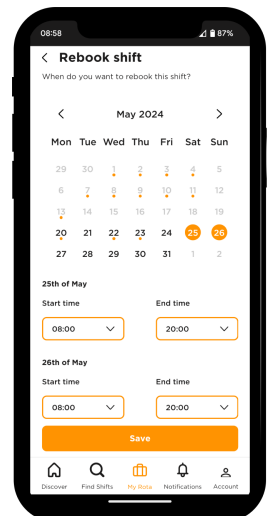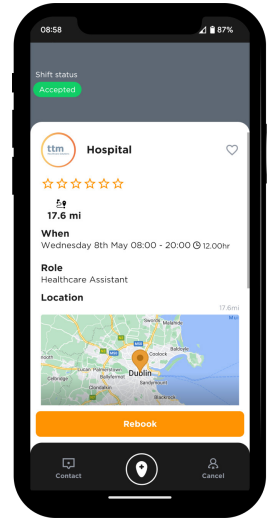
My Rota

The Rebook feature only allows you to create shifts in the future, you cannot create shifts that have already occurred. If you need to log a previous shift please reach out to your TTM consultant.

Shifts that are eligible to Rebook are shown on the **Rebook** tab on the **My Rota** page.

You can rebook a shift by following these instructions:

1. Tap the **Rebook** tab on the **My Rota** page.

2. Tap on the shift you want to rebook - this should be the same client, role and site that you are creating the new shift/s for. This will open the shift details page.

3. Tap the orange **Rebook** button at the bottom of the page to view the rebook shift creator.

4. Select the dates for your new shifts on the calendar - any days you are already scheduled to work will be indicated by an orange dot below the date.

5. Select the site you will be working at. If the client has multiple sites you will find them in the drop down list.

6. Use the toggle below the site selector to

My Rota

indicate if the shifts are day or night shifts.

7. If the shift is eligible, tick the **Add sleep times** box to include sleep times for your sleep shifts.

8. Scroll down the page to view the selected dates for your shifts. You can edit the start and end time for each shift individually.

9. When you have finished selecting the dates and adjusting any start or end times as necessary, tap the orange **Save** button at the bottom of the page.

10. The shifts you created will be visible on your **Accepted** tab ready to be checked in and out of as required.
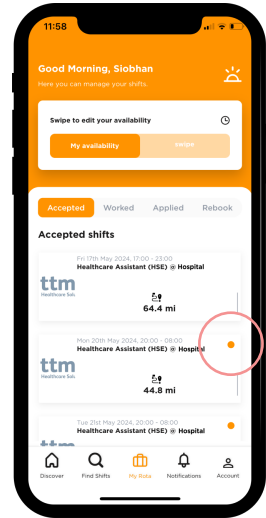
Editing Rebook Shifts

The Rebook shifts you create can be edited up until they have finished. Shifts that are eligible to be edited will have an orange dot as shown in the screen shot at the bottom of the previous page. To edit a shift please follow these instructions:

1. Tap on the shift you need to edit to open the shift details.

2. Tap the orange **Edit** button at the bottom of the screen.

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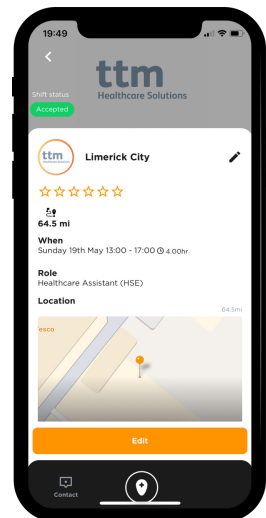
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3. You can edit the shift date, start and end time, location, and add/remove sleep time.
4. Tap the orange **Save** button to update your shift. There will be a pop up confirmation when your changes have been made.

Please note that you can only make changes to shifts still in the future, you will be unable to edit a shift to move it to the past. Clear error messages are shown when you have entered incorrect information:

• If the shift ends before the current date/ time
• If the shift end is before the shift start
• If the sleep end is before the sleep start
• If the sleep start/end does not fit into the shift start/end
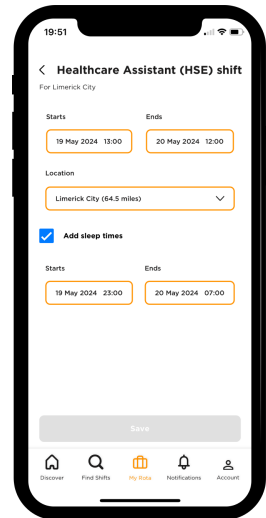
Check In & Out

Checking In/Out of a Shift

There are two methods to check in and out of a shift with the ROTA app - Pin code or QR code. The check in method may not always be the same, or none at all, depending on the client's preferences. See the instructions below for how to use Pin code or QR code to check in/out.

The status of your shift will update to Checked-In or Checked-Out once you have successfully checked in or out of the shift.
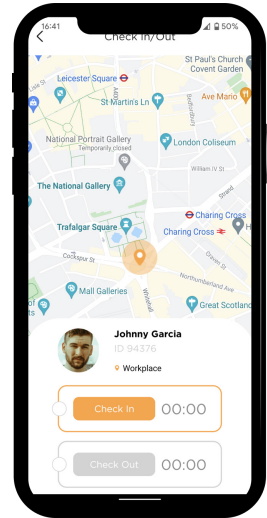
Pin Code Check In/Out

The pin code is owned by the person responsible for checking you in or out of a shift. If this is the way you have been instructed to check in or out, please follow these steps:

1. Open the ROTA app then locate and tap the shift you are checking in/out of on your **My Rota** page.
2. Tap the pin icon at the bottom of the shift details page.
3. Tap 'Check in' if you are checking in to the shift, or 'Check out' if you are checking out.
4. At the top of the screen underneath 'Check in', tap 'Pin code'.

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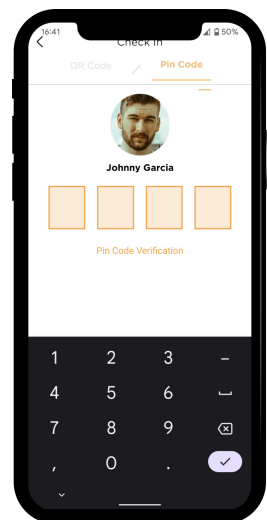
Check In & Out

5. Pass your phone to the person who is responsible for checking you in or out. They will enter their unique pin to complete your check in/out.

QR Code Check In/Out

The QR code for check in/out will be available for you to scan at the check in/out location. To check in/out with a QR code please follow these steps:

1. Open the ROTA app then locate and tap the shift you are checking in or out of on your **My Rota** page.

2. Tap the pin icon at the bottom of the shift details page.

3. Tap 'Check in' if you are checking in to the shift, or 'Check out' if you are checking out.

4. Towards the bottom of the screen tap the **Scan** button, this will access your camera.

5. Focus the camera on the QR code. Once the code has been read, the app will take you back to the check in/out page with your check in/out time recorded.

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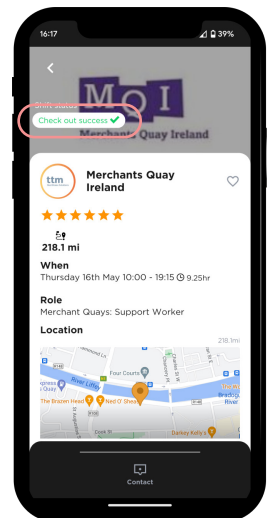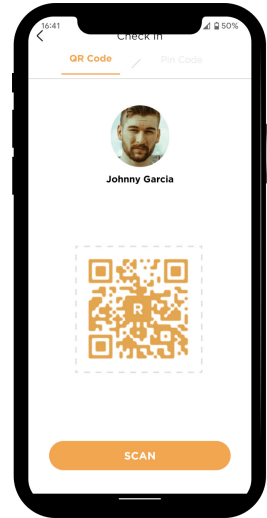
Notifications

The **Notifications** page will show any push notification you receive to the app. The types of notifications you may receive are:

- **Shift invitations** - when you have been requested for a shift.

- **Shift assigning** - when you have been directly assigned to a shift.

- **Messages** - when a consultant sends you a message. These are one way notifications, if you would like to respond, please contact the consultant via email or phone.

- **Shift approval** - when the timesheet for a shift you have worked has been approved. You will have the opportunity to rate the shift and leave comments.

- **Favourite** - if you were made a favourite on a previous shift. Being a favourite makes it more likely you will be invited to shifts. Our clients may not use this feature, so don't be concerned if you don't receive this type of notification.

You can easily 'read all' notifications by tapping the orange number at the top right of the screen.

Top Tips & Troubleshooting

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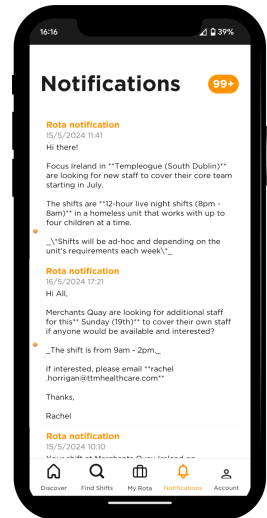
Top Tips

- You can apply for as many shifts as you like, as soon as you are accepted for one your other applications for shifts at the same time will be withdrawn

- Keep your app notifications on to make sure you are always getting your shift invites or communications

- Allow the ROTA app automatic update permissions in your phone's settings to make sure you always have the latest version of the app

- Routinely submit your availability to let us know when you are available to work

- Keep track of your timesheet approvals by viewing the **Worked** tab on the **My Rota** page

Troubleshooting

Invite code not recognised?

If your invite code isn't recognised, you can use an alternative method to access the Rota app by:

1. Tap 'Log In' instead of 'Sign Up'.

2. Tap 'Forgot your password?' and follow the link to an external web page

3. Enter your email address to receive your password reset email, then follow the link in the email to set your password

4. You can now open the app and tap 'Log In' and use your email and new password to access the app.

Can't see any shifts in the app?

If you can't see any shifts in the app and you think you should be, get in touch with your consultant to see if:

- Your account configuration is complete
- Appropriate shifts are available on ROTA

If you have confirmed the above and still aren't seeing shifts, check the app store to make sure you have the latest version of the app. You can find your app version on the **Account** page in your app. As long as the first part of the version displayed in your app is the same as the version on the app store, your app should function as intended.