



RN Services Private Duty Care

Computer Systems Instructional Packet

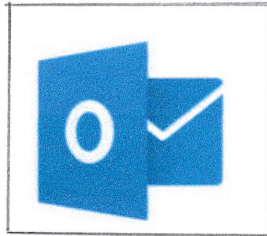
Please read thoroughly!

Thank you!

Revised January 19, 2017

Set up Work Email on Phone

All work emails are to be used only for RN Services communications. You MUST use the app below if you wish to check emails on your phone. Download the app called OWA for Iphone or OWA for Android (note it is a blue envelope and a white letter O)



This OWA app has access to the company email directory. Select "People" on the bottom of your screen once you are logged in, then the 3 horizontal lines in the top left corner, then "All Users". If you have any questions contact Karen Horstmann.

Be sure to check your work email on a daily basis or at least prior to each shift. You never know if your client has been admitted to the hospital and you need to show up for your shift at St. Luke's instead of their house.

Work emails rather than texting should be used when communications are related to a client. Always use initials or a first name and last name initial only.

Checking your Email on a Computer

In your search bar type: email.rnservicesstl.com to get to the below page.



GoDaddy

Office 365

Sign in

Email

karenlh@rnservicesstl.com

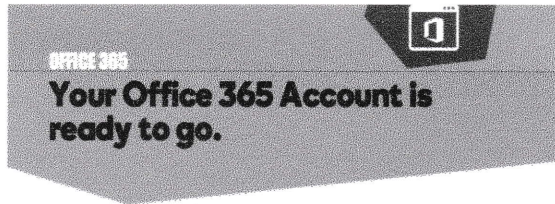
Password [I forgot](#)

Sign In

Welcome!

The remaining steps to finishing your new hire process:

Step 1) Activate your work email (directions will be sent to your personal email address from GoDaddy – check your junk/spam if you don't see it in your inbox)



Good news! A new user account has been created with a temporary password.

Account Information

 You will be prompted to create a password when you log in. Your temporary password will expire in 21 days.

Username: testing@mservicesest.com
Temporary password: claff7CmiJ-
Display name: Karen Horstmann
Account type: Email Essentials - 2 Years
Email login: <http://email.mservicesest.com>
Bookmark this address to quickly access your email online.

LOG IN TO OFFICE 365

Click green Log In to Office 365 box, enter your new work email (username) and the temporary password given on screen

Step 2) Write down all passwords as you go – they all can be the same

Step 3) Read all other emails that have been sent to your work email account!

Step 4) Activate your Humanity/Shiftplanning Account (an activation email was sent to your work email) Do NOT change your employee ID or user name here – it is linked to how you are paid!

Continue reading this packet for more detailed information about the above systems.

If you have ANY problems please contact

Karen Horstmann (office manager) immediately 314-630-7761



Schedule and Time Clock System

This is how you will be notified of an upcoming shift as well as clock in & out for that shift. You will have a 10 minute window (5 minutes before or after your scheduled shift time) to get clocked in & out.

It's your responsibility to double-check all clocks after each shift to make sure they have recorded correctly. Directions will be emailed to you.

Notifications – update NOW

While logged into Humanity on a computer, click in bottom left corner on your Photo > Profile > Notifications

Go through the whole list of options and click everything to NEVER except for anything in the section below you wish to be emailed about. Then click **SAVE** at the bottom!

We need you to receive an email each time a schedule is published but if you do not want to be reminded of your shift in 60 minutes, you need to change that option to "never".

Notifications	E-mail	SMS
Receive Notifications Via	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ShiftPlanning	E-mail	SMS
Upcoming Shift Reminder - 60 minutes	Never ↓	Always ↓
Upcoming Shift Reminder - 24 hours	Never ↓	Always ↓
Receive daily summary of time sheets that need to be approved	Never ↓	Always ↓
When a new schedule is published	Never ↓	Always ↓
When changes are made to a previously published schedule	Never ↓	Always ↓
Removed from a shift	Never ↓	Always ↓
Added to a requested shift	Never ↓	Always ↓

Don't forget Save Button

Humanity/ShiftPlanning app will be required on your Phone or Tablet

SMS from above stands for text message alerts, if you wish.

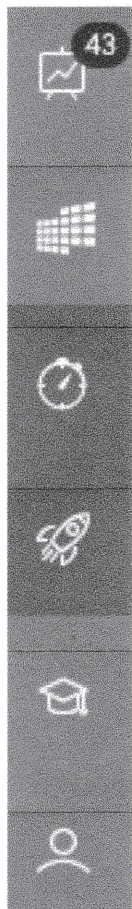
To activate your phone to receive text message alerts from Humanity/Shiftplanning:

Your Profile > Edit Details > select your mobile provider company > verify your mobile phone # is correct > Update Employee > go to Dashboard to find a message like below

Notifications

A screenshot of a mobile notification. It has a dotted background and contains the following text: "Confirm your mobile phone", "You need to confirm your cellphone for use with SMS.", "Send a confirmation text now", "Note - Normal Text Message rates apply. Please Allow a few minutes for changes to Register.", and "Once you receive your sms message, please enter the validation code here:". Below the text is a text input field and a "Submit" button.

Confirm your mobile phone
You need to confirm your cellphone for use with SMS.
Send a confirmation text now
Note - Normal Text Message rates apply. Please Allow a few minutes for changes to Register.
Once you receive your sms message, please enter the validation code here:



Dashboard

Schedule

Timeclock

Request for extended time off

Training

Profile



Paycor (payroll, policies & certification tracking)

An email link will be sent to your work email account.

Complete the set up process from a **computer to ensure accuracy**. You will not receive a paycheck until the process is completely finished.

Contact Karen Horstmann with any questions or problems 314-630-7761

During the set up process you will be required to fill out the I9 form along with your W4 withholding information for state and federal - make sure you do Missouri and Federal. The system will also ask for your direct deposit information. Just follow the simple step-by-step directions. All fields with a red asterisk are required to be filled out. Within the process you will read our policy & procedures. Please take your time to actually read them. At the end of the process you will be asked if you wish to print all the documents you have filled out and read.

You MUST keep your account up to date (address, filing status, checking act, etc). Paycor will issue your W-2 form for taxes each January.

You will be paid every other Friday.

You can download the mobile app but it only gives you paycheck information. Each time we have an item that needs your attention you will have to log onto a computer.

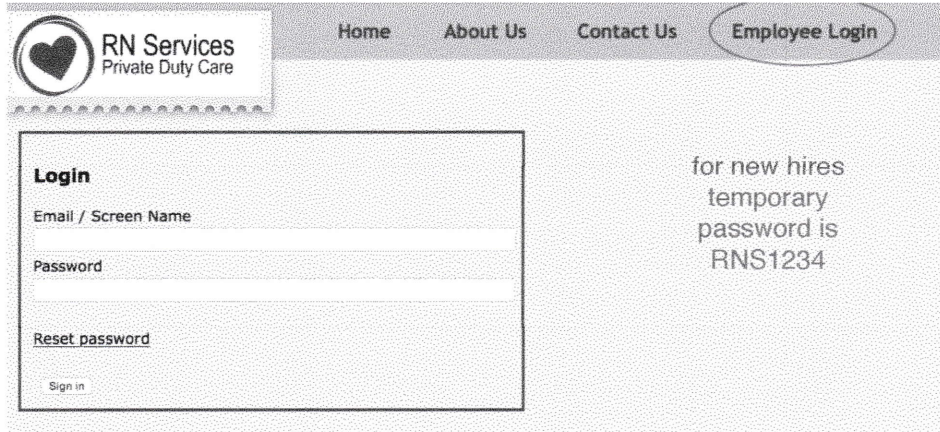


Mobile app icon

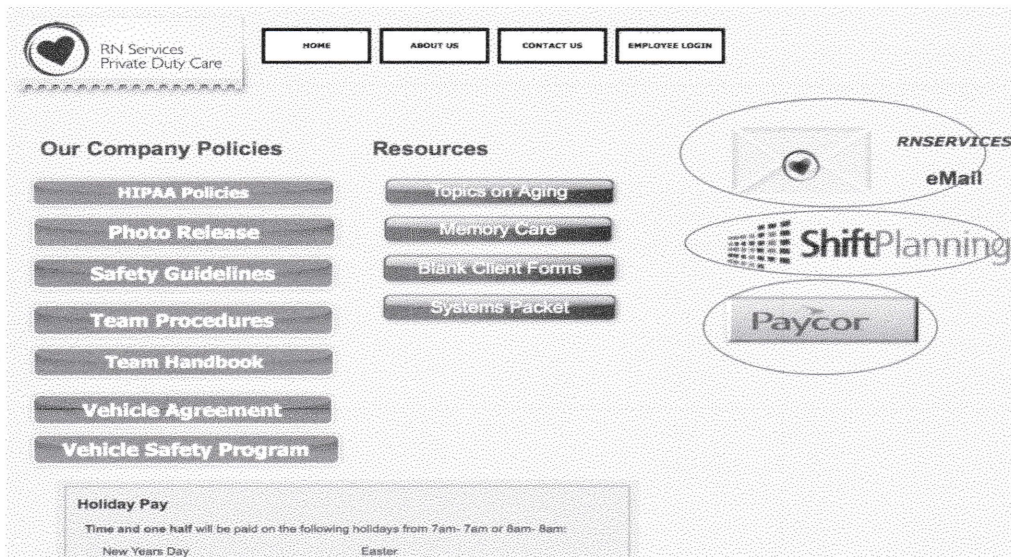
www.STLPRIVATEDUTYCARE.COM

Listed above is the RN Services website address. Our website is a helpful informational site for client's looking for services or people seeking employment. It is also helpful for our active employees. Through the employee login page you can navigate to other login pages such as your email, Shiftplanning/Humanity or Paycor.

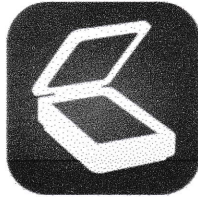
After clicking the "Employee Login" tab, enter your work email address & your password. Forgot it? Click reset as long as you can access your work email at that time or ask Karen.



Below is what you see once you are inside the employee page of the RN Services website. Notice there is a lot of helpful information.



If you click on the white email envelope, it will take you to the Office 365 login page. Now would be a good time to bookmark this page if you know how.



Tiny Scanner - PDF Scanner App

Appxy Business

Everyone

Downloading this app will be helpful if you do not have access to a computer scanner. **Use this app when sending in your availability calendar** (or a client’s sign in calendar). This app allows you to convert a picture into a document (a PDF), which is a better way to email a document.

- 1) After the app is downloaded, open it & the screen will prompt you to “tap + to start”. After the picture is taken, **make sure the outlined box includes everything you need to appear. You can adjust the box by moving those white dots to make the selection box bigger or smaller.** Try to crop out any unneeded background. Click next.
- 2) You can now choose if you need to lighten up the picture, and then click the checkmark.
- 3) On the next screen in the bottom right corner click the box with an arrow in the middle. Find the selection to “save to camera roll”.
- 4) Now go to your Blue Mail app, start creating an email of where you need to send your document. In top right of screen look for 3 tiny dots in order to get an option to attach last picture taken. When it asks you what size **please select Medium.**

Availability Calendars sent from monthlycalendars@rnservicesstl.com

Each month an email will be sent to you asking which days you are willing to work. Fill out based on the example below. **Write X’s on days you are not available.** In the example below, Sat & Sun they are only available from 3p-10p. All other days they are available anytime.

All January/Part February 2016 Availability

Employee: _____ Client: _____

Sun	Mon	Tue	Wed	Thu	Fri	Sat
3p-10p Jan 3	X Jan 4	5	X 6	7	8	3p-10p 9
3p-10p 10	X 11	12	X 13	14	15	3p-10p 16
3p-10p 17	X 18	19	X 20	21	22	X 23
3p-10p 24	X 25	26	X 27	28	29	3p-10p 30
3p-10p 31	X Feb 1	Feb 2	X Feb 3	Feb 4	Feb 5	3p-10p Feb 6

Remember your user names and passwords.

Making them all the same will be easiest on you!

Work Email & Blue Mail App (using Office 365 system):

Humanity/Shiftplanning (schedule system/timeclock):

Paycor (payroll, checkstubs, policies):

Website (helpful information, blank client paperwork and links if needed):

Thank you and welcome to RN Services Private Duty Care!

Again if you have any questions please contact

Karen Horstmann immediately!

314-630-7761
