



Clairvia Web: ShiftAlerts

Overview

In Clairvia, you enable ShiftAlerts to be notified of urgent staffing needs. Notifications can be sent via telephone, email, or text message. In the **Opportunities** and Schedule cells, ShiftAlerts have a red exclamation point next to them.

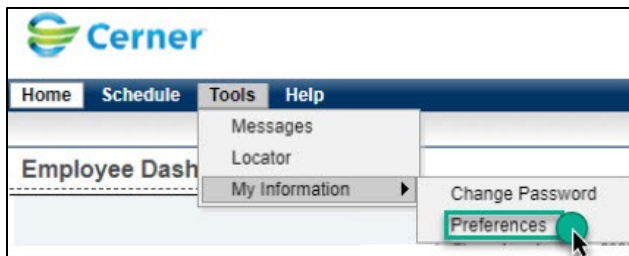
Opportunities				Task	Skill	Sun 02/08/2015
Profile/Service	Skill	Date	Task	Show Definition		
Med Surg	RN	02/08	7a-3p RN!	7a-3p CHG	CHG	
Med Surg	RN	02/09	7a-3p RN	7a-3p RN	RN	!Oppty

Note: Always check your schedule in Clairvia Web after accepting a ShiftAlert opportunity to confirm that you have been scheduled.

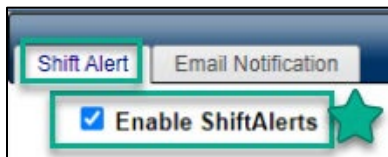
ShiftAlerts

Enabling ShiftAlerts

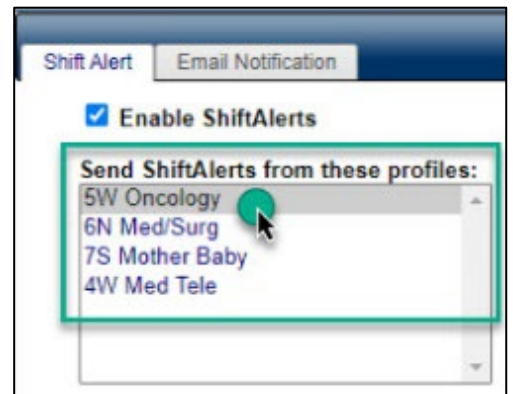
- 1) Click **Tools** → **My Information** → **Preferences**.



- 2) Click the **Shift Alert** tab and click the box to **Enable ShiftAlerts**.



- 3) Click the profiles (units) that you want to receive alerts from. You should be able to see the profiles (units) that you are eligible to work in.





4) Click to select your ShiftAlert preferences, then click **Save**:

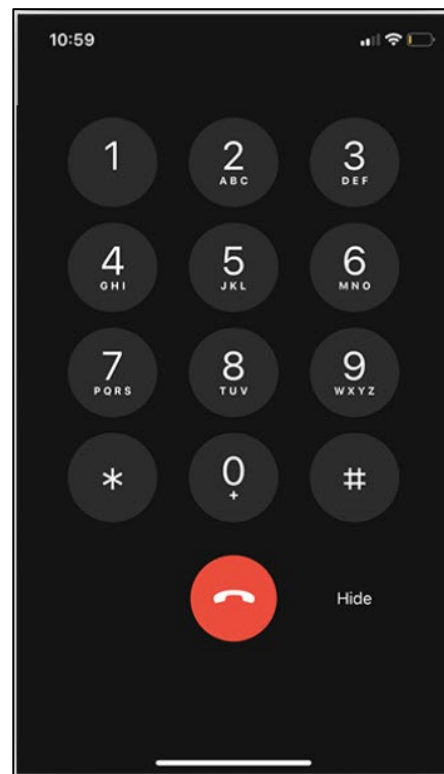
Send ShiftAlerts by:	Phone Call	Text Message	Email
Cell: (816) 555-3829	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
jhansen@yahoo.net	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Work: +13155605678	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note: you cannot select Phone Call and Text Message on the same phone number.

Responding to ShiftAlerts

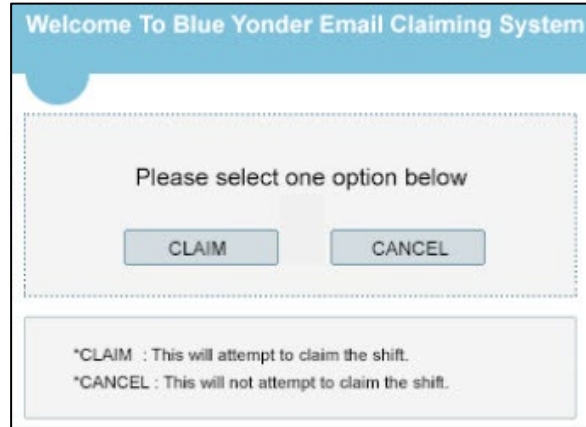
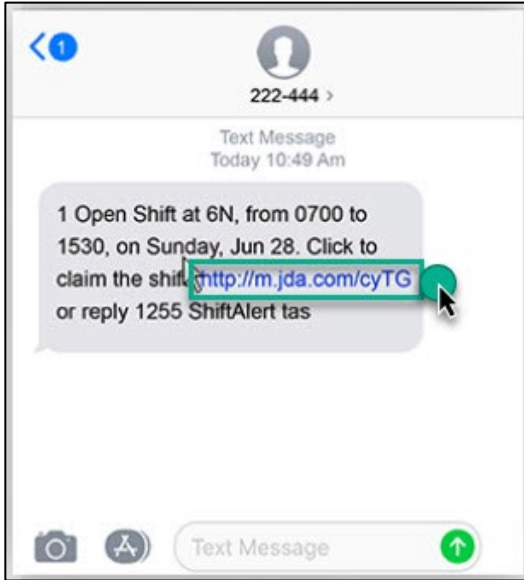
Once you have enabled ShiftAlerts, you will receive alerts via your preferred communication methods.

Phone Call: you will receive phone calls with Interactive Voice Response (IVR) with instructions on how to accept or decline ShiftAlert opportunities using your keypad:





Text Message: you will receive SMS text messages to your selected mobile phone number. The messages will include directions on how to accept or decline the ShiftAlert opportunity. Standard text messaging and data rates apply:



Email: you will receive email messages to your selected email address or addresses. The email messages will include directions on replying to accept or decline the ShiftAlert opportunity:

