

Improve your team communication and reduce schedule confusion

Help your team stay informed and engaged. Use built-in WhenToWork features to send targeted updates and improve schedule awareness and response.

01 Use status icons to message specific staff

Status icons add visual cues on your schedule so you can quickly spot part-time staff, minors, students, volunteers, or internal labels. That visibility helps you filter accurately and message only the employees who need the update.

Try it out: Go to *settings > company info* to enable icons, then *employees > list* to assign them. Filter by status in *grid view* before messaging. [See how](#)

Monday Dec-11	Tuesday Dec-12	Wednesday Dec-13	Thursday Dec-14	Friday Dec-15
Front Cashier 9am - 5pm ♦ Matt LeBron - DAY ♦ Charles Hobbs - EVE	Front Cashier 9am - 5pm ♦ Janie Abels - DAY ♦ Matt LeBron - DAY ♦ Joe Smith - EVE	Front Cashier 9am - 5pm ♦ Matt LeBron - DAY ♦ Carol Glass - EVE	Front Cashier 9am - 5pm ♦ Matt LeBron - DAY ♦ Joe Smith - EVE	Front Cashier 9am - 5pm ♦ Caro
Back Cashier 9am - 5pm ♦ Juan Castro - DAY ♦ Katie Barnett - EVE	Back Cashier 9am - 5pm ♦ Charles Hobbs - DAY ♦ Fred Yeagan - EVE	Back Cashier 9am - 5pm ♦ Paul Briscoe - DAY ♦ Charles Hobbs - EVE	Back Cashier 9am - 5pm ♦ Katie Johnson - DAY ♦ Charles Hobbs - EVE	Back Cashier 9am - 5pm ♦ Joe S
Back Floor 9am - 5pm ♦ Laura Nicholas - DAY ♦ Fred Yeagan - EVE	Back Floor 9am - 5pm ♦ Morgan Harley - DAY ♦ Gertrude Havard - EVE	Back Floor 9am - 5pm ♦ Laura Nicholas - DAY ♦ Juan Castro - EVE	Back Floor 9am - 5pm ♦ Laura Nicholas - DAY ♦ Juan Castro - EVE	Back Floor 9am - 5pm ♦ Laur
Trainer 9am - 5pm ♦ Morgan Harley - DAY	Trainer 9am - 5pm ♦ Alexandra Gray - DAY	Trainer 9am - 5pm ♦ Morgan Harley - DAY	Trainer 9am - 5pm ♦ Elaine Zeff - DAY	Trainer 9am - 5pm ♦ Janie

02 Filter before you message

Instead of mass messages or building lists manually, use grid view filters to narrow by team, position, shift, status, or search terms. Then message only the employees shown, keeping updates relevant and improving response.

Try it out: Go to *schedules > grid view*, apply filters to narrow your list, check all or specific employees shown, and click *message* at the bottom. [See how](#)

Grid View | All Status | All Categories | All Positions

Week of Dec 11, 2023

Filter Shifts containing 'First Day'

Position	Category	Day	Date	Start	End	Rate	First Name	Last Name	DOB	TB Status
Trainee	EVENING	Thu	Dec-14, 2023	5pm	11pm	6.0	Sam	Kath		First Day of Work
Trainee	Weekend Shifts	Sat	Dec-16, 2023	9am	5pm	8.0	Freddy	Van de Ka...		First Day of Work

03 Turn on automatic shift reminders

Automatic reminders reduce last-minute confusion and no-shows by sending alerts 24 hours and 1 hour before a shift. Once enabled, reminders go out by email, text, or push notification without extra follow-up from you.

Try it out: Go to *employees > list*, open an employee's notifications, check automatic reminders, and save. Repeat as needed. [See how](#)

Employee Notifications | Joan Acres

Address: sample@when2work.com

Select Notifications:

- Forward W2M messages
- Receive Urgent Alerts
- Forward new bulletin board posts
- New shift on work added to Tradeboard
- Accept their trade/pickup shift offer
- Request to trade/pickup their shift

Send Notifications when a Manager:

- Unpublishes a schedule
- Unpublishes a schedule
- Changes their published shift
- Approves/denies their trade/pickup
- Approves/denies their time off request
- Creates a time off entry for them

Automatic Shift Reminders - Pro Plan

- Approximately 1 hour before shift starts
- 24 hours before shift starts

04 Enable mobile push notifications

If staff rely only on email and text, updates can still get buried. In-app push notifications help schedule changes, reminders, trades, and approvals stand out in real time and improve visibility across your team.

Try it out: In the mobile app, go to *more > username > push notifications*, select alert types, and save. Confirm phone notifications are enabled. [See how](#)

Push Notifications

GENERAL

- New Messages
- New Bulletins

WHEN A WORKER...

- Posts shift to Tradeboard
- Trades or picks up shift
- Requests time off

WHEN ANOTHER MANAGER...

- Publishes a schedule
- Unpublishes a schedule
- Edits a published shift
- Approves/denies TB offer
- Approves/denies time off
- Creates/edits a time off

05 Track who has seen the schedule

Schedule confirmations let you see who viewed the latest schedule, received the email, and confirmed receipt. This added visibility improves accountability and reduces follow-up guesswork.

Try it out: After publishing, go to *schedule > by employee or statistics* to view confirmation icons. Enable confirmations in change layout settings if needed. [See how](#)

Employees Scheduled This Week

Selected Employees: Message

	Days	Over Max ¹	Shifts	Hours	Overnight Shifts ²	Hours	Over Max ³	Status ⁴	Default Pay Rate	Approx Cost ⁵
♦ Janie Abels	4	4	4	32.00					22.00	752
♦ Katie Barnett	3	3	3	22.00					18.00	396
♦ Carl Blundt	4	4	4	28.00					18.00	504
♦ Paul Briscoe	1	1	1	8.00					18.00	152
♦ Juan Castro	4	4	4	26.00					20.00	700
♦ karen Dingo	3	3	3	20.00					16.00	320
♦ Jess Fargo	3	3	3	18.00					18.00	324
♦ Jenny Frank	4	4	4	30.00					18.00	900
♦ Jess Gates	5	5	5	34.00					20.00	680