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

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

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

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

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

WhenToWork
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