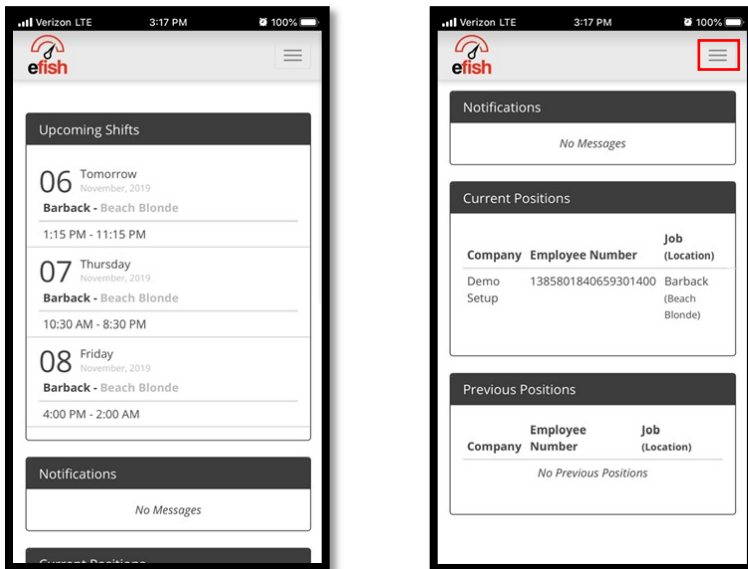




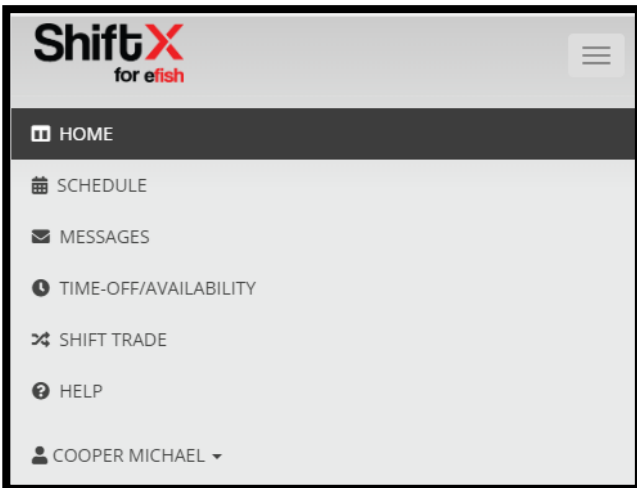
ShiftX App How To Use – For Employee's

This guide will cover how to use the app once you have signed up and logged in. For help signing up for the app please reference the “Access ShiftX App as an Employee” instructions available at <https://www.pointblanksoftware.com/help/>.

Home Page: The home screen shows Upcoming Shifts, Notifications (messages), Current Positions, and Previous Positions. Click the **[Menu Icon]** in the upper left to drop down the Main Menu.

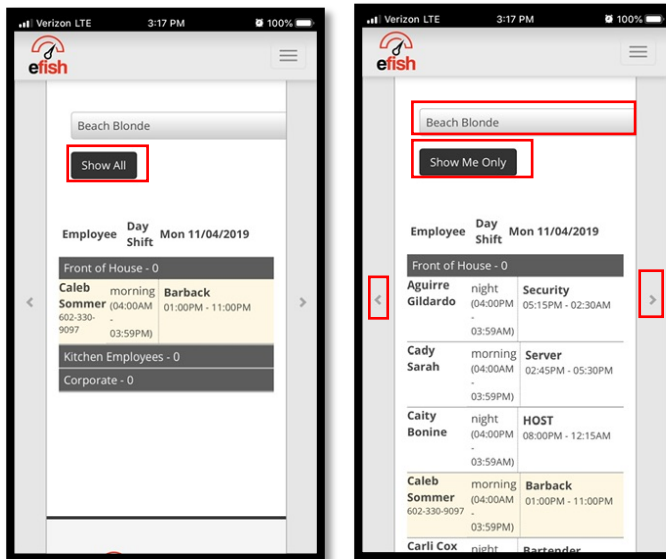


Main Menu: allows you to access your schedule, messages, time off/availability, shift trades and our help page which has some helpful instructions related to the ShiftX App.





Schedule: Click **[Schedule]** in the Main Menu to view the daily schedule for the store (you can select a different location at the top if you work at more than one) To view everyone on the schedule click the **[Show All Button]**, click the **[Show Me Only Button.]** Use the arrows on the side of the screen to move forward and back by day.

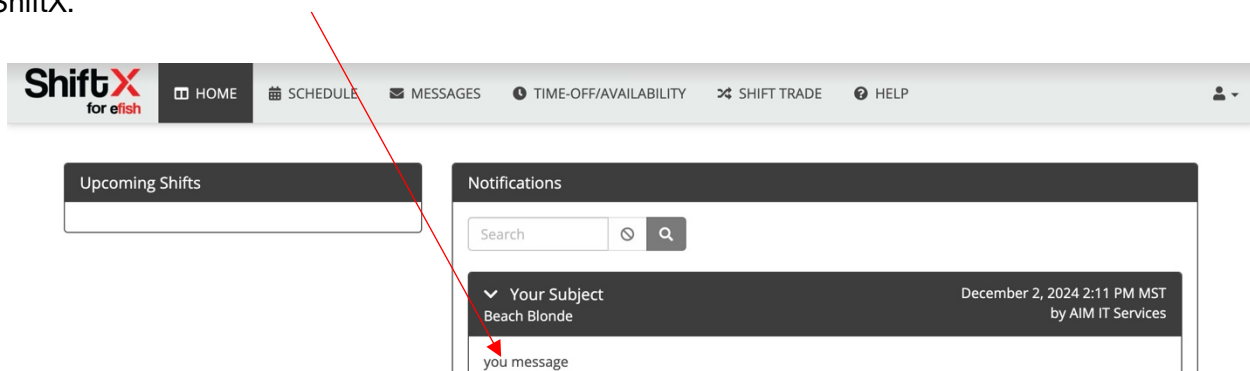


ShiftX Messaging:

efish allows management to send out messages to any company, location, job type, or individual within efish for employees using the ShiftX app (app.efish.biz) with scheduling. As an employee you will see these messages in the in the home page of the ShiftX app, OR by clicking the **[Messages Tab]** within the app to see and respond to historical message threads. This how to guide will teach you how to see and respond to manger messages directly from ShiftX as an employee as well as how to manage your notifications.

To see and reply a new message: Login to **[ShiftX > New messages will appear on the home screen.]**

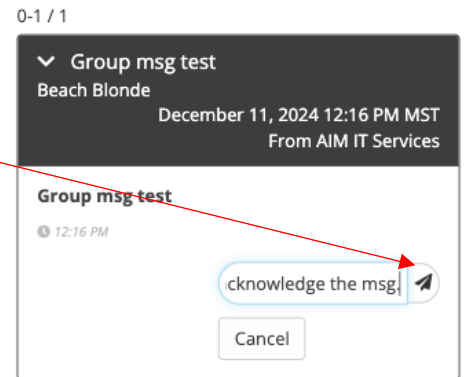
You will see your message on the landing page along with any other unread messages you have not opened yet in ShiftX.





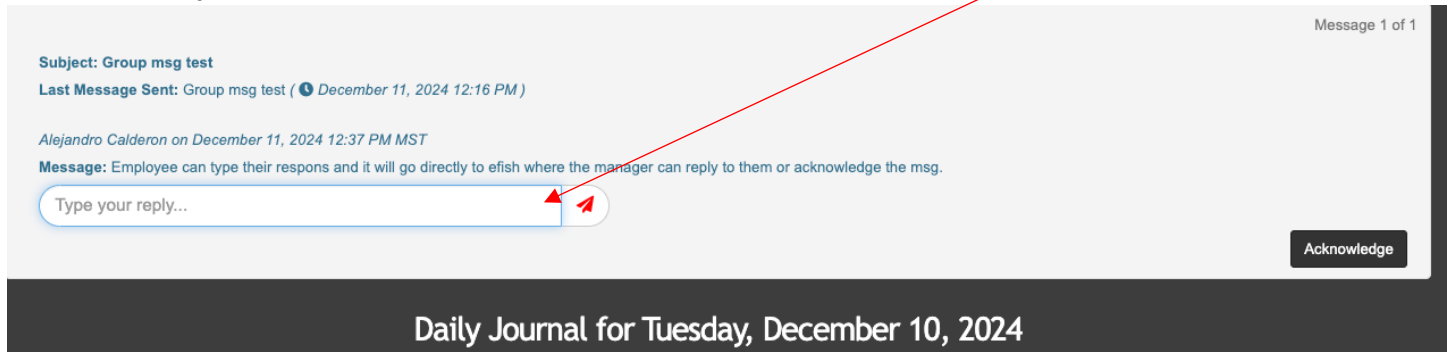
Replying to a message: you can reply to a new message on the landing page of ShiftX along with any other unread messages you have when logged into ShiftX. If a message has already been opened in ShiftX it will move to the “Messages” tab in ShiftX which also allows you to reply to each message inline.

- Simply click the message Subject to expand the body of the message and then click **[Reply]** and type your response in the text box & click the **[Airplane Icon]** to send your response to the original sender.
- *NOTE: They will see this message in efish when logged in but it may take up to 10 min at the most for new messages to show up.*



How do manager replies work?

- Message responses from Employee's will show up in a pop up at the top of the daily journal (homepage) in efish for the Manager they were sent to ONLY. Managers must be logged into their efish account to see any message responses sent to them by employees from ShiftX. Managers can reply to messages inline directly from efish in the popup at the top of the daily journal.

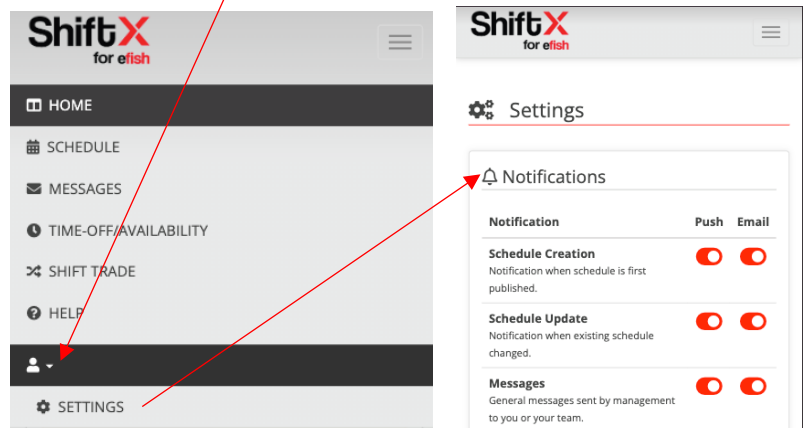
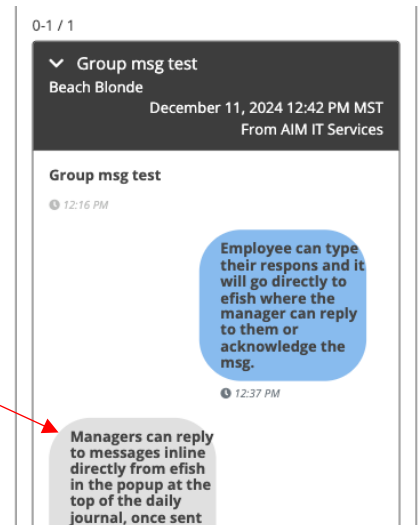




- Once a manager has replied to your message, you will be notified according to your ShiftX notification settings, and you will be able to see the response and reply to it in the thread in the ShiftX app.

- NOTE: All employees ShiftX notifications are defaulted to "ON" for both email and push within [ShiftX > Menu > Settings.] These can be toggled off or on according to how you wish to receive your ShiftX notifications.**

- It is **STRONGLY RECOMMENDED TO KEEP AT LEAST 1 Notification option on for each update type.**

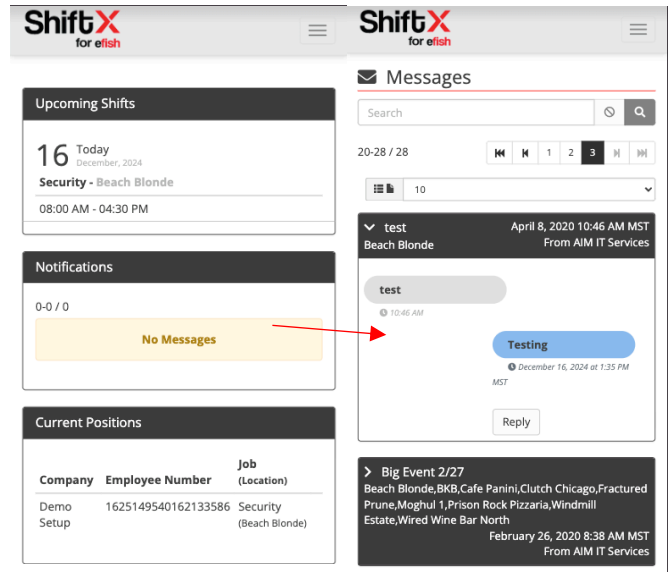




Historical messages in ShiftX:

- You can see and respond to any historical message you were ever sent in **[ShiftX > Menu > Messages]** which allows you to search for specific messages and reply inline to them anytime.
 - NOTE: Once a message has been opened or replied to from the ShiftX home page, it gets moved to the Messages Tab with the rest of the messages they have already opened.*

Note: the 5 most recent unopened messages will also appear on your home screen under “notifications” to ensure you do not miss them.



Time Off/Availability: To request Time Off in the Shift X app (app.efish.biz) as an employee open the **[Main Menu]** in the upper right corner and select **[Time-OFF/AVAILABILITY]** from the menu.



To Submit a new request:

- In the **[New Request]** box click the **[Time Off Type]** Drop down and choose your desired type.
 - Vacation** – For planned Trips/vacations
 - Personal** – For personal days
 - Sick** – for sick days
 - Availability Change** – permanent recurring times when you will not be available, this will update your current availability (ex. Mondays I can't work due to school)
- Fill out all the needed information
 - Note: if you are just requesting one day off such as January 28st for example, enter the date in the **[Start Date Field]** the end date will auto populate as the same day
 - Note: If you are just requesting to be off for part of the specified day(s) uncheck the **[Full Day]** Checkbox and enter the start and end time.



- Once you are done filling out the needed information click **Submit Time-Off Request**

New Personal Request ? How To

Start Date:
01/28/2020

End Date:
01/28/2020

Time: ☒ Full Day (unchecked if requesting partial day off)
12:00 AM 11:59 PM

Notes:
Notes

Submit Time-Off Request

You will see a green notification at the top stating that the time off request was submitted and at the bottom of the page under **Timeoff Requests** you will see your request as “pending” until a manager approves or denies the request. Once a manager does approve or deny a request you will get an email letting you know.

New Request

Time off request was submitted!

Time Off Type: *
▼

Current Unavailability ▼

Monday
ALL DAY > Pending

Thursday
ALL DAY > Pending

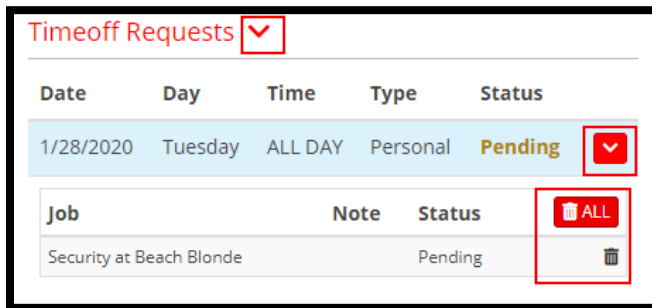
Timeoff Requests ▼

| Date | Day | Time | Type | Status |
|-----------|---------|---------|----------|---------|
| 1/28/2020 | Tuesday | ALL DAY | Personal | Pending |



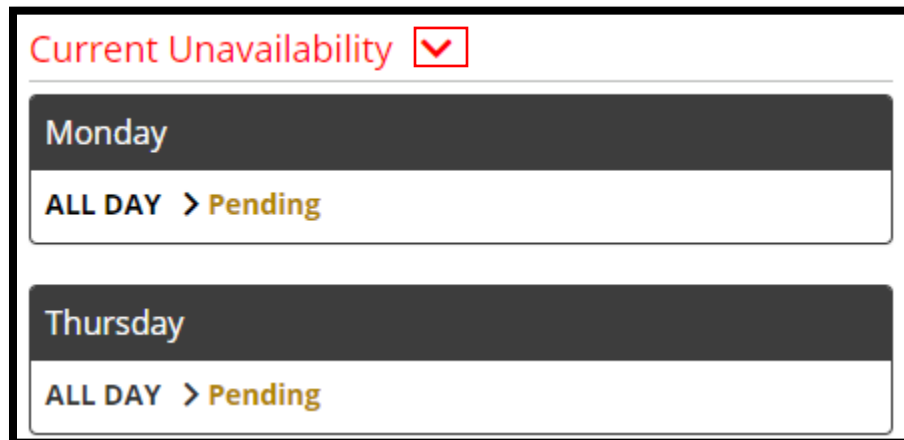
To Cancel A Time Off Request:

- Expand the **[Time off Request Dropdown]** at the bottom of the page to see all of your current Time Off Requests.
- Next to the Request you wish to cancel click the little **[Arrow Icon]** to expand the details
- Click on the **[Trash Can Icon]** to cancel that specific request Or click the red **[Trash Call All Icon]** to cancel all of your current Time off requests.



To View your Current Unavailability (recurring days/times which you are unavailable such as when you have school)

- Expand the **[Current Unavailability Drop Down]** in the middle of the page as shown below

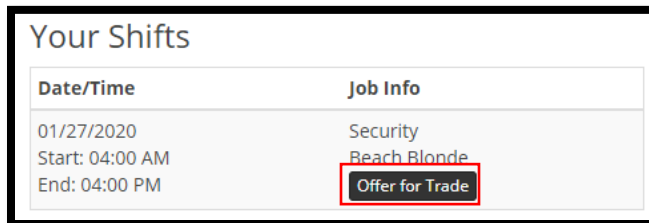


Shift Trades: An employee may trade shifts with another employee of the same job type in the Shift X app (app.efish.biz) under the **[Shift Trade]** option in the main menu located in the upper right corner.

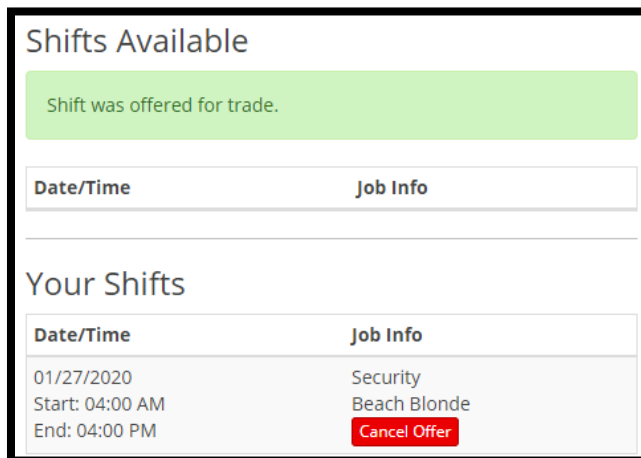


Offering shifts for trade:

- Your current shifts will be displayed at the bottom of the screen under **[Your Shifts]** to offer a shift for trade click the **[Offer for Trade]** Button next to the desired shift.



- Efish will let you know once the shift was offered for trade in green at the top and the “Offer for Trade” button will change to “Cancel Offer” as shown below:



- This shift will now show up under **[Shifts Available]** with the option to “pick up shift” for all other employees with that same job type in their app as long as they do not already work during the shift available.
- To cancel the shift trade you offered simply click the **[Cancel Offer]** button next to that shift



Picking Up Shifts:

- You can pick up a shift from someone as long as they have the same job type as you and the shift available does not overlap any of your current scheduled shifts.
- Any shifts available will appear at the top of the screen under **[Shifts Available]** along with a **[Pickup]** Button as shown below.

| Date/Time | Job Info |
|--|--|
| 01/27/2020 Start: 04:00 AM End: 04:00 PM Hours: | Security Beach Blonde From: Alejandro Calderon |
| Pending | |
| Pickup | |

| Date/Time | Job Info |
|---------------------|----------|
| No shifts scheduled | |

- To Pickup a shift that is available for trade click the **[Pickup]** Button next to that shift
- The app will let you know in green that the shift was submitted for manager approval and the **[Pickup]** Button for that shift will change to **[Cancel]**

| Date/Time | Job Info |
|--|--|
| 01/27/2020 Start: 04:00 AM End: 04:00 PM Hours: | Security Beach Blonde From: Alejandro Calderon |
| Pending Pickup Offer Submitted | |
| Cancel | |

- To cancel the shift trade simply click **[Cancel]**

Manager Approval:

- Managers will get an email to approve a trade once the employee clicks **[Pickup]**
- The status of the shift trade will remain as “Pending” until a manager either Approves or Denys the trade.



- Both employees will get an email once the shift is Approved or Denied and their schedule in the app will be updated in the app.

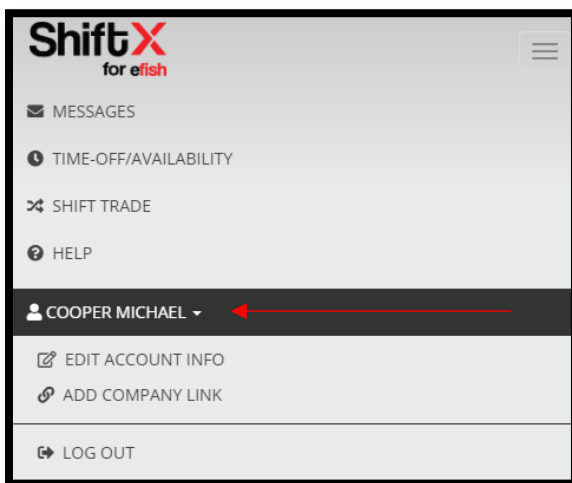
Dear Alejandro Calderon,

This is to notify you that Work Shift Offer you requested is Approved.

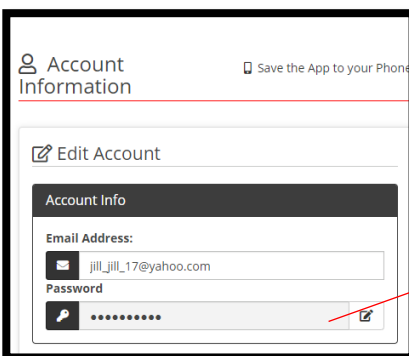
Work Shift Details:

| Date | Start | End | Job | Status | Manager |
|----------|---------|---------|--------------------------|----------|-----------|
| 01/27/20 | 4:00 AM | 4:00 PM | Security at Beach Blonde | Approved | annie slo |

Sub Menu: at the bottom of the Main Menu is a Sub Menu titled with your name, click on **[Your Name]** to expand this sub menu. The options in the sub menu allow you to edit and update your account info, add a company link (if ever needed.) and log out of the app.



Edit Account Info: click **[Edit Account Info]** in the sub menu to edit your password. Don't Forget to click the **[Save Button]** at the bottom when done.





Add Company Link: See your GM if you ever need to link another efish company.

Log out: if you ever wish to log out of the Shift X App, simply click Log Out in the sub menu under your name.

Contact Us: If you experience issues with the functionality of the app or you need assistance from Shift X, click **[Contact Shift X]** at the bottom of the screen to send us a message. Update any of the pre-filled information such as your email address if needed and type your message in the **[Message Field]** then click **[Submit]**

A screenshot of a mobile application interface. At the top, the status bar shows "Verizon LTE", "3:18 PM", and "100%". The app's header features the "efish" logo on the left and a hamburger menu icon on the right. Below the header is a dark grey bar with the text "Contact Us" in white. The main content area contains four text input fields: "First Name:" with the value "Caleb", "Last Name:" with the value "sommers", "Email Address:" with the value "anitamargaritaslo@gmail.com", and "Message:" with the placeholder text "Message". A grey "Submit" button is located at the bottom right of the form area.