NurseGrid Mobile - Getting Started

First Steps

Downloading NurseGrid Mobile

If you have received a text message or email invitation to join your department's NurseGrid account from your manager, you can follow the link provided in the invitation to download the NurseGrid Mobile app. If you have not received an invitation from your manager, you can search from NurseGrid Mobile in either the Apple App Store or the Google Play store.

Activating your account

In addition to the link to download the NurseGrid Mobile app, the invitation you receive from your manager will include the email address that needs to be used while activating your account. If an email addresses other than the email address that's been associated with your profile in your manager's staff directory is used to activate your account, you will create a duplicate account instead of activating the account that will receive your schedule. If you are unsure of what email address you should use to activate your account, your manager will be able to see which email address has been associated with your profile through their staff directory.

Step by step:

- Tap "Sign me up!" from the NurseGrid Mobile login screen
- Enter your email address
- Enter your first and last name
- Create your password

Note: Once you've completed the activation process, you can choose the "I already have an account" option from the login screen for your subsequent logins.

Calendar

Your NurseGrid Mobile calendar is divided into three separate tabs and views - My Events, Swaps, and Open Shifts. Each tab will give you a different calendar view of shifts that are available to you or that have been assigned to you.

My Events

The My Events tab of your calendar will display all of the shifts that have been assigned to you by your manager. Once your manager publishes your department's schedule, you can expect to see your shifts appear on your calendar. To view more details about a shift that has been assigned to you, tap on the day you would like to see more information for.

Adding your availability

While you're not able to add your own shifts onto your calendar, you can indicate to your manager when you're available to work or unavailable and would not like to receive open shift opportunities or swaps requests from your colleagues.

Step by step:

- Tap the '+' icon in the upper right corner
- Tap the 'Event Type' menu, then select 'Available to Work' or 'Unavailable to Work' from the event type list
- Select the start and end times of your availability
- Select a day (or days) from your calendar
- Tap 'Save'

Sharing your calendar

NurseGrid makes it easy to share your work schedule with your family and friends! Once you've enabled calendar sharing in NurseGrid Mobile, you can send your calendar link to anyone you would like to share your schedule with.

Step by step:

- Tap the gear icon from your calendar
- From the Calendar Options menu, tap the toggle next to "Enable Calendar Sharing"
- Tap 'Share NurseGrid Calendar'
- Select the worksite calendar you would like to share
- Tap 'Share' and select how you would like to share your calendar link

Note: If you would like to stop sharing your calendar at any time, you can navigate back to the Calendar Options menu and tap 'Reset NurseGrid Calendar Link'. Once your calendar link has been reset, anyone who was previously subscribed to your calendar will no longer have access to your calendar feed.

Swaps

The Swaps tab of your calendar will display all of the proposed swaps or giveaways available to you that have been created by your co-workers.

Creating a shift swap

Step by step:

- Tap a shift you've been assigned from the 'My Events' tab of your calendar
- Tap 'Swap or Give Away'
- Select the days you would like to work instead (optional) and tap 'Next'
- Choose the hours you would like to work (optional)

- Tap 'Visible to All Your Colleagues' to choose specific colleagues you would like to swap with (If you do not want to select specific colleagues, you can skip this step)
- Tap 'Send'

Note: Once a colleague replies to your proposed swap, you will need to approve the shift they're proposing to swap with you. After you have approved the shift being offered to you, your swap will be surfaced to your manager for approval.

Responding to a shift swap

Step by step:

- Tap on a proposed swap from the 'Swaps' tab of your calendar or from the activity feed
- Select 'Swap' or 'Decline' from the swap details screen
- Select the shift you would like to swap
- Tap 'Done'

Creating a give away

Step by step:

- Tap a shift you've been assigned from the 'My Events' tab of your calendar
- Tap 'Swap or Give Away'
- Select the 'Give Away' option
- Tap 'Visible to All Your Colleagues' to choose specific colleagues you would like to swap with (If you do not want to select specific colleagues, you can skip this step)
- Tap 'Send'

Responding to a give away

Step by step:

- Tap on a proposed give away from the 'Swaps' tab of your calendar or from the activity feed
- Select 'Accept' or 'Decline' from the pickup details screen

Open Shifts

The Open Shifts tab is where you can expect to find any of the open shifts your manager has included you on as a recipient. You can also expect to find notifications for new open shifts under your activity feed.

Responding to an open shift

Step by step:

- Tap on an open shift from your calendar or activity feed
- Tap 'Accept' or 'Decline' from the open shift details screen

Note: You can expect to receive a notification once your manager has approved or denied your response to an open shift but you can always check your activity feed for a status update.

Colleagues

Connecting with colleagues

Connecting with your co-works as colleagues in NurseGrid Mobile will give you the ability to swap and give away shifts, in addition to allowing you to view your co-worker's schedule. To add colleague connections to your profile, start by navigating to the Colleagues tab. Once you reach the Colleagues tab, you should see a list of colleagues you're already connected with, a list of suggested colleagues, and a section of pending invitations if one of your co-workers has sent you a colleague request.

Viewing your colleague's profile and schedule

After you have connected with your co-workers as colleagues in NurseGrid Mobile, you can view their schedule by navigating to the Colleagues tab, then tapping on their name from your colleagues list. Once you're viewing your colleague's profile and schedule, you can choose to view your co-worker's schedule by their worksite (if they are part of more than one) and you can tap into a shift from their calendar to view more details.

Note: You can manage your colleague connections by tapping the ellipsis icon from the upper right corner of your colleague's profile.

Activity Feed

The activity feed will display all notifications that are related to open shifts, new shift swaps or giveaways proposed by your colleagues, as well as approval updates for open shifts you've replied to or swaps and giveaways that have been sent to your manager for approval. To view more details of the event corresponding with your notification, you can tap on the notification itself from your activity feed.

Me Tab

The Me tab contains your worksites, profile and account menus, in addition to a link to contact our support team or view our NurseGrid Mobile support library.

Worksites

The worksite for your managed department or facility will already be loaded into your account during the activation process, however, you do have the ability to add additional worksites to your account if you work more than one job. To add an additional worksite to your account, tap on the Worksites menu from your Me tab, then tap the '+' icon from the upper right corner. From the next page, you can search for new worksites by the name of the facility.

Credentials

NurseGrid Mobile allows you to track credentials you've earned by adding them into your profile. As you're adding your credentials, you can enter the issue date of your credential, set an expiration date, and expiration reminders.

Adding credentials

Step by step:
- Navigate to the 'Me' tab, then tap 'Credentials'
- Tap the '+' icon from the Credentials menu
- Search for the name of your credential from the credentials list
- Enter the issue date of your credential and turn the toggle next to 'This Credential Expires' on if your credential has an expiration date
- Add any additional information into the optional fields and tap 'Done'

Once you have added credentials to your profile, they can be updated at any time through your Credentials menu. Notifications for expiring credentials will appear in your Activity Feed.

Profile & Account Menus

Profile

The Profile menu allows you to update your first and last name, primary or secondary email address, and your phone number. In addition to adding or updating your personal information, you also have the ability to add professional and education information into your profile like your position, years of work experience, academic institution, degree, and graduation year.

Account

The Account menu is where you can create a new password for your account or customize app settings like turning notifications on/off or hiding your profile and schedule. If you choose to hide your profile and schedule, you will no longer appear to colleagues or in the colleague search.

Help Center & Contact Support

Our support team is here for you! If you can't find an answer to your question by searching our support library, please don't hesitate to tap the 'Contact Support' option from the menu of your Me tab. Tapping contact support will allow you to send an email directly to our NurseGrid support team, who is very knowledgeable and responsive. If you run into a bug, send us an email describing the problem you've run into and we'll be happy to provide assistance.