ShiftWise Customer Support is available Monday through Friday from 5:00 a.m. to 6:00 p.m. PT, excluding holidays.

Below are a few questions that may come up after hours…

Q1	What if a staff member is unable to log in to Staff Time Tracker to clock in / out for a shift?

Option 1:

Staff can click here to automatically reset passwords.

> *Note: Staff must input the email address that matches their staff profile and the ShiftWise Staff Time Tracker code provided by their staffing agency to utilize this functionality.*

Option 2:

Staff can call the primary point of contact at their staffing agency for login support.

Option 3:

Staff can contact ShiftWise Customer Support during normal business hours, Monday through Friday from 5:00 a.m. to 6:00 p.m. PT, excluding holidays.

Q2	What if a staff member forgets (or never received) a Staff Time Tracker code from their staffing agency and cannot enter time in ShiftWise?

Staff can call the primary point of contact at their staffing agency for login support.

Staff Time Tracker Alternatives:

If a staff member is unable to log in to Staff Time Tracker, they can:

- **Retroactively Input Time**: Staff members can manually track their shift duration (following the healthcare organization's protocols) and later input the time in Staff Time Tracker once credentials are provided by their staffing agency.

- **Manually Track Time**: If the healthcare organization does not permit staff to retroactively clock in/out, the staff member should work with a representative at the healthcare organization to manually track the shift duration.

Q3	What if a ShiftWise VMS user needs assistance resetting their password?

Option 1:

Users can click here to automatically reset passwords.

> *Note: ShiftWise VMS users must input the email address that matches their user profile and their ShiftWise username to utilize this functionality*

Option 2:

Users can contact their organization's ShiftWise Administrator (aka "Super User") to request a password reset.

Option 3:

Users can contact ShiftWise Customer Support during normal business hours, Monday through Friday from 5:00 a.m. to 6:00 p.m. PT, excluding holidays.

Q4	What if a ShiftWise VMS user forgets their username?

Option 1:

Users can contact their organization's ShiftWise Administrator (aka "Super User") to obtain their username.

Option 2:

Users can contact ShiftWise Customer Support during normal business hours, Monday through Friday from 5:00 a.m. to 6:00 p.m. PT, excluding holidays.

Q5	What if a ShiftWise VMS user has questions about a particular area of the system, such as Orders or Timeslips?

Option 1:

Users can visit the NEED HELP? menu within ShiftWise! We're pleased to provide you learning content directly within the system. Once you've logged in, click NEED HELP? at the top of the page. Here, you'll find helpful tools to assist you in navigating our VMS.

Option 2:

Users can contact ShiftWise Customer Support during normal business hours, Monday through Friday from 5:00 a.m. to 6:00 p.m. PT, excluding holidays.