

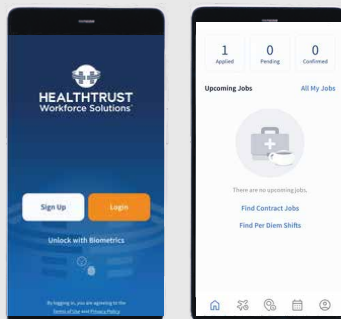


GO HWS MOBILE App Quick Reference Guide

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GO HWS MOBILE

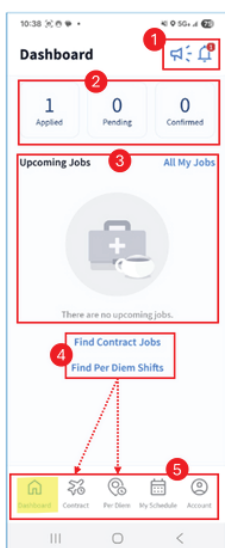


Log In and Discover!

Log in with Workforce 2.0 credentials.

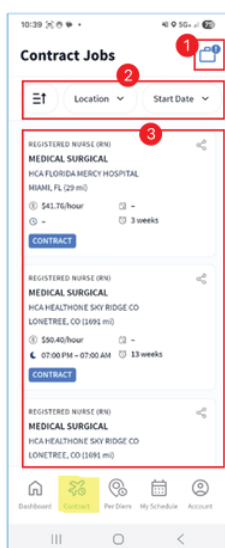
View and search for available jobs in your specialty and self schedule! See highlighted features below!

Dashboard
Main page once logged in to the app



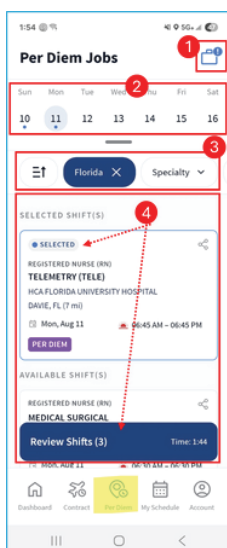
- 1 Bullhorn Icon: Announcements
Bell Icon: Notifications
- 2 Counts and view for Confirmed, Pending and Applied job. Click All My Jobs link to view all statuses.
- 3 Preview of all confirmed/booked jobs. Click to view details.
- 4 Find your next job button opens second section to search for opportunities.

Contract Jobs
Search all of the opportunities available for Contracts



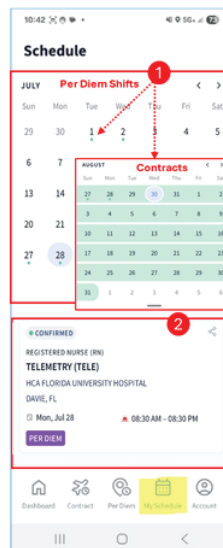
- 1 Job Alerts
- 2 Filter option to narrow search results to candidate preference. (i.e.: start date/time, distance, pay or date posted)
- 3 Results of contract opportunities. Click to open job details and select to Apply.

Per Diem Jobs
Search all of the opportunities available for Per Diem Shifts



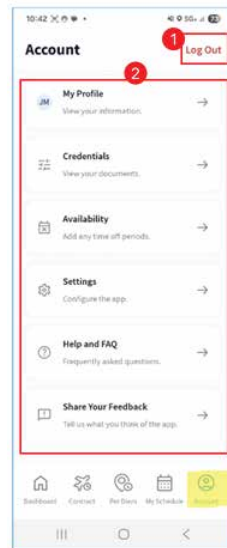
- 1 Job Alerts
- 2 Calendar to search shifts by date. Click on date to show results for that day. Swipe calendar down to view full month.
- 3 Additional filter option to narrow search results to candidate preference (i.e.: start date/time, distance, date posted or facility).
- 4 Results for Per Diem shifts. You can click to view details and select single shift or swipe right to all multiple shifts and review.

Schedule
View confirmed, pending or cancelled shifts and contracts



- 1 Calendar view of all candidate booked shifts and contracts. Shifts are noted with "dots" and Contracts will have the confirmed weeks highlighted.
- 2 Click on each of the calendar days to view results below. Select the job to view job details.

Account
View account settings and not all sections can be edited



- 1 Account sections includes sections to:
 - View profile
 - Update availability
 - View app settings
 - Access Help & FAQs
 - A link to share app feedback



General FAQs

Q: How does a clinician log into the App?

A: Use the same log in credentials as Workforce 2.0; log in email and password.

Q: How would a clinician reset the password for the App?

A: Use the Forgot password link on the app. PLEASE NOTE: Changing App password will also change the password on WF 2.0 and Estaff365.

Contracts Specific FAQs

Q: Can a clinician search for jobs at a specific facility?

A: Yes. Under Find Jobs Filter under Filter Jobs for Contract shift searches can be narrowed down to specific Facilities.

Q: Can I only see jobs in my desired range?

A: Yes. Under Find Jobs Filter under Filter Jobs for Contracts Work Start Time will allow to narrow shift search.

Q: When candidate clicks on Find Jobs and does not see any jobs, what should they do?

A: (1) Go back to Dashboard widget and refresh the app. (2) Double check filters. (3) Select “Share Your Feedback” on the Account section – email link provided. (4) Contact your Recruiter.

Q: Can a clinician apply to a job that has already been filled?

A: No, if PMO closes the position in WF. Open and Pending Jobs will appear on the Mobile App

Q: Can a clinician cancel through HWS Mobile app?

A: Candidates can “Withdraw” while in a “Matched” status. Once submitted, candidates should reach out to Recruiter.

Q: Can a clinician expand their search for jobs and apply in other markets?

A: Yes.

Q: Can candidate apply to both Contract and Per Diem work?

A: Yes. Please clarify with Recruiter on initial call regarding expectations while on contract.

Q: Is the Pay for Contract Jobs accurate?

A: Pay is an estimate and can be adjusted with your recruiter based on location, housing and other negotiated stipends.

Q: Is the Start Date for Contract Jobs accurate?

A: Start Date is an estimate, and will be adjusted with your recruiter based on nurse compliance and facility needs.



Per Diem Specific FAQs

Q: Can a clinician search for shifts at a specific facility?

A: Yes. Under Find Jobs Filter under Filter Jobs for Per Diem shift searches can be narrowed down to specific Facilities.

Q: As a clinician I prefer to work certain times of the day can I only see shifts in my desired range?

A: Yes. Under Find Jobs Filter under Filter Jobs for Per Diem Work Start Time will allow to narrow shift search.

Q: When I click on Find Jobs I don't see any shifts, what should I do?

A: (1) Go back to Dashboard widget and refresh the app. (2) Double check Job Preference filters. (3) Contact the local office to ensure needs have been updated in the system.

Q: Can a clinician apply to a shift that has already been filled?

A: No. Once a clinician books a shift and it's in Mobile App Submittal status it no longer appear in the mobile app.

Q: Can a clinician apply for a shift if they are already booked for a shift at the same time?

A: No. Contact your local office if you prefer to cancel your current shift and book a different one.

Q: If a clinician cancels, can someone else apply for that shift?

A: Yes. Once a clinician is cancelled from a shift, that shift will be changed back to an open shift by the office to reflect in the App.

Q: Will the clinician schedule calendar update with confirmed shifts?

A: Yes. Under the My Schedule confirmed shifts show a green dot, cancelled shifts will show a red dot on the shift date.

Q: Can a clinician cancel through HWS Mobile app?

A: No. Clinician is responsible to call the Local Staffing Office and inform them of their need to cancel a shift.

Q: Can a clinician expand their search for shifts in other markets?

A: Yes, however as a best practice for Per Diem the radius should be set to up to 50 miles.

Q: My Job Preference is gone – how do I set my preferences?

A: Under Find Jobs filters. All preferences have been moved here