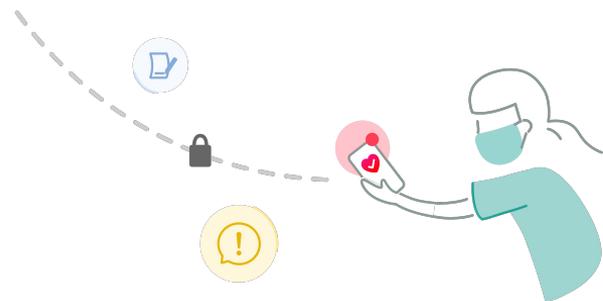


HYPERCARE

User Guide Exploring the Schedule & Marketplace Features



Access Hypercare's Schedule

Currently, the Marketplace is only available on the Web App. However, our team is actively working to improve our existing application and developing new features that can better accommodate your workflow.

Please visit <https://app.hypercare.com/> and login with your Hypercare credentials

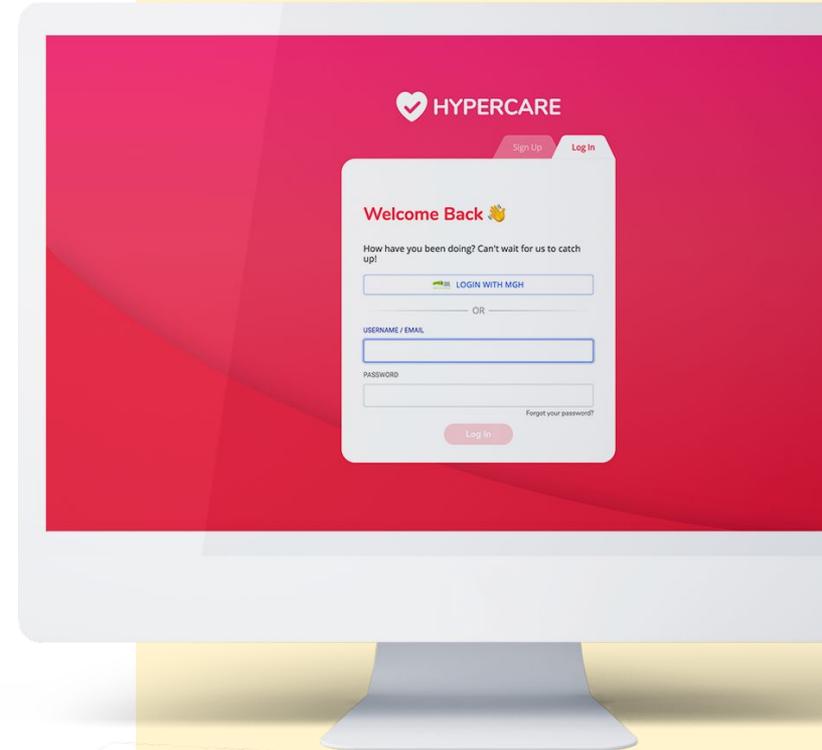
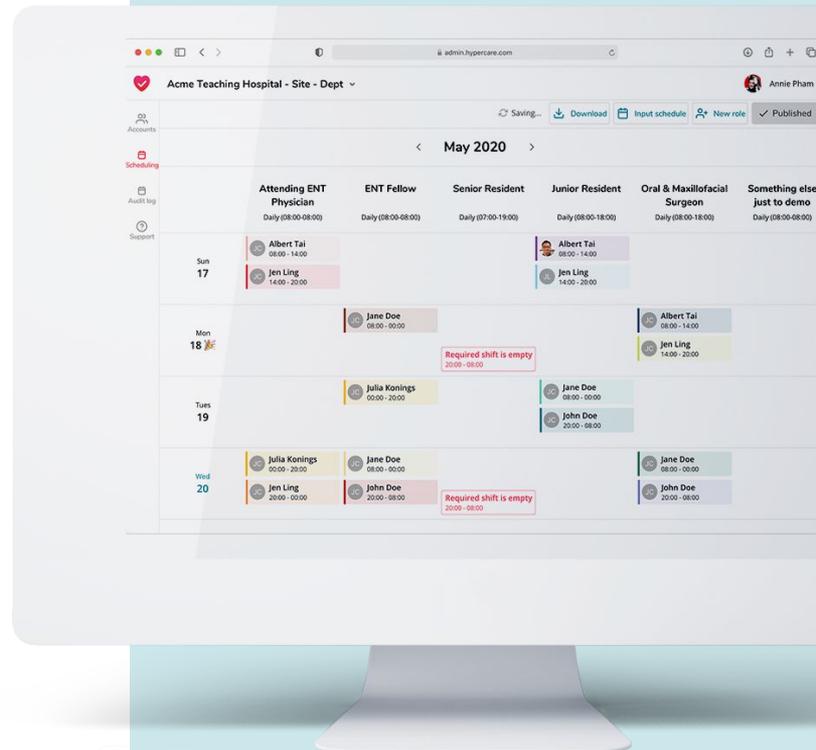


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What is the “Schedule” Feature?

The *Schedule* feature allows users to view monthly on-call schedules for each department within their organization so they can plan and coordinate care with the respective providers. If a user is listed on one of the schedules, they can exchange, pick-up, and give away shifts directly to their colleagues.

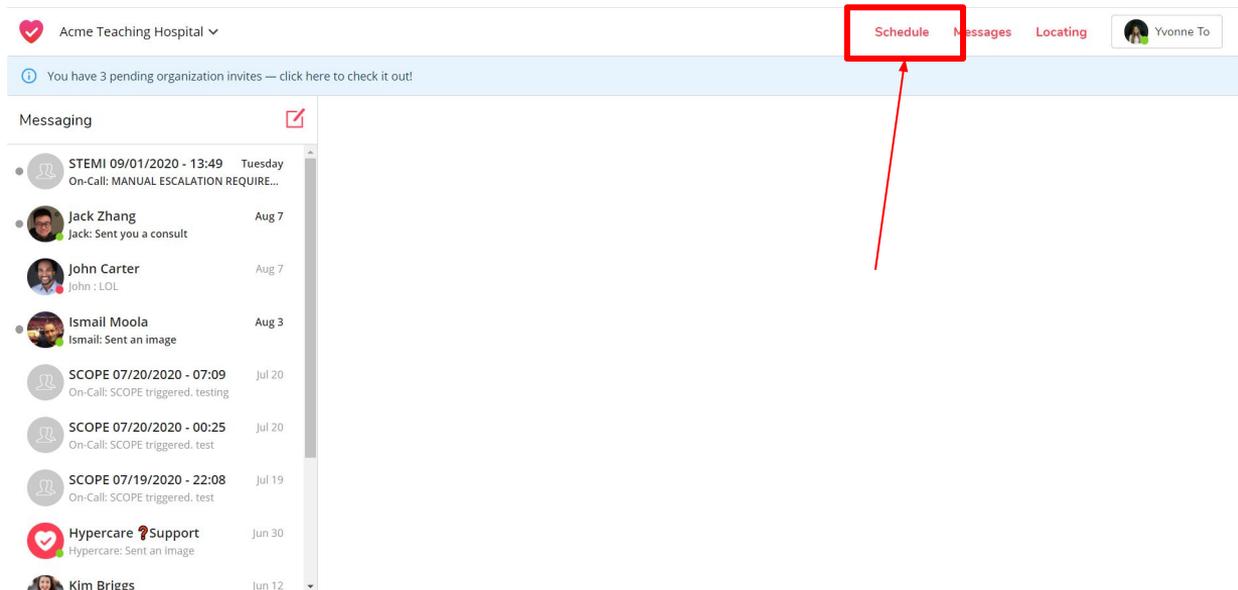


Requesting a Shift “Swap”

If a user has a desired shift that they would like to exchange with their own, users can select on their colleague's shift to request a swap.

Step 1

Click on the Schedule icon located on the top of the web page.



The screenshot displays the Hypercare interface for 'Acme Teaching Hospital'. At the top right, there are navigation buttons: 'Schedule', 'Messages', and 'Locating'. The 'Schedule' button is highlighted with a red box, and a red arrow points to it from below. To the right of these buttons is a user profile for 'Yvonne To'. Below the navigation bar is a light blue banner with a notification: 'You have 3 pending organization invites — click here to check it out!'. On the left side, there is a 'Messaging' panel with a list of messages. The messages include:

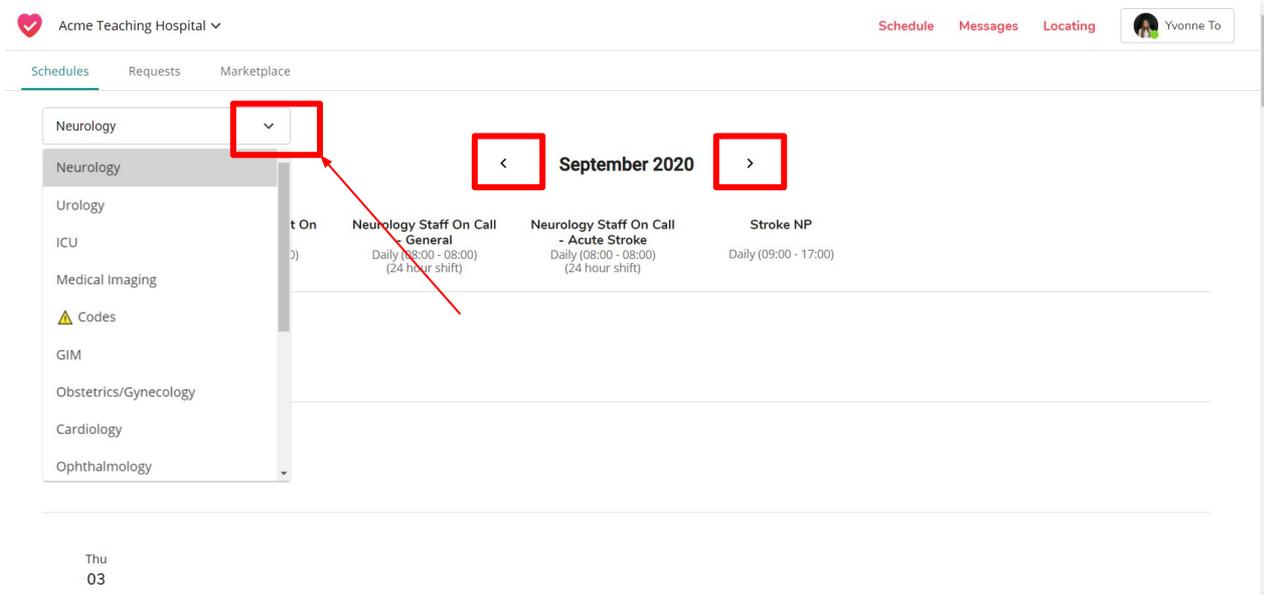
- STEMI 09/01/2020 - 13:49 Tuesday
On-Call: MANUAL ESCALATION REQUIRE...
- Jack Zhang Aug 7
Jack: Sent you a consult
- John Carter Aug 7
John: LOL
- Ismail Moola Aug 3
Ismail: Sent an image
- SCOPE 07/20/2020 - 07:09 Jul 20
On-Call: SCOPE triggered, testing
- SCOPE 07/20/2020 - 00:25 Jul 20
On-Call: SCOPE triggered, test
- SCOPE 07/19/2020 - 22:08 Jul 19
On-Call: SCOPE triggered, test
- Hypercare Support Jun 30
Hypercare: Sent an image
- Kim Briggs Jun 12

Requesting a Shift “Swap”

Step 2

Select the appropriate department from the drop-down menu on the left-side of the page.

Use the left and right arrows to toggle to the appropriate month.



The screenshot shows the HYPERCARE interface for Acme Teaching Hospital. The top navigation bar includes "Schedule", "Messages", and "Locating" links, along with a user profile for Yvonne To. The main content area has tabs for "Schedules", "Requests", and "Marketplace". A department selection dropdown menu is open on the left, listing various departments: Neurology, Urology, ICU, Medical Imaging, Codes, GIM, Obstetrics/Gynecology, Cardiology, and Ophthalmology. The "Neurology" department is selected. To the right of the dropdown, there are navigation arrows for the month "September 2020". Below the navigation, a table displays shift schedules for Neurology Staff On Call (General and Acute Stroke) and Stroke NP. The table is partially visible, showing the start of the schedule for Thursday, 03.

Department	Shift Type	Shift Hours
Neurology	Staff On Call - General	Daily (08:00 - 08:00) (24 hour shift)
Neurology	Staff On Call - Acute Stroke	Daily (08:00 - 08:00) (24 hour shift)
Stroke NP	Stroke NP	Daily (09:00 - 17:00)

Requesting a Shift “Swap”

Step 3

Click on your shift that you would like to swap and click **“Swap Shift”**.

Please note: You can only select a shift that has not yet occurred.

	Support (Evening) Daily (17:00 - 23:59)	Support (Overnight) Daily (00:00 - 06:00)	Support (Early Morning) Daily (06:00 - 08:30)	Support (Daily) Daily (08:30 - 17:00)
Mon 14	 Brandon Ro 17:00 - 23:59	 Umar Azhar 00:00 - 06:00	 Albert Tai 06:00 - 08:30	 ME 08:30 - 17:00 Swap Shift
Tue 15	 Brandon Ro 17:00 - 23:59	 Umar Azhar 00:00 - 06:00	 Albert Tai 06:00 - 08:30	 ME 08:30 - 17:00 <input checked="" type="checkbox"/> Offer on marketplace
Wed 16	 Brandon Ro 17:00 - 23:59	 Umar Azhar 00:00 - 06:00	 Albert Tai 06:00 - 08:30	 ME 08:30 - 17:00
Thu 17	 Brandon Ro 17:00 - 23:59	 Umar Azhar 00:00 - 06:00	 Albert Tai 06:00 - 08:30	 Jack Zhang 08:30 - 17:00
Fri 18	 Albert Tai 17:00 - 23:59	 Umar Azhar 00:00 - 06:00	 Albert Tai 06:00 - 08:30	 Jack Zhang 08:30 - 17:00

Requesting a Shift “Swap”

Step 3

Click on a colleague’s shift that you would like to swap with your own.

Please note: You can only select a shift that has not yet occurred.

Schedules
Requests
Marketplace

Scheduling > Swap shifts

Swapping shift

I want to trade my following shift

ME Sep 14, 2020 / 08:30-17:00
Support (Daily)

For another user's shift

Jack Zhang Sep 10, 2020 / 08:30-17:00
Support (Daily)

Looking to trade with

All

Preferred roles

- All
- Support (Evening)
- Support (Overnight)
- Support (Early Morning)

RESET
REQUEST

< **September 2020** >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) Jack Zhang 08:30-17:00 Support (Daily) Brandon Ro 17:00-23:59 Support (Evening) ME 21:00-23:59 Support (Evening)	2 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) Jack Zhang 08:30-16:59 Support (Daily)	3 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) Jack Zhang 08:30-17:00 Support (Daily) Brandon Ro 17:00-23:59 Support (Evening)	4 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) ME 08:30-17:00 Support (Daily) Albert Tai 17:00-23:59 Support (Evening)	5 Umar Azhar 00:00-06:00 Support (Overnight) Jack Tester 06:00-08:30 Support (Early Morning) Jack Zhang 08:30-17:00 Support (Daily) Brandon Ro 17:00-23:59 Support (Evening)
6 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) Jack Zhang 08:30-17:00 Support (Daily) Albert Tai 17:00-23:59 Support (Evening)	7 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) ME 08:30-16:59 Support (Daily) Brandon Ro 17:00-23:59 Support (Evening)	8 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) ME 08:30-17:00 Support (Daily) Brandon Ro 17:00-23:59 Support (Evening)	9 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) Jack Zhang 08:30-17:00 Support (Daily) Brandon Ro 17:00-23:59 Support (Evening)	10 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) Jack Zhang 08:30-17:00 Support (Daily)	11 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) Jack Zhang 08:30-17:00 Support (Daily) Albert Tai 17:00-23:59 Support (Evening)	12 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) Jack Zhang 08:30-17:00 Support (Daily) Brandon Ro 17:00-23:59 Support (Evening)
13 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning)	14 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning)	15 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning)	16 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning)	17 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning)	18 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning)	19 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning)

Requesting a Shift “Swap”

Step 4

Both your shift and your colleague's shift will appear on the left side of the screen.

Please verify that the information is correct and click on **“Request”**.

Schedules Requests Marketplace

Scheduling > Swap shifts

Swapping shift

I want to trade my following shift

ME Sep 14, 2020 / 08:30-17:00
Support (Daily)

For another user's shift

Jack Zhang Sep 10, 2020 / 08:30-17:00
Support (Daily)

Looking to trade with

All

Preferred roles

- All
- Support (Evening)
- Support (Overnight)
- Support (Early Morning)

RESET REQUEST

< September 2020 >

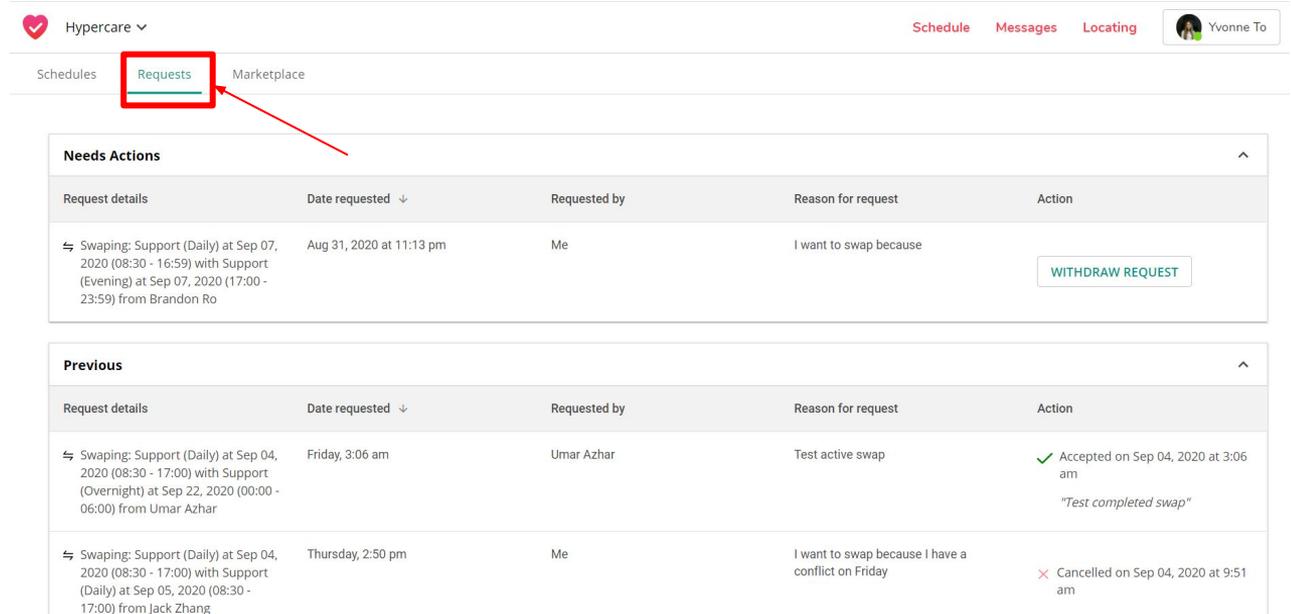
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) Jack Zhang 08:30-17:00 Support (Daily) Brandon Ro 17:00-23:59 Support (Evening) ME 21:00-23:59 Support (Evening)	2 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) Jack Zhang 08:30-16:59 Support (Daily)	3 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) Jack Zhang 08:30-17:00 Support (Daily) Brandon Ro 17:00-23:59 Support (Evening)	4 Umar Azhar 00:00-06:00 Support (Overnight) Albert Tai 06:00-08:30 Support (Early Morning) ME 08:30-17:00 Support (Daily) Albert Tai 17:00-23:59 Support (Evening)	5 Umar Azhar 00:00-06:00 Support (Overnight) Jack Tester 06:00-08:30 Support (Early Morning) Jack Zhang 08:30-17:00 Support (Daily) Brandon Ro 17:00-23:59 Support (Evening)
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Requesting a Shift “Swap”

Step 5

All shift requests will be displayed under the **“Requests”** tab. Users can view pending requests that require action and previous requests that have been confirmed.

Please note: Shift changes will not be reflected on the schedule until the request has been accepted. When a request is accepted, both parties involved will receive an email notification.



Hypercare ▾ Schedule Messages Locating  Yvonne To

Schedules **Requests** Marketplace

Needs Actions ^

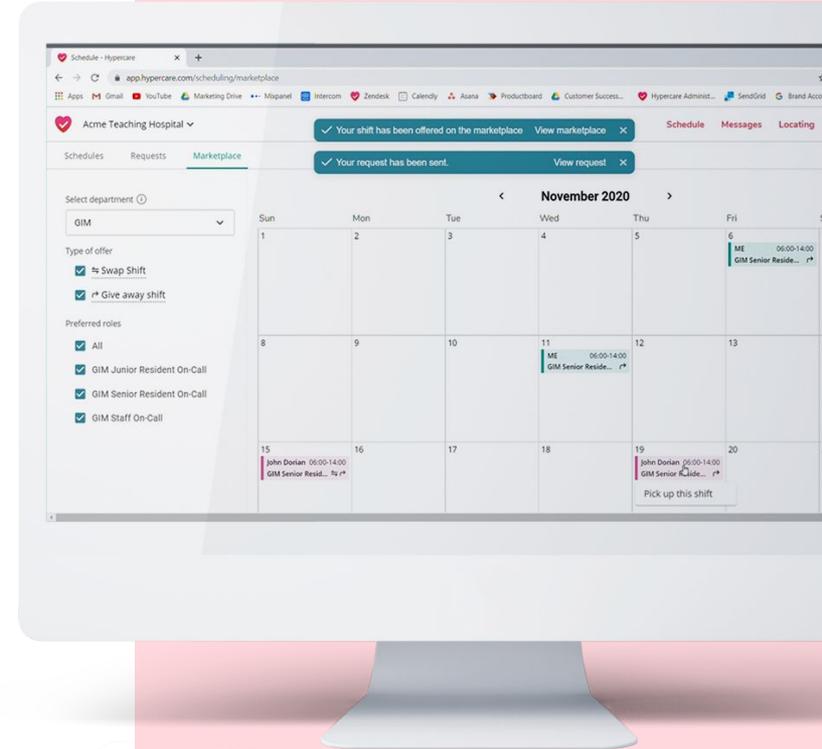
Request details	Date requested ↓	Requested by	Reason for request	Action
↔ Swapping: Support (Daily) at Sep 07, 2020 (08:30 - 16:59) with Support (Evening) at Sep 07, 2020 (17:00 - 23:59) from Brandon Ro	Aug 31, 2020 at 11:13 pm	Me	I want to swap because	WITHDRAW REQUEST

Previous ^

Request details	Date requested ↓	Requested by	Reason for request	Action
↔ Swapping: Support (Daily) at Sep 04, 2020 (08:30 - 17:00) with Support (Overnight) at Sep 22, 2020 (00:00 - 06:00) from Umar Azhar	Friday, 3:06 am	Umar Azhar	Test active swap	✓ Accepted on Sep 04, 2020 at 3:06 am <i>“Test completed swap”</i>
↔ Swapping: Support (Daily) at Sep 04, 2020 (08:30 - 17:00) with Support (Daily) at Sep 05, 2020 (08:30 - 17:00) from Jack Zhang	Thursday, 2:50 pm	Me	I want to swap because I have a conflict on Friday	✗ Cancelled on Sep 04, 2020 at 9:51 am

What is the “Marketplace” Feature?

The *Marketplace* feature allows users to view and pick-up available shifts within the department AND place unwanted shifts there for other colleagues to pick-up. All shift changes will be reflected in the Schedule once shift requests have been approved by all parties.

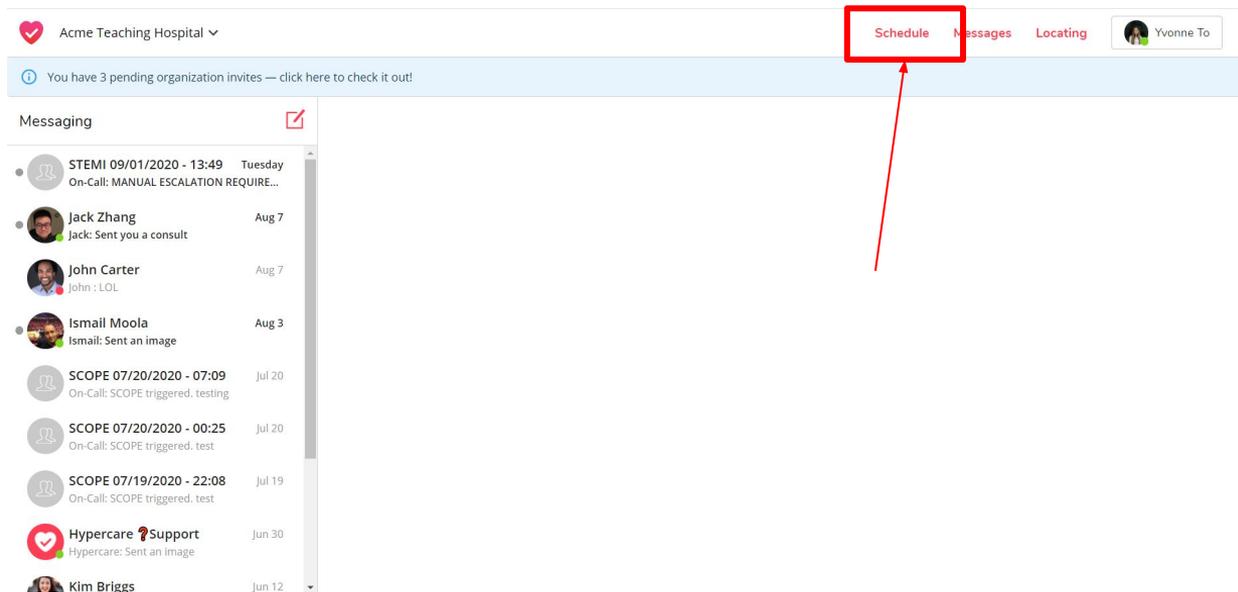


Offering a Shift on Marketplace

Users can swap and/or give away a shift and provide a brief explanation of why they are unable to work. Colleagues in the department can view and pick-up available shifts as long as they don't conflict with their existing schedules.

Step 1

Click on the Schedule icon located on the top of the web page.



The screenshot shows the top navigation bar of the Hypercare interface for 'Acme Teaching Hospital'. The 'Schedule' button is highlighted with a red box, and a red arrow points to it from the right. Other navigation options include 'Messages' and 'Locating'. A user profile for 'Yvonne To' is visible in the top right corner. Below the navigation bar, a blue banner indicates 'You have 3 pending organization invites — click here to check it out!'. The main content area is titled 'Messaging' and displays a list of messages with details such as sender, time, and date.

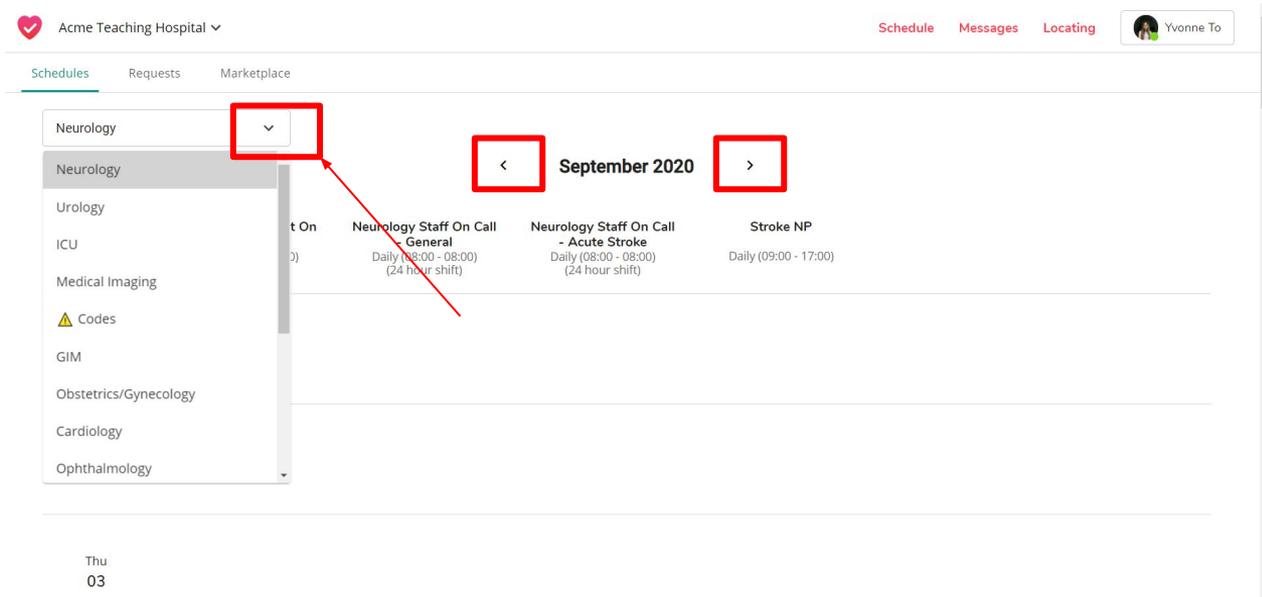
Sender	Message Content	Date
STEMI	STEMI 09/01/2020 - 13:49 On-Call: MANUAL ESCALATION REQUIRE...	Tuesday
Jack Zhang	Jack: Sent you a consult	Aug 7
John Carter	John: LOL	Aug 7
Ismail Moola	Ismail: Sent an image	Aug 3
SCOPE	SCOPE 07/20/2020 - 07:09 On-Call: SCOPE triggered. testing	Jul 20
SCOPE	SCOPE 07/20/2020 - 00:25 On-Call: SCOPE triggered. test	Jul 20
SCOPE	SCOPE 07/19/2020 - 22:08 On-Call: SCOPE triggered. test	Jul 19
Hypercare Support	Hypercare: Sent an image	Jun 30
Kim Briggs		Jun 12

Offering a Shift on Marketplace

Step 2

Select the appropriate department from the drop-down menu on the left-side of the page.

Use the left and right arrows to toggle to the appropriate month.



Acme Teaching Hospital

Schedule Messages Locating Yvonne To

Schedules Requests Marketplace

Neurology

Neurology

Urology

ICU

Medical Imaging

Codes

GIM

Obstetrics/Gynecology

Cardiology

Ophthalmology

< September 2020 >

Neurology Staff On Call - General
Daily (08:00 - 08:00)
(24 hour shift)

Neurology Staff On Call - Acute Stroke
Daily (08:00 - 08:00)
(24 hour shift)

Stroke NP
Daily (09:00 - 17:00)

Thu
03

Offering a Shift on Marketplace

Step 3

Click on your shift that you would like to place on the Marketplace.

Click ***Offer on Marketplace***.

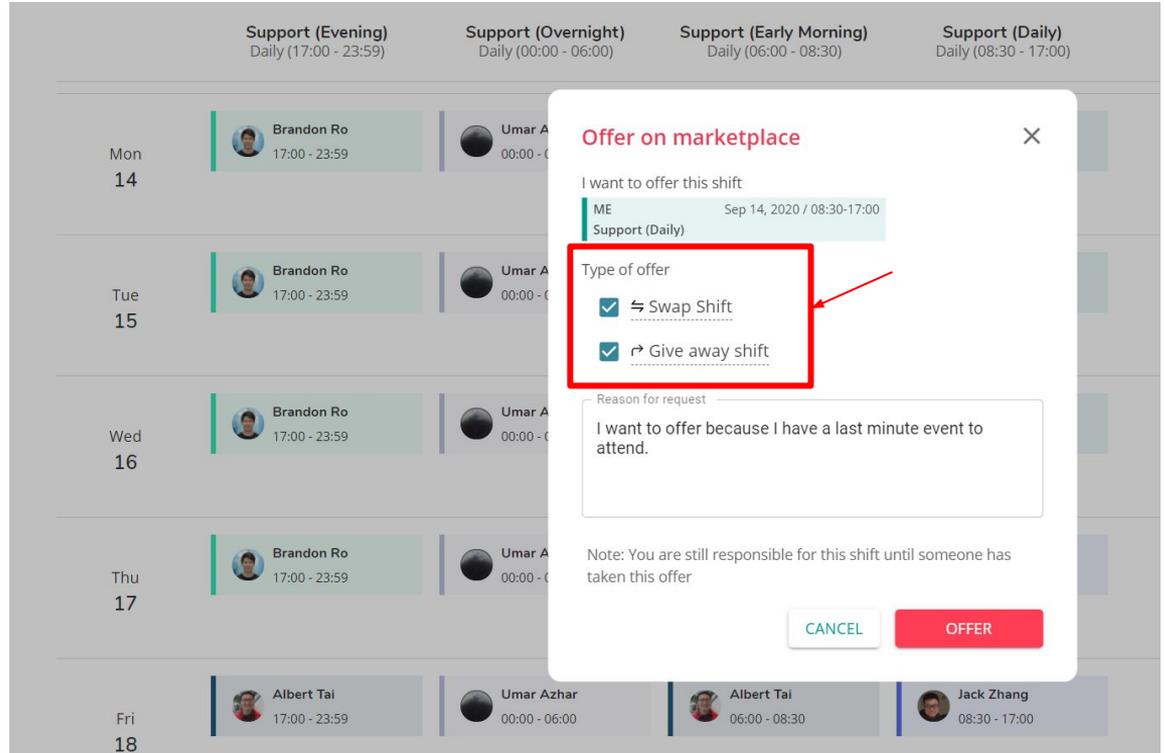
	Support (Evening) Daily (17:00 - 23:59)	Support (Overnight) Daily (00:00 - 06:00)	Support (Early Morning) Daily (06:00 - 08:30)	Support (Daily) Daily (08:30 - 17:00)
Mon 14	 Brandon Ro 17:00 - 23:59	 Umar Azhar 00:00 - 06:00	 Albert Tai 06:00 - 08:30	 ME 08:30 - 17:00 Swap Shift Offer on marketplace
Tue 15	 Brandon Ro 17:00 - 23:59	 Umar Azhar 00:00 - 06:00	 Albert Tai 06:00 - 08:30	 ME 08:30 - 17:00
Wed 16	 Brandon Ro 17:00 - 23:59	 Umar Azhar 00:00 - 06:00	 Albert Tai 06:00 - 08:30	 ME 08:30 - 17:00
Thu 17	 Brandon Ro 17:00 - 23:59	 Umar Azhar 00:00 - 06:00	 Albert Tai 06:00 - 08:30	 Jack Zhang 08:30 - 17:00
Fri 18	 Albert Tai 17:00 - 23:59	 Umar Azhar 00:00 - 06:00	 Albert Tai 06:00 - 08:30	 Jack Zhang 08:30 - 17:00

Offering a Shift on Marketplace

Step 3

Select the type of offer that you would like to make: Swap Shift and/or Give Away Shift.

Provide a reason for request in the text-box if appropriate.



The screenshot displays a shift marketplace interface with a modal window open for offering a shift. The background shows a grid of shifts for days Mon 14 to Fri 18, with columns for Support (Evening), Support (Overnight), Support (Early Morning), and Support (Daily). The modal window, titled "Offer on marketplace", contains the following information:

- I want to offer this shift**: ME, Sep 14, 2020 / 08:30-17:00, Support (Daily)
- Type of offer**:
 - Swap Shift
 - Give away shift
- Reason for request**: I want to offer because I have a last minute event to attend.
- Note**: You are still responsible for this shift until someone has taken this offer
- Buttons**: CANCEL, OFFER

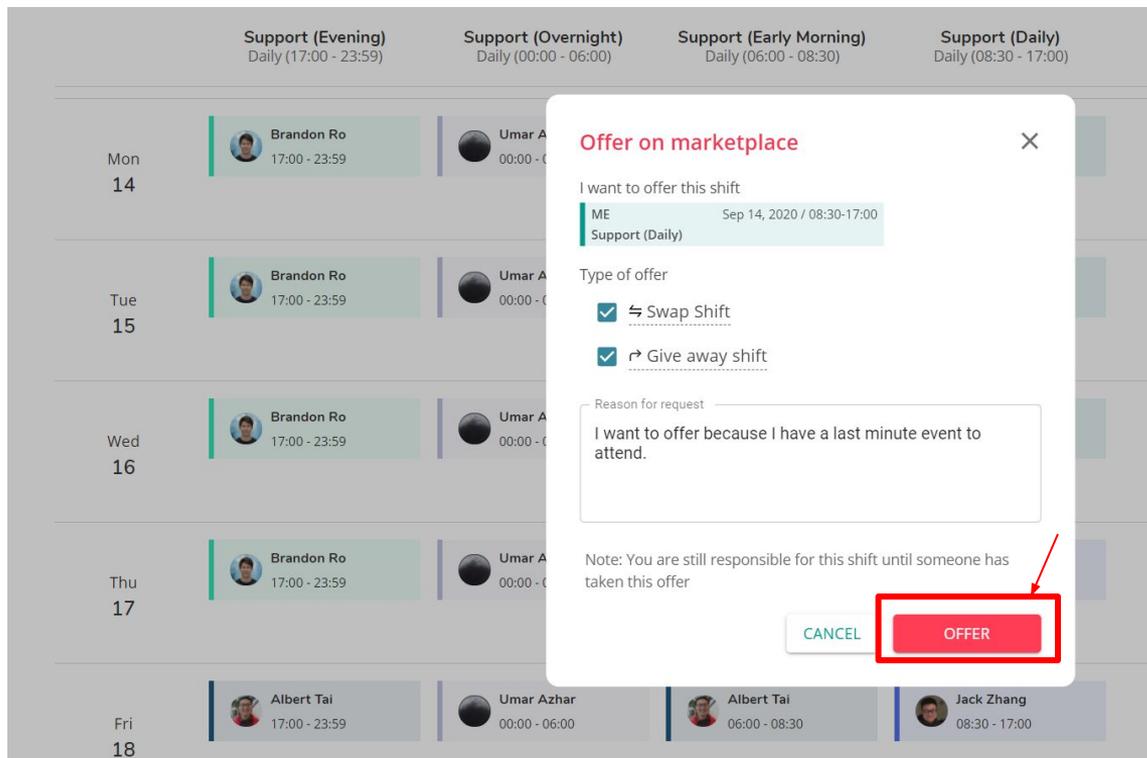
Offering a Shift on Marketplace

Step 4

Click "**Offer**" to complete the request.

The specified shift will be visible to your colleagues under the **Marketplace** tab and all requests can be viewed from your **Requests** tab.

Please note: Users will be unable to offer a shift that has already passed to the Marketplace. Instead, they will be prompted to select a shift that has not yet occurred.



The screenshot displays a shift offering interface with a modal window. The background shows a grid of shifts for days Mon 14 to Fri 18, categorized by Support (Evening), Support (Overnight), Support (Early Morning), and Support (Daily). The modal window, titled "Offer on marketplace", contains the following information:

- Shift: ME, Sep 14, 2020 / 08:30-17:00, Support (Daily)
- Type of offer:
 - Swap Shift
 - Give away shift
- Reason for request: I want to offer because I have a last minute event to attend.
- Note: You are still responsible for this shift until someone has taken this offer
- Buttons: CANCEL and OFFER (highlighted with a red box and an arrow)

Troubleshooting Tips

Q: I am attempting to offer a shift to the Marketplace but I keep getting an error message “The shift you are trying to offer is either unavailable or has been expired”.

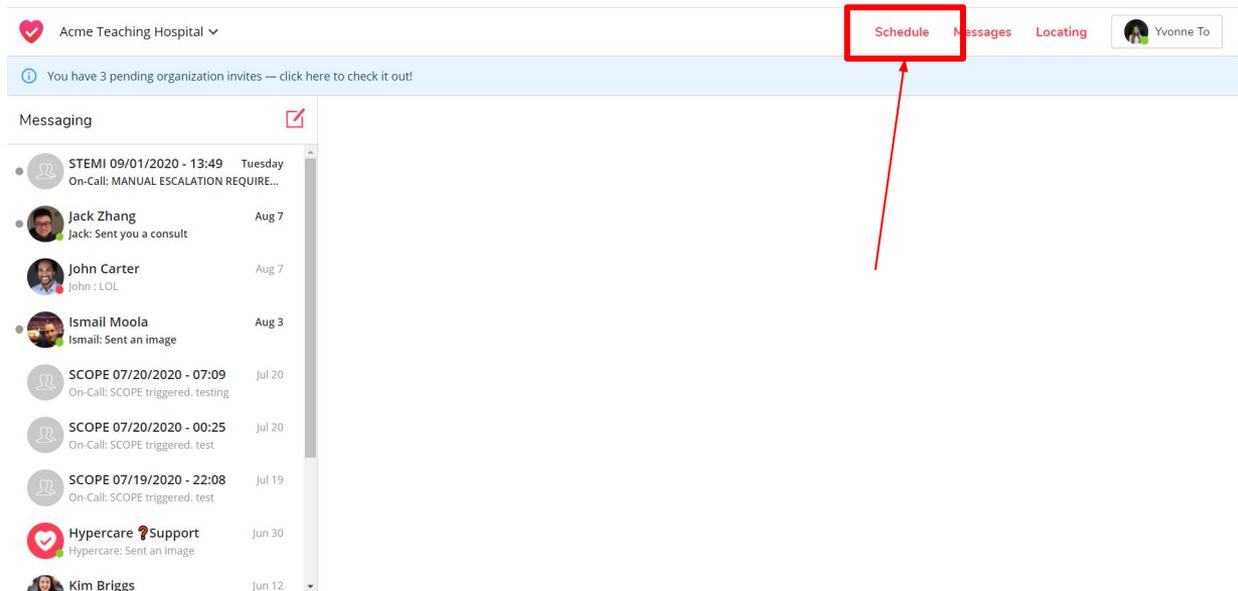
A: Users are unable to offer shifts that have already passed to the Marketplace. Instead, users will be prompted to select a shift that has not yet occurred.

Accepting a Shift on Marketplace

When accepting a shift from the *Marketplace*, users can choose to swap and/or pick-up a shift that does not conflict with their schedules.

Step 1

Click on the Schedule icon located on the top of the web page.



The screenshot displays the top navigation bar of the Hypercare interface. The user is logged in as 'Yvonne To'. The navigation menu includes 'Schedule', 'Messages', and 'Locating'. The 'Schedule' button is highlighted with a red rectangular box, and a red arrow points to it from the right. Below the navigation bar, a blue notification banner states: 'You have 3 pending organization invites — click here to check it out!'. On the left side, there is a 'Messaging' panel with a list of messages and on-call notifications. The messages include:

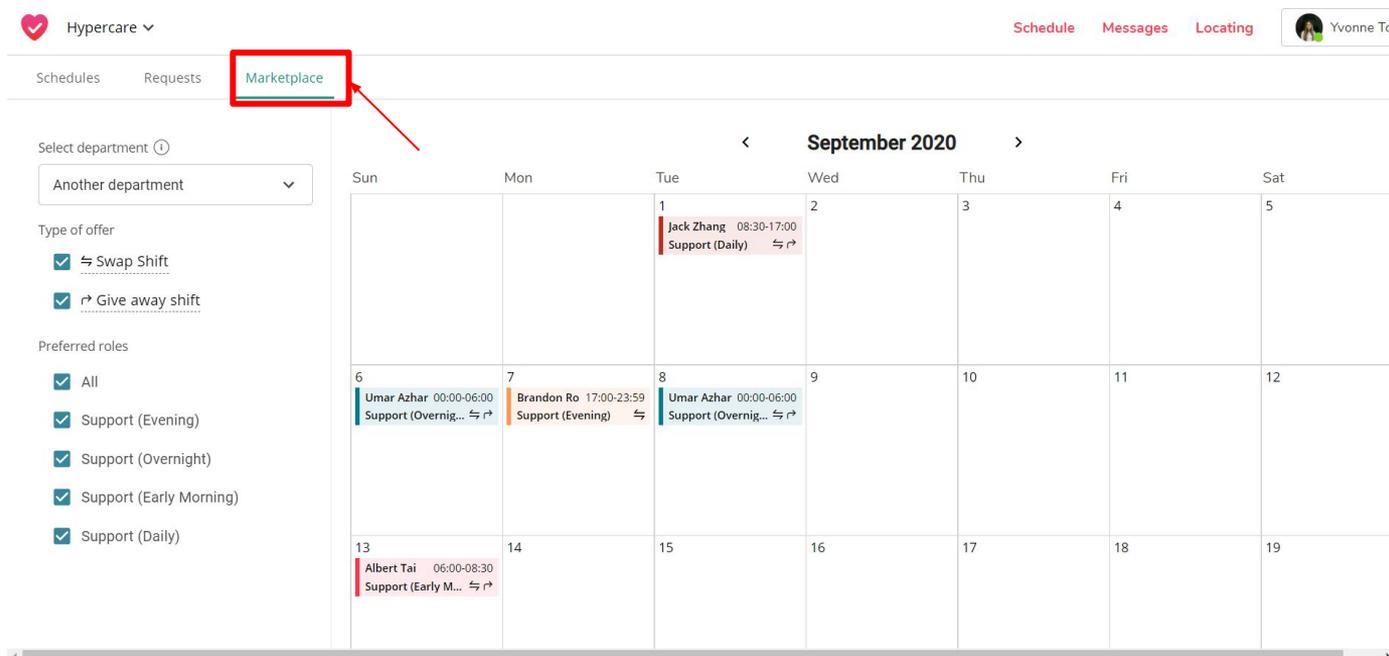
- STEMI 09/01/2020 - 13:49 Tuesday, On-Call: MANUAL ESCALATION REQUIRE...
- Jack Zhang (Aug 7): Jack: Sent you a consult
- John Carter (Aug 7): John: LOL
- Ismail Moola (Aug 3): Ismail: Sent an image
- SCOPE 07/20/2020 - 07:09 Jul 20, On-Call: SCOPE triggered, testing
- SCOPE 07/20/2020 - 00:25 Jul 20, On-Call: SCOPE triggered, test
- SCOPE 07/19/2020 - 22:08 Jul 19, On-Call: SCOPE triggered, test
- Hypercare Support (Jun 30): Hypercare: Sent an image
- Kim Briggs (Jun 12)

Accepting a Shift on Marketplace

Step 2

Click on the *Marketplace* tab.

Here, you can view all available shifts in your department and pick-up shifts that fit into your schedule.



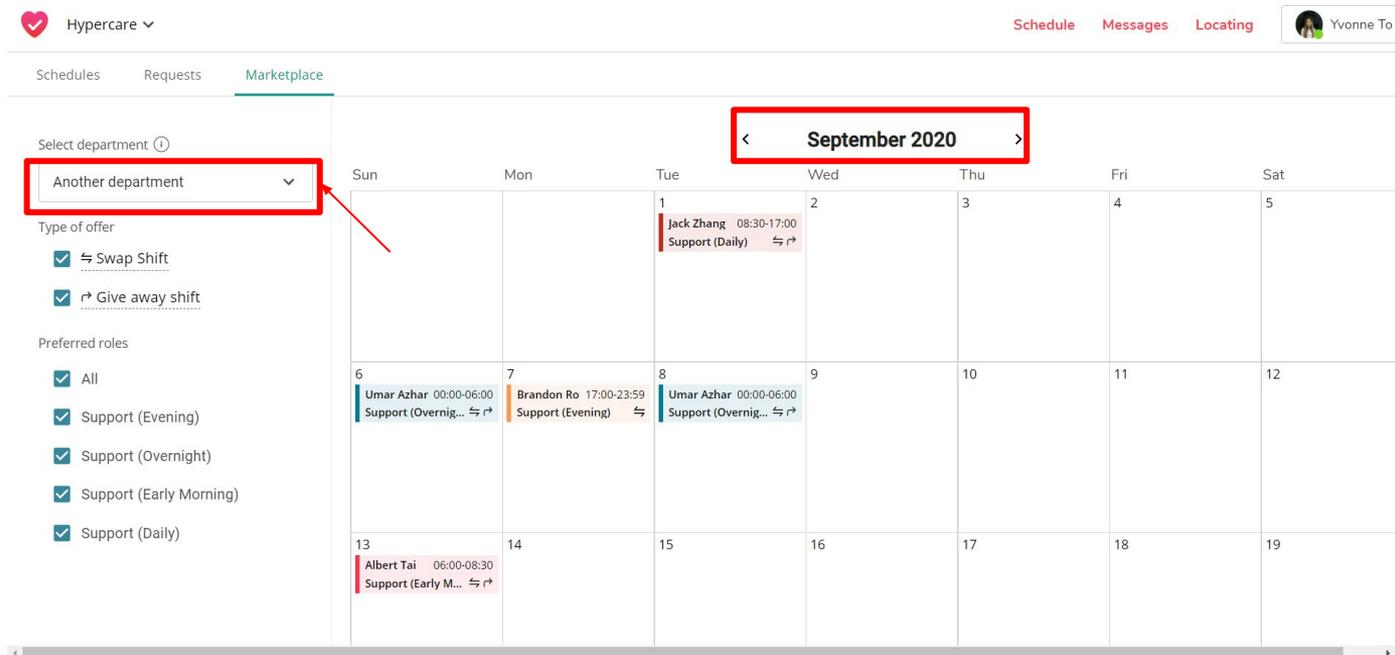
The screenshot shows the Hypercare Marketplace interface. At the top, there is a navigation bar with "Hypercare" and a dropdown arrow, and links for "Schedule", "Messages", and "Locating". A user profile for "Yvonne To" is visible in the top right. Below the navigation bar, there are three tabs: "Schedules", "Requests", and "Marketplace". The "Marketplace" tab is highlighted with a red box and a red arrow pointing to it. On the left side, there is a sidebar with filters: "Select department" (set to "Another department"), "Type of offer" (with checkboxes for "Swap Shift" and "Give away shift"), and "Preferred roles" (with checkboxes for "All", "Support (Evening)", "Support (Overnight)", "Support (Early Morning)", and "Support (Daily)"). The main area is a calendar for "September 2020" showing shifts for various days. Shifts are listed with employee names, times, and shift types, such as "Jack Zhang 08:30-17:00 Support (Daily)" on Tuesday, "Umar Azhar 00:00-06:00 Support (Overnig...)" on Sunday, "Brandon Ro 17:00-23:59 Support (Evening)" on Monday, "Umar Azhar 00:00-06:00 Support (Overnig...)" on Tuesday, and "Albert Tai 06:00-08:30 Support (Early M...)" on Sunday.

Accepting a Shift on Marketplace

Step 3

Select the appropriate department from the drop-down menu on the left-side of the page.

Toggle through the months to locate a desired shift as appropriate.



The screenshot displays the Hypercare Marketplace interface. At the top, there is a navigation bar with 'Hypercare' and a dropdown arrow, and links for 'Schedule', 'Messages', and 'Locating'. A user profile for 'Yvonne To' is visible in the top right. Below the navigation bar, there are tabs for 'Schedules', 'Requests', and 'Marketplace'. The main content area shows a calendar for 'September 2020'. On the left side, there is a filter panel with the following sections:

- Select department**: A dropdown menu currently showing 'Another department'.
- Type of offer**: Two checked options: 'Swap Shift' and 'Give away shift'.
- Preferred roles**: Five checked options: 'All', 'Support (Evening)', 'Support (Overnight)', 'Support (Early Morning)', and 'Support (Daily)'.

The calendar grid shows shifts for various days in September. Shifts are listed with the employee name, time range, and role. For example, on Tuesday, 1st, Jack Zhang has a 'Support (Daily)' shift from 08:30-17:00. On Sunday, 6th, Umar Azhar has a 'Support (Overnig...)' shift from 00:00-06:00. On Monday, 7th, Brandon Ro has a 'Support (Evening)' shift from 17:00-23:59. On Tuesday, 8th, Umar Azhar has a 'Support (Overnig...)' shift from 00:00-06:00. On Wednesday, 13th, Albert Tai has a 'Support (Early M...)' shift from 06:00-08:30. A red box highlights the 'Another department' dropdown menu, and another red box highlights the 'September 2020' month selector.

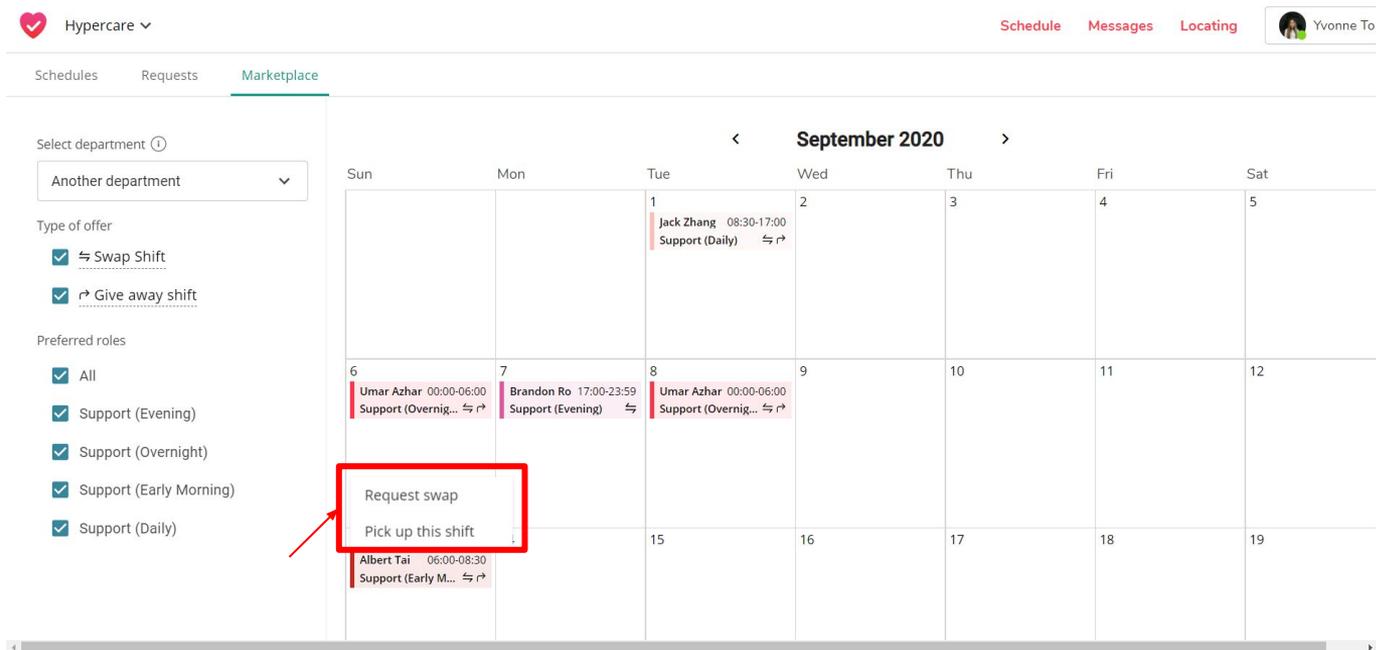
Accepting a Shift on Marketplace

Step 4

Click on a desired shift.

Shifts will be posted for either swap, pick-up, or both. Please select the appropriate option.

If the desired shift is posted as a "pick-up", click on **"Pick up this Shift"** to accept the shift. When picking up a shift from the Marketplace, the changes will be immediately reflected in your schedule.



The screenshot shows the Hypercare Marketplace interface. At the top, there is a navigation bar with 'Hypercare' and a dropdown arrow, and links for 'Schedule', 'Messages', and 'Locating'. A user profile for 'Yvonne To' is visible in the top right. Below the navigation bar, there are tabs for 'Schedules', 'Requests', and 'Marketplace'. The 'Marketplace' tab is active, displaying a calendar for September 2020. On the left side, there are filters for 'Select department' (set to 'Another department'), 'Type of offer' (with checkboxes for 'Swap Shift' and 'Give away shift'), and 'Preferred roles' (with checkboxes for 'All', 'Support (Evening)', 'Support (Overnight)', 'Support (Early Morning)', and 'Support (Daily)'). The calendar grid shows shifts for various days:

- Tue 1: Jack Zhang 08:30-17:00 Support (Daily)
- Sun 6: Umar Azhar 00:00-06:00 Support (Overnig...)
- Mon 7: Brandon Ro 17:00-23:59 Support (Evening)
- Tue 8: Umar Azhar 00:00-06:00 Support (Overnig...)
- Sat 15: Albert Tai 06:00-08:30 Support (Early M...)

 A red box highlights the 'Request swap' and 'Pick up this shift' buttons in the bottom left corner of the calendar grid, with a red arrow pointing to them.

Accepting a Shift on Marketplace

Step 5

If the desired shift is posted as a "swap", click on **"Request Swap"** and select a shift from your own schedule that you would like to swap.

Swapping shift

I want to trade my following shift

ME Sep 16, 2020 / 08:30-17:00
Support (Daily)

For another user's shift

Albert Tai Sep 13, 2020 / 06:00-08:30
Support (Early Morning)

Looking to trade with

All

Preferred roles

- All
- Support (Evening)
- Support (Overnight)
- Support (Early Morning)
- Support (Daily)

RESET
REQUEST

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
		Umar Azhar 00:00-06:00 Support (Overnight)				
		Albert Tai 06:00-08:30 Support (Early Morning)	Jack Tester 06:00-08:30 Support (Early Morning)			
		Jack Zhang 08:30-17:00 Support (Daily)	Jack Zhang 08:30-16:59 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)	ME 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)
		Brandon Ro 17:00-23:59 Support (Evening)		Brandon Ro 17:00-23:59 Support (Evening)	Albert Tai 17:00-23:59 Support (Evening)	Brandon Ro 17:00-23:59 Support (Evening)
		ME 21:00-23:59 Support (Evening)				
6	7	8	9	10	11	12
Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)
Albert Tai 06:00-08:30 Support (Early Morning)	Albert Tai 06:00-08:30 Support (Early Morning)	Albert Tai 06:00-08:30 Support (Early Morning)	Albert Tai 06:00-08:30 Support (Early Morning)	Albert Tai 06:00-08:30 Support (Early Morning)	Albert Tai 06:00-08:30 Support (Early Morning)	Albert Tai 06:00-08:30 Support (Early Morning)
Jack Zhang 08:30-17:00 Support (Daily)	ME 08:30-16:59 Support (Daily)	ME 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)
Albert Tai 17:00-23:59 Support (Evening)	Brandon Ro 17:00-23:59 Support (Evening)	Brandon Ro 17:00-23:59 Support (Evening)	Brandon Ro 17:00-23:59 Support (Evening)	Brandon Ro 17:00-23:59 Support (Evening)	Albert Tai 17:00-23:59 Support (Evening)	Brandon Ro 17:00-23:59 Support (Evening)
13	14	15	16	17	18	19
Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)
Albert Tai 06:00-08:30 Support (Early Morning)	Albert Tai 06:00-08:30 Support (Early Morning)					
Albert Tai 17:00-23:59 Support (Evening)	ME 08:30-17:00 Support (Daily)	ME 08:30-17:00 Support (Daily)	ME 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)
	Brandon Ro 17:00-23:59 Support (Evening)	Albert Tai 17:00-23:59 Support (Evening)	Brandon Ro 17:00-23:59 Support (Evening)			

Accepting a Shift on Marketplace

Step 6

Click **“Request”** to complete the request. All request will populate under the **Requests** tab.

Please note: Users will be unable to accept a shift that has already passed to the Marketplace. Instead, they will be prompted to select a shift that has not yet occurred.

Swapping shift

I want to trade my following shift

ME Sep 16, 2020 / 08:30-17:00
Support (Daily)

For another user's shift

Albert Tai Sep 13, 2020 / 06:00-08:30
Support (Early Morning)

Looking to trade with

All ▼

Preferred roles

- All
- Support (Evening)
- Support (Overnight)
- Support (Early Morning)
- Support (Daily)

RESET
REQUEST

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
		Umar Azhar 00:00-06:00 Support (Overnight)				
		Albert Tai 06:00-08:30 Support (Early Morning)	Jack Tester 06:00-08:30 Support (Early Morning)			
		Jack Zhang 08:30-17:00 Support (Daily)	Jack Zhang 08:30-16:59 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)	ME 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)
		Brandon Ro 17:00-23:59 Support (Evening)		Brandon Ro 17:00-23:59 Support (Evening)	Albert Tai 17:00-23:59 Support (Evening)	Brandon Ro 17:00-23:59 Support (Evening)
		ME 21:00-23:59 Support (Evening)				
6	7	8	9	10	11	12
Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)
Albert Tai 06:00-08:30 Support (Early Morning)	Albert Tai 06:00-08:30 Support (Early Morning)	Albert Tai 06:00-08:30 Support (Early Morning)	Albert Tai 06:00-08:30 Support (Early Morning)	Albert Tai 06:00-08:30 Support (Early Morning)	Albert Tai 06:00-08:30 Support (Early Morning)	Albert Tai 06:00-08:30 Support (Early Morning)
Jack Zhang 08:30-17:00 Support (Daily)	ME 08:30-16:59 Support (Daily)	ME 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)
Albert Tai 17:00-23:59 Support (Evening)	Brandon Ro 17:00-23:59 Support (Evening)	Brandon Ro 17:00-23:59 Support (Evening)	Brandon Ro 17:00-23:59 Support (Evening)	Brandon Ro 17:00-23:59 Support (Evening)	Albert Tai 17:00-23:59 Support (Evening)	Brandon Ro 17:00-23:59 Support (Evening)
13	14	15	16	17	18	19
Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)	Umar Azhar 00:00-06:00 Support (Overnight)
Albert Tai 06:00-08:30 Support (Early Morning)	Albert Tai 06:00-08:30 Support (Early Morning)					
Albert Tai 17:00-23:59 Support (Evening)	ME 08:30-17:00 Support (Daily)	ME 08:30-17:00 Support (Daily)	ME 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)	Jack Zhang 08:30-17:00 Support (Daily)
	Brandon Ro 17:00-23:59 Support (Evening)	Albert Tai 17:00-23:59 Support (Evening)	Brandon Ro 17:00-23:59 Support (Evening)			

Troubleshooting Tips

Q: I picked up a shift on the Marketplace but my colleague did not receive a request.

A: When accepting shifts that have been posted to the Marketplace as a “Pick up”, changes will be immediately reflected in the Schedule and requires no further action. The request will appear in your Previous Requests as “Accepted”.

Troubleshooting Tips

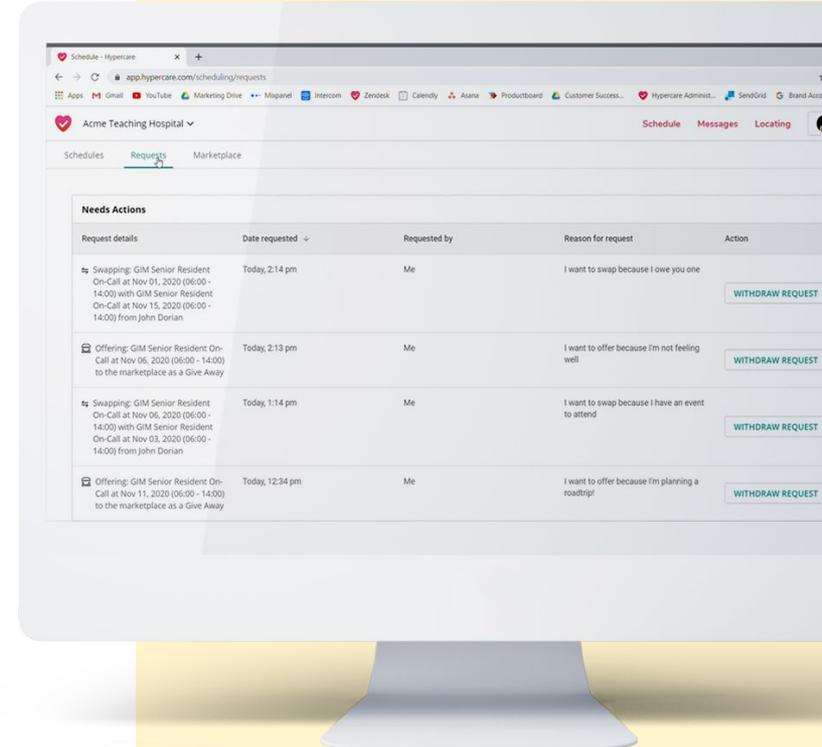
Q: I requested to swap with a shift on the Marketplace but the shift does not appear on my schedule.

A: When accepting shifts that have been posted to the Marketplace as a “Swap”, users must wait for their colleague to ensure that they are available to work your shift and accept the request. Once the request has been accepted, both parties will receive an email notification and changes will be reflected in the schedule.



What is the “Requests” Feature?

Shift requests that have been made with a direct colleague and/or on the *Marketplace* will appear in the *Requests* tab. Here, users can view the status of their current requests and the requests that they have received from other colleagues.

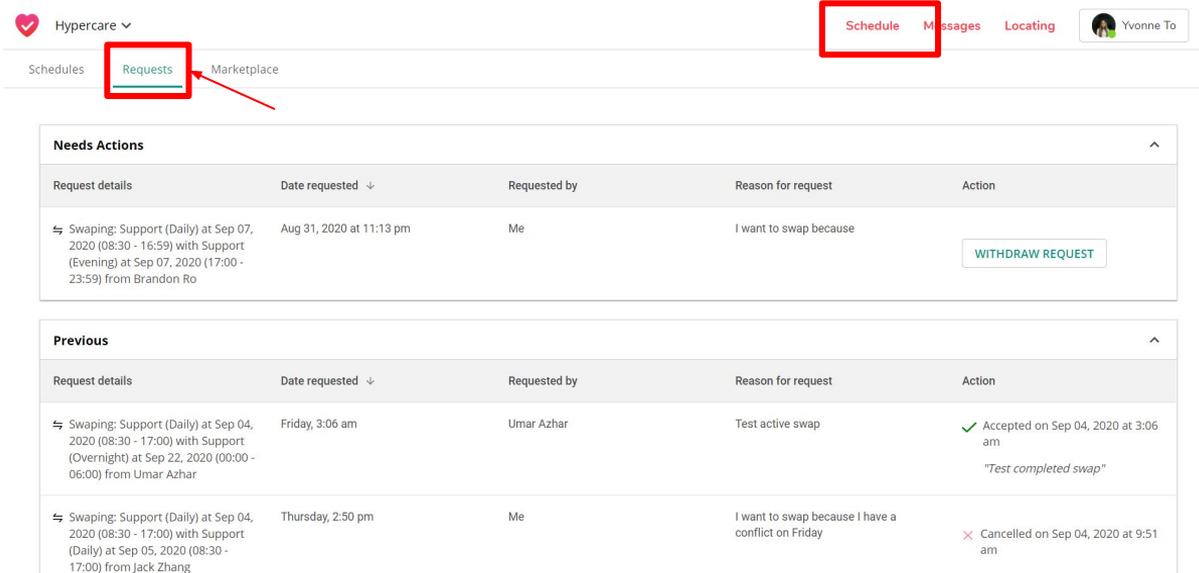


Withdrawing a Request

Active requests that you have made will appear in the **Requests** tab under **"Needs Action"**. Here, you can withdraw your request if it has not yet been accepted by a direct colleague or through the Marketplace.

Step 1

Click on the Schedule icon located on the top of the web page and click on the **Requests** tab.



The screenshot shows the Hypercare user interface. At the top, there is a navigation bar with the Hypercare logo, a dropdown menu, and buttons for 'Schedule', 'Messages', and 'Locating'. The 'Schedule' button is highlighted with a red box. Below the navigation bar, there are tabs for 'Schedules', 'Requests', and 'Marketplace'. The 'Requests' tab is selected and highlighted with a red box. A red arrow points to the 'Requests' tab. Below the tabs, there is a table titled 'Needs Actions' with columns for 'Request details', 'Date requested', 'Requested by', 'Reason for request', and 'Action'. The table contains one row with a request for swapping support on Sep 07, 2020. The 'Action' column for this row contains a 'WITHDRAW REQUEST' button. Below the 'Needs Actions' table, there is a 'Previous' section with a table containing two rows of past requests. The first row shows a request accepted on Sep 04, 2020, and the second row shows a request cancelled on Sep 04, 2020.

Request details	Date requested ↓	Requested by	Reason for request	Action
↵ Swapping: Support (Daily) at Sep 07, 2020 (08:30 - 16:59) with Support (Evening) at Sep 07, 2020 (17:00 - 23:59) from Brandon Ro	Aug 31, 2020 at 11:13 pm	Me	I want to swap because	WITHDRAW REQUEST

Request details	Date requested ↓	Requested by	Reason for request	Action
↵ Swapping: Support (Daily) at Sep 04, 2020 (08:30 - 17:00) with Support (Overnight) at Sep 22, 2020 (00:00 - 06:00) from Umar Azhar	Friday, 3:06 am	Umar Azhar	Test active swap	✓ Accepted on Sep 04, 2020 at 3:06 am "Test completed swap"
↵ Swapping: Support (Daily) at Sep 04, 2020 (08:30 - 17:00) with Support (Daily) at Sep 05, 2020 (08:30 - 17:00) from Jack Zhang	Thursday, 2:50 pm	Me	I want to swap because I have a conflict on Friday	✗ Cancelled on Sep 04, 2020 at 9:51 am

Withdrawing a Request

Step 2

Locate the appropriate request and click on the ***“Withdraw Request”*** icon.

Hypercare
Schedule Messages Locating
Yvonne To

Schedules
Requests
Marketplace

Needs Actions

Request details	Date requested ↓	Requested by	Reason for request	Action
↔ Swapping: Support (Daily) at Sep 07, 2020 (08:30 - 16:59) with Support (Evening) at Sep 07, 2020 (17:00 - 23:59) from Brandon Ro	Aug 31, 2020 at 11:13 pm	Me	I want to swap because	<div style="border: 2px solid red; padding: 2px; display: inline-block;">WITHDRAW REQUEST</div>

Previous

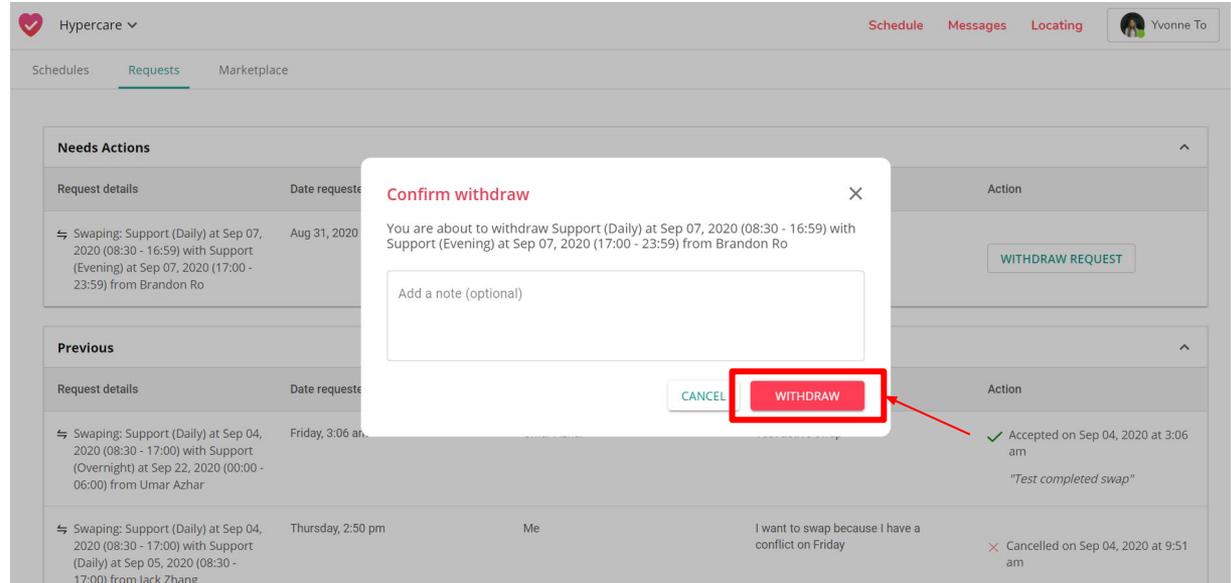
Request details	Date requested ↓	Requested by	Reason for request	Action
↔ Swapping: Support (Daily) at Sep 04, 2020 (08:30 - 17:00) with Support (Overnight) at Sep 22, 2020 (00:00 - 06:00) from Umar Azhar	Friday, 3:06 am	Umar Azhar	Test active swap	✓ Accepted on Sep 04, 2020 at 3:06 am <i>“Test completed swap”</i>
↔ Swapping: Support (Daily) at Sep 04, 2020 (08:30 - 17:00) with Support (Daily) at Sep 05, 2020 (08:30 - 17:00) from Jack Zhang	Thursday, 2:50 pm	Me	I want to swap because I have a conflict on Friday	✗ Cancelled on Sep 04, 2020 at 9:51 am

Withdrawing a Request

Step 3

Provide a brief explanation if appropriate and click on ***“Withdraw”***.

The request will appear in your Requests tab under ***“Previous”*** and will indicate that you have ***“Cancelled”*** the request.



The screenshot shows the Hypercare interface with a 'Confirm withdraw' dialog box. The dialog box contains the following text:

Confirm withdraw [X]

You are about to withdraw Support (Daily) at Sep 07, 2020 (08:30 - 16:59) with Support (Evening) at Sep 07, 2020 (17:00 - 23:59) from Brandon Ro

Add a note (optional)

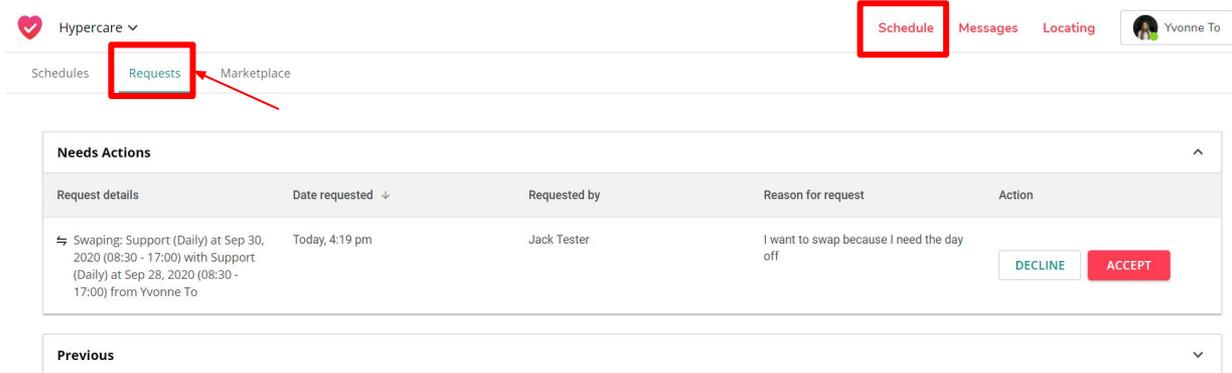
[CANCEL] [WITHDRAW]

The background shows a table of requests with columns for 'Request details', 'Date requested', and 'Action'. The 'WITHDRAW' button is highlighted with a red box and an arrow.

Request details	Date requested	Action
↔ Swapping: Support (Daily) at Sep 07, 2020 (08:30 - 16:59) with Support (Evening) at Sep 07, 2020 (17:00 - 23:59) from Brandon Ro	Aug 31, 2020	[WITHDRAW REQUEST]
↔ Swapping: Support (Daily) at Sep 04, 2020 (08:30 - 17:00) with Support (Overnight) at Sep 22, 2020 (00:00 - 06:00) from Umar Azhar	Friday, 3:06 am	✓ Accepted on Sep 04, 2020 at 3:06 am "Test completed swap"
↔ Swapping: Support (Daily) at Sep 04, 2020 (08:30 - 17:00) with Support (Daily) at Sep 05, 2020 (08:30 - 17:00) from Jack Zhang	Thursday, 2:50 pm	Me I want to swap because I have a conflict on Friday ✗ Cancelled on Sep 04, 2020 at 9:51 am

Accepting a Request

Active requests that you have made will appear in the *Requests* tab under **“Needs Action”**. Here, you can withdraw your request if it has not yet been accepted by a direct colleague or through the Marketplace.



The screenshot shows the Hypercare user interface. At the top, there is a navigation bar with a 'Schedule' icon highlighted in a red box. Below the navigation bar, there are three tabs: 'Schedules', 'Requests' (highlighted in a red box with a red arrow pointing to it), and 'Marketplace'. Below the tabs, there is a 'Needs Actions' section containing a table with one row of request details. The table has columns for 'Request details', 'Date requested', 'Requested by', 'Reason for request', and 'Action'. The 'Action' column contains two buttons: 'DECLINE' and 'ACCEPT'.

Request details	Date requested ↓	Requested by	Reason for request	Action
↔ Swapping: Support (Daily) at Sep 30, 2020 (08:30 - 17:00) with Support (Daily) at Sep 28, 2020 (08:30 - 17:00) from Yvonne To	Today, 4:19 pm	Jack Tester	I want to swap because I need the day off	<input type="button" value="DECLINE"/> <input type="button" value="ACCEPT"/>

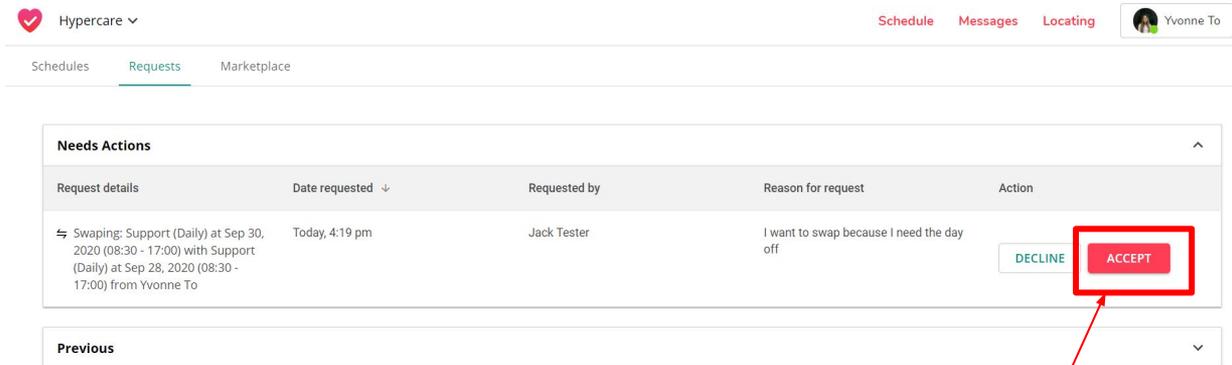
Step 1

Click on the Schedule icon located on the top of the web page and click on the *Requests* tab.

Accepting a Request

Step 2

Locate the appropriate request and click on the **“Accept”** icon.



The screenshot shows the Hypercare user interface. At the top, there is a navigation bar with the Hypercare logo, a user profile for Yvonne To, and links for Schedule, Messages, and Locating. Below this is a secondary navigation bar with Schedules, Requests (highlighted), and Marketplace. The main content area is titled 'Needs Actions' and contains a table with request details. The table has columns for Request details, Date requested, Requested by, Reason for request, and Action. A red box highlights the 'ACCEPT' button in the Action column, with a red arrow pointing to it from below.

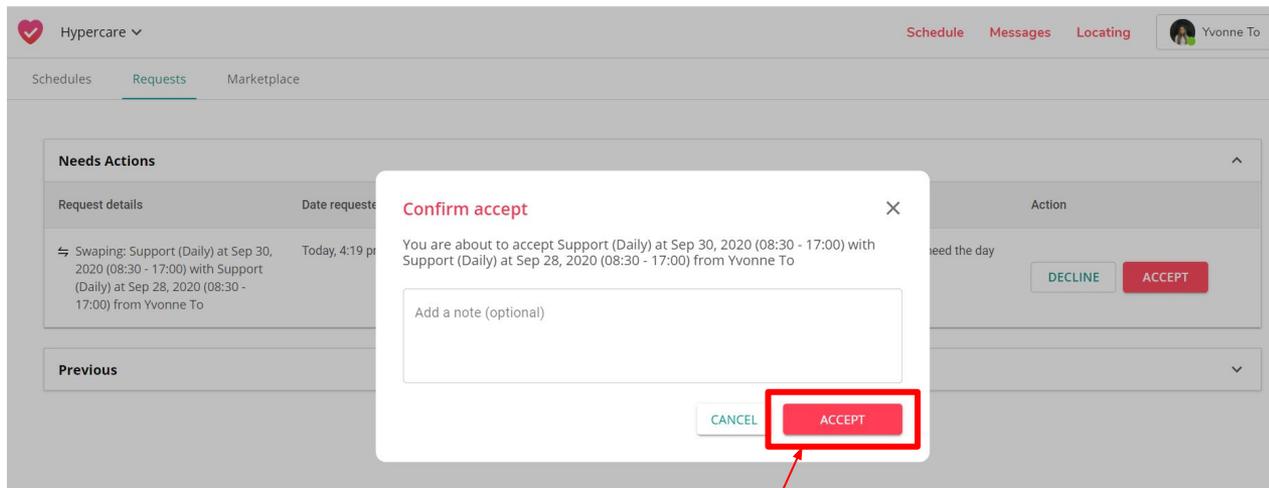
Request details	Date requested ↓	Requested by	Reason for request	Action
↔ Swapping: Support (Daily) at Sep 30, 2020 (08:30 - 17:00) with Support (Daily) at Sep 28, 2020 (08:30 - 17:00) from Yvonne To	Today, 4:19 pm	Jack Tester	I want to swap because I need the day off	DECLINE ACCEPT

Previous

Accepting a Request

Step 3

Provide a note to your colleague if appropriate and click **“Accept”** to accept the request. Changes will be immediately reflected in your schedule.



The screenshot displays the Hypercare application interface. At the top, there is a navigation bar with 'Hypercare' and a dropdown arrow, and links for 'Schedule', 'Messages', and 'Locating'. A user profile for 'Yvonne To' is visible in the top right. Below the navigation bar, there are tabs for 'Schedules', 'Requests', and 'Marketplace'. The 'Requests' tab is active, showing a list of requests under the heading 'Needs Actions'. One request is visible: 'Swapping: Support (Daily) at Sep 30, 2020 (08:30 - 17:00) with Support (Daily) at Sep 28, 2020 (08:30 - 17:00) from Yvonne To'. A modal dialog box titled 'Confirm accept' is overlaid on the request. The dialog contains the text: 'You are about to accept Support (Daily) at Sep 30, 2020 (08:30 - 17:00) with Support (Daily) at Sep 28, 2020 (08:30 - 17:00) from Yvonne To'. Below this text is a text input field labeled 'Add a note (optional)'. At the bottom of the dialog, there are two buttons: 'CANCEL' and 'ACCEPT'. The 'ACCEPT' button is highlighted with a red rectangular box, and a red arrow points to it from the bottom right.

Declining a Request

Active requests that you have made will appear in the *Requests* tab under **“Needs Action”**. Here, you can withdraw your request if it has not yet been accepted by a direct colleague or through the Marketplace.



The screenshot shows the Hypercare user interface. At the top, there is a navigation bar with a heart icon and the text 'Hypercare'. To the right of this bar are three buttons: 'Schedule' (highlighted with a red box), 'Messages', and 'Locating'. Below the navigation bar is a secondary bar with three tabs: 'Schedules', 'Requests' (highlighted with a red box and a red arrow pointing to it), and 'Marketplace'. Below the tabs is a 'Needs Actions' section, which is a table with the following data:

Request details	Date requested ↓	Requested by	Reason for request	Action
↔ Swapping: Support (Daily) at Sep 30, 2020 (08:30 - 17:00) with Support (Daily) at Sep 28, 2020 (08:30 - 17:00) from Yvonne To	Today, 4:19 pm	Jack Tester	I want to swap because I need the day off	DECLINE ACCEPT

Below the table is a 'Previous' section with a dropdown arrow.

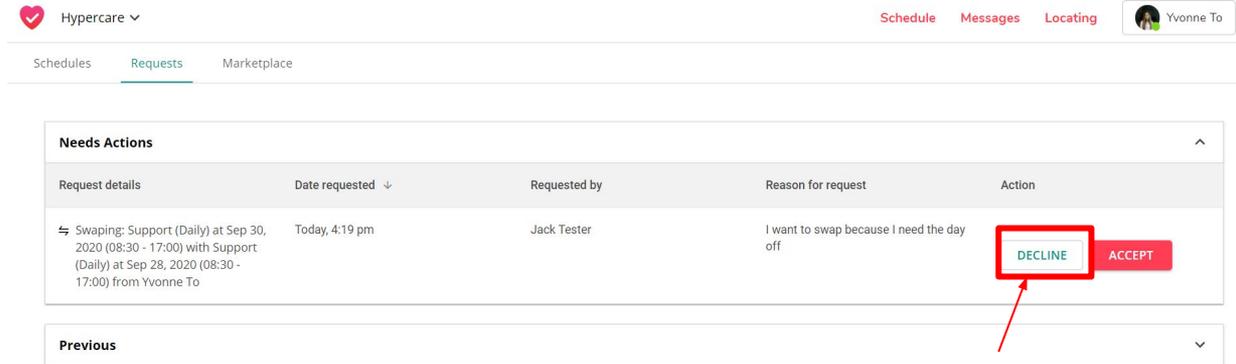
Step 1

Click on the Schedule icon located on the top of the web page and click on the *Requests* tab.

Declining a Request

Step 2

Locate the appropriate request and click on the ***“Decline”*** icon.



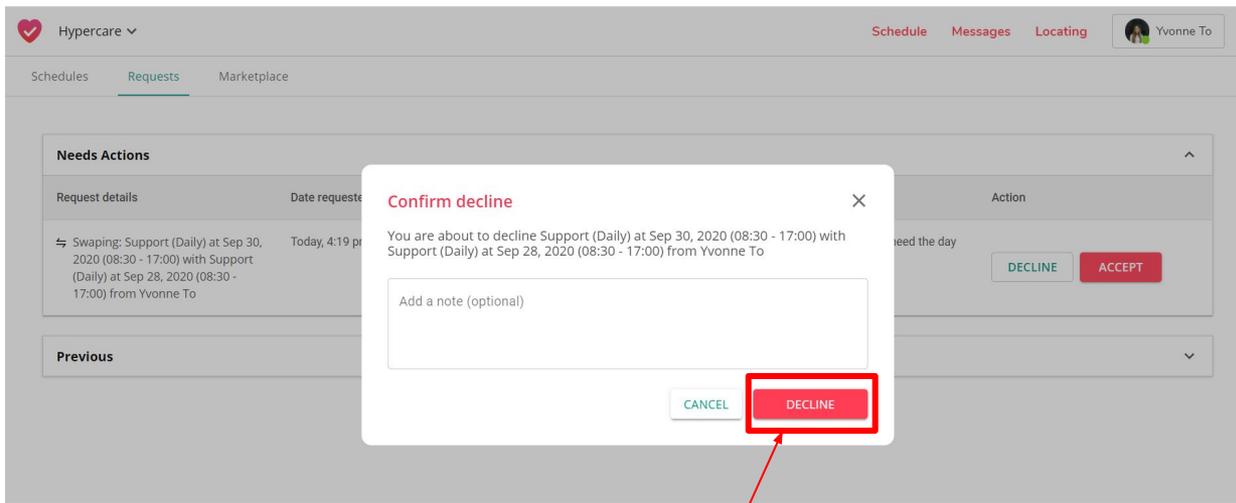
The screenshot shows the Hypercare user interface. At the top, there is a navigation bar with the Hypercare logo, a user profile for Yvonne To, and links for Schedule, Messages, and Locating. Below this is a secondary navigation bar with Schedules, Requests (highlighted), and Marketplace. The main content area is titled 'Needs Actions' and contains a table of requests. The first request is a swap request from Yvonne To to Jack Tester. The 'Action' column for this request contains two buttons: 'DECLINE' (highlighted with a red box and a red arrow) and 'ACCEPT'.

Request details	Date requested ↓	Requested by	Reason for request	Action
↔ Swapping: Support (Daily) at Sep 30, 2020 (08:30 - 17:00) with Support (Daily) at Sep 28, 2020 (08:30 - 17:00) from Yvonne To	Today, 4:19 pm	Jack Tester	I want to swap because I need the day off	DECLINE ACCEPT

Declining a Request

Step 3

Provide a note to your colleague if appropriate and click ***“Decline”*** to decline the request. Your colleague will receive a notification that you have declined their request.



**Thank you, please
contact Hypercare
support with any
further questions**

You can reach us at:

Call: +1(877)379-3533

Call/Text: (6747)370-4788

Email: support@hypercare.com

Chatbot: www.hypercare.com