

# Shift Request Management



## 1. Introduction & Purpose

Proactive scheduling and adequate staffing are foundational to operational readiness in emergency services and public safety.

Open shifts present a critical gap in our resource alignment. To ensure comprehensive coverage, personnel are encouraged to sign up for open slots that fit their availability.

This guide details the procedure for identifying and requesting an open shift using the **Code 3 Rescue Platform's Customer Portal**.

### General Request Policies

- **Portal Access:** The shift board is located at the Customer portal at <https://c3rescue.com/portal.html>
- **Status Indicators:** Open shifts will display a green vertical bar on the left side and read "OPEN SLOT".
- **Approval Required:** Requesting a shift does not guarantee assignment. An Administrator must review and approve all shift requests before they become active assignments.

## 2. Requesting an Open Shift

To cover an open shift, you must submit a formal request through the platform. Follow these steps:

- 1 Access the Shift Board:** Navigate to the Shift Board within the customer portal. Locate an available shift (marked with a green vertical bar and “OPEN SLOT”). Click on the “OPEN SLOT” block to open the shift details window.
- 2 Submit Request:** In the Shift details window, review the necessary details (Start Time, End Time, Zone). If the shift fits your schedule, click the **Request Shift** button located at the bottom.
- 3 Confirmation Prompt:** You will receive a pop-up window that says “Success” when your shift has been successfully requested. Click **OK** to close the dialog.

## Post-Request Processing

Once you have submitted your request, an automated notification is instantly sent to the administrative team for review.

- 4 Pending Status:** Your requested shift will now appear on your calendar with an orange vertical stripe and an hourglass icon, labeled “REQ: [Your-Name]”. This indicates the shift is awaiting admin approval.
- 5 Final Approval:** When the administrator approves your request, you will receive an automated e-mail notification. The calendar will then permanently add the shift to your assigned shifts, changing the display to a Blue vertical stripe with your name listed as the assignee.

### Success

Once the shift is blue on your calendar, you are officially assigned and responsible for covering that operational period.