

# TeamBridge Mobile App Guide

## Employee

Viewing and Managing Your Schedule



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*At Procure + Labor Management, we are committed to delivering excellence in everything we do, including the training resources we provide to support you. This guide is designed to help you confidently use TeamBridge for scheduling, communication, and shift management.*

*Our goal is to make sure you have the tools and knowledge needed to succeed. Please review the information carefully, and if you have additional questions, reach out to us at [labor@procarehr.com](mailto:labor@procarehr.com).*

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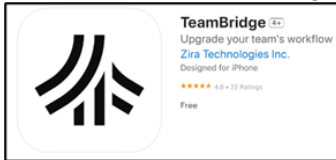
Items covered in this Employee Guide:

1. **Getting Started: Login to TeamBridge**
  - Downloading the App + Logging In for the First Time
  - Updating Notifications
  - Updating your Profile Photo
2. **Managing Your Schedule**
  - Viewing Your Schedule
  - Claiming & Picking Up Shifts
  - Releasing Shifts
  - Finding Your Own Coverage
  - Understanding Shift Approval Process
3. **Communication Tools**
  - Sending & Receiving Messages
  - Push Notifications & Alerts
  - Professional Use of Messaging

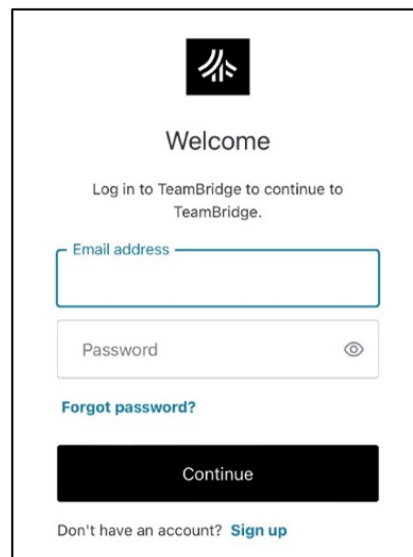
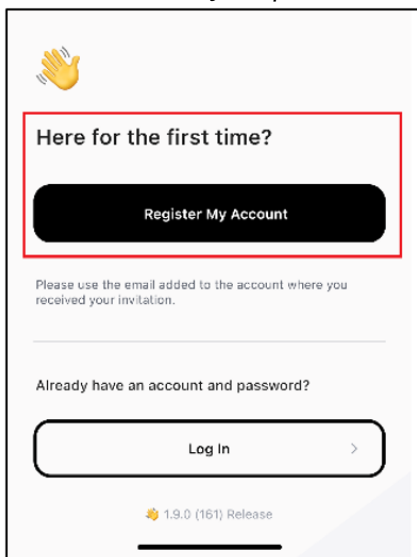
# Getting Started: Login to TeamBridge

To login to TeamBridge for the first time,

1. Download the TeamBridge mobile app on your Apple App or Google Play store



2. On the login screen, select **“Register My Account”**
3. You’ll be asked to enter an Email Address and Password.
4. Please use the below credentials to log in:
  1. **Email Address (Username)** – this will be your primary email in UKG (*Note, your ‘email address’ is your primary email in UKG but may have been adjusted if you have a work email.*)
  2. **Password** – you can choose your own password while registering your account (*the password you first enter will be your password ongoing*)



5. Review this video link for general Team Member (mobile app) TeamBridge Training <https://www.canva.com/design/DAFttlit-aY/0Puayg5MzwRVt1B8fvuFog/watch>

# Getting Started: Updating Notifications

## Why Notifications Are Important

Keeping notifications enabled in TeamBridge is essential for staying connected and avoiding scheduling issues. Notifications alert you in **real time** when:

- A new shift is posted and available for pickup.
- Your schedule changes or a shift is updated.
- A coworker requests coverage for a shift.
- A supervisor sends you an important message.

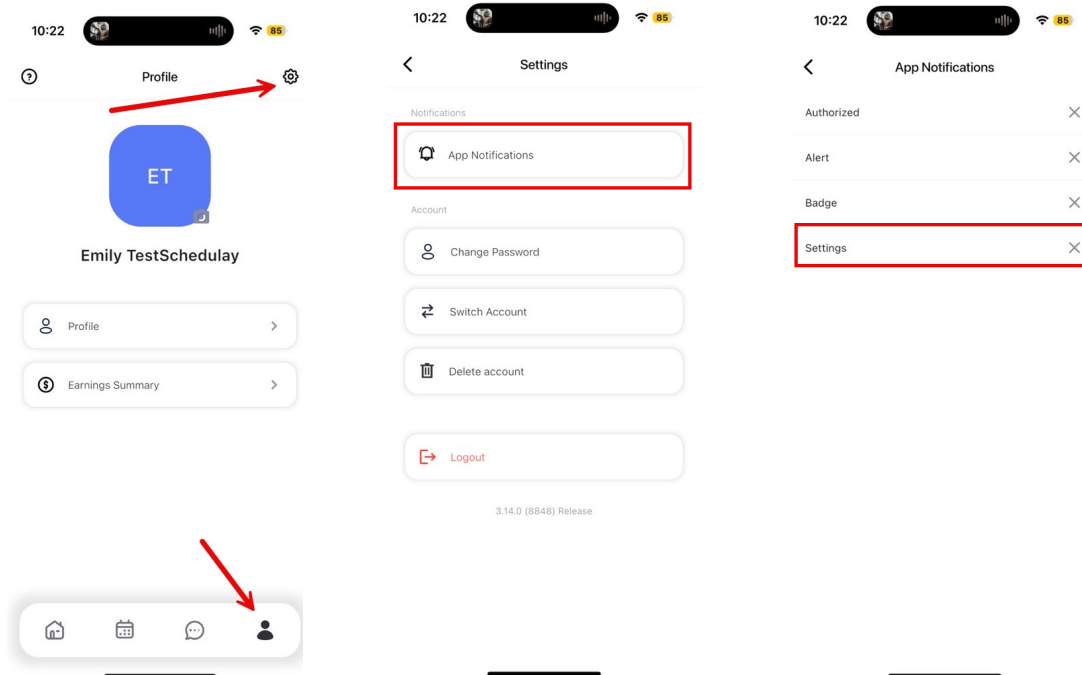
If notifications are turned off, you may:

- Miss opportunities to pick up extra hours.
- Be unaware of last-minute schedule changes.
- Fail to see coverage requests or approvals in time.
- Risk being late or missing a shift because you didn't see an update.

**\*\*Remember:** TeamBridge is the primary communication tool for scheduling and shift updates. Enabling notifications ensures you are always informed and can respond quickly when needed.

To update your notifications,

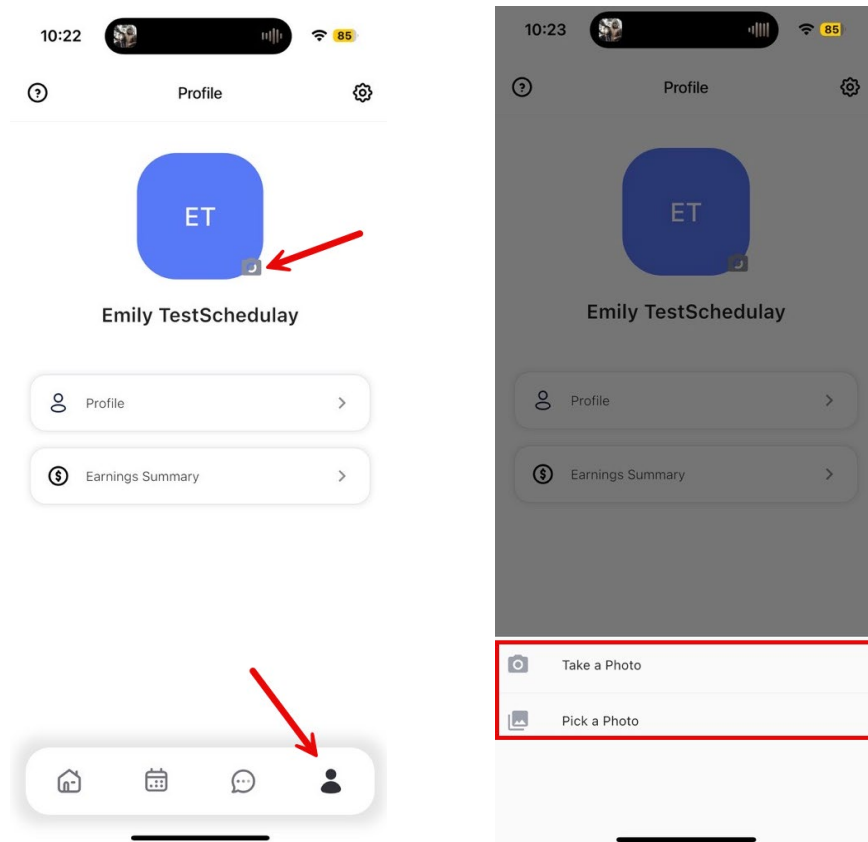
1. Navigate to your profile by selecting the person icon in the bottom right of your mobile app
2. Click on the settings gear button in the top right corner.
3. Click on "App Notifications".
4. Click on one of the setting options on that page. This will bring you into your native phone notification settings where you can
5. Choose how you want notifications to be delivered.



## Getting Started: Updating Your Profile Photo

If you want to add a photo to your profile,

1. Navigate to your profile by selecting the person icon in the bottom right of your mobile app.
2. Click on the camera icon on your profile screen
3. You can then either take a new photo, or upload an existing photo



# Managing Your Schedule: Viewing Your Schedule

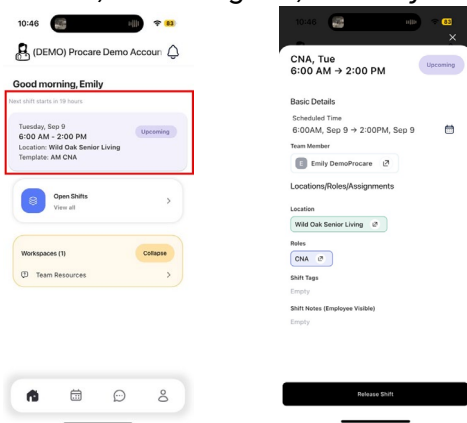
## Why It's Important to Check Your Schedule Regularly

Your schedule in TeamBridge is the official record of your shifts. Always check the app to confirm times and updates. Even if you *think* you know your hours, always double-check in the app to make sure there haven't been updates. Checking your schedule regularly ensures that you:

- Stay up to date on any changes made by your supervisor.
- Avoid confusion about start times, end times, and locations.
- Confirm that shift swaps, coverage requests, or time-off approvals are recorded correctly.
- Prevent missed shifts, tardiness, or “no call/no show” situations that can negatively impact your employment.

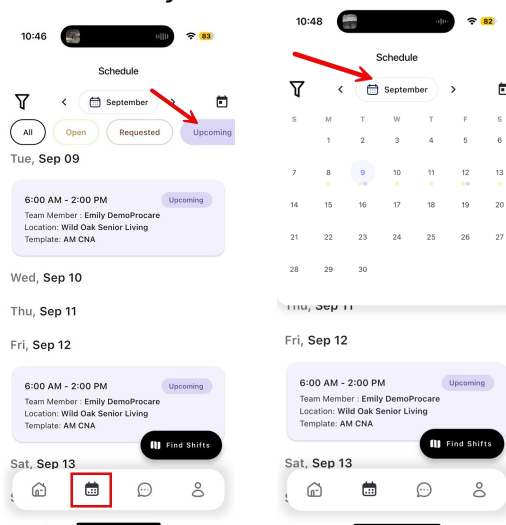
### To view your next upcoming shift:

1. From the Home Screen, locate the box showing your Next Upcoming Shift, where it indicates “Next Shift starts in XX Hours”. Click directly on the shift to see details including start time, end time, location, role assigned, and any shift notes your scheduler/manager has left:



### To view your full upcoming schedule:

1. From the bottom navigation bar, tap the Calendar button.
2. Scroll through the calendar to see all of your upcoming shifts.
3. Tap on any individual shift for more details.
4. To view this in a month view, click on month at the top of the screen. Purple dots indicate any scheduled shift on your schedule. Yellow dots indicate open shifts.

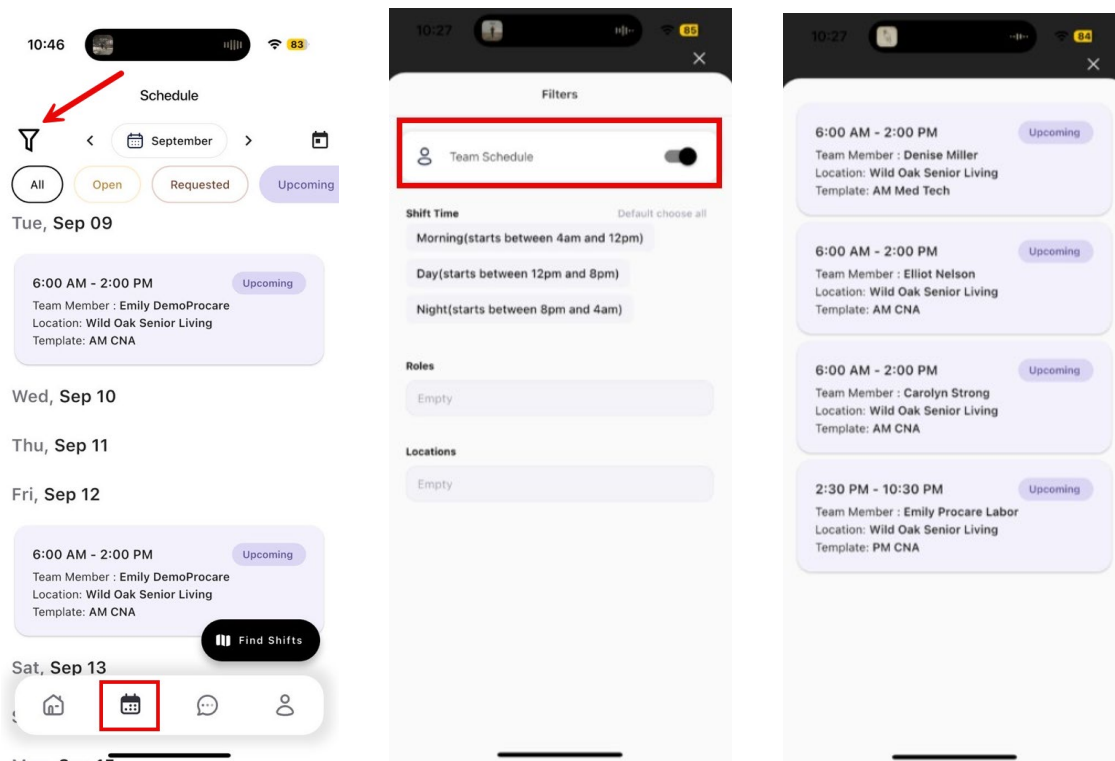


## Managing Your Schedule: Viewing Your Team's Schedule

If your company has opted to share department schedules, you can view when your coworkers are scheduled to work. This feature is helpful for planning coverage, coordinating with your team, and understanding overall staffing levels.

Follow the steps below to view your team's schedule:

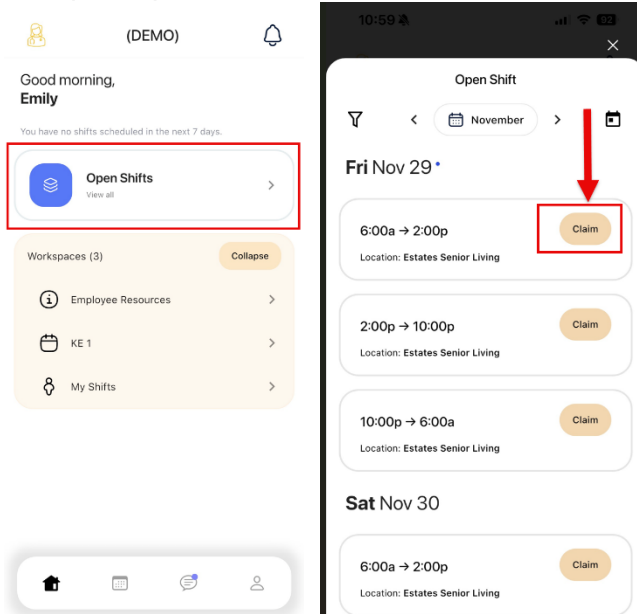
1. On the calendar page, click on the filter/funnel button on the top left corner of the calendar page
2. Toggle on the "Team Schedule" button
3. You will be able to see upcoming shifts for all team members, and the shift



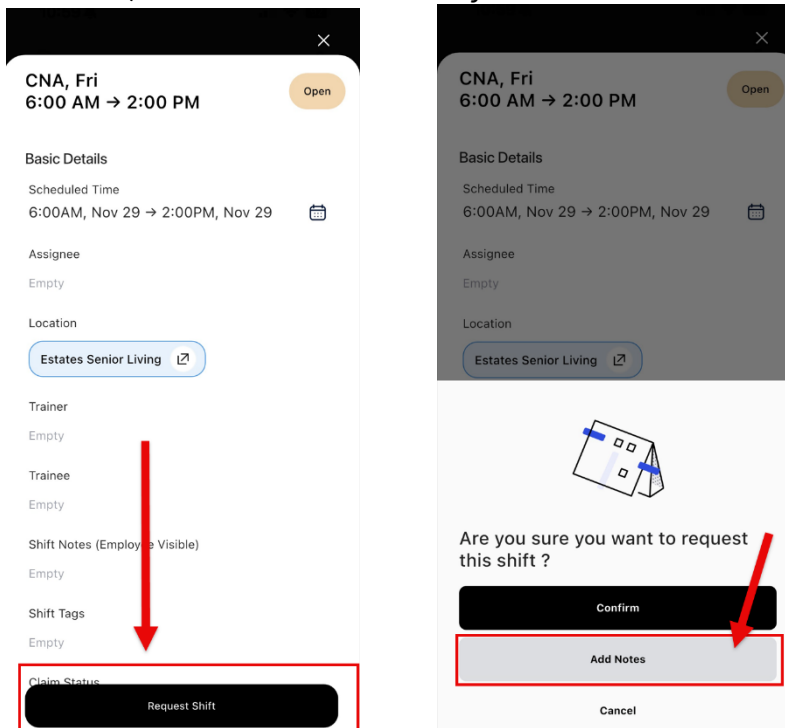
# Managing Your Schedule: Picking Up Shifts in the TeamBridge Mobile App

To pick up extra shifts,

1. Navigate to your mobile app, and click on Open Shifts. When you have identified the shift, you want to pick up, click “Claim.”

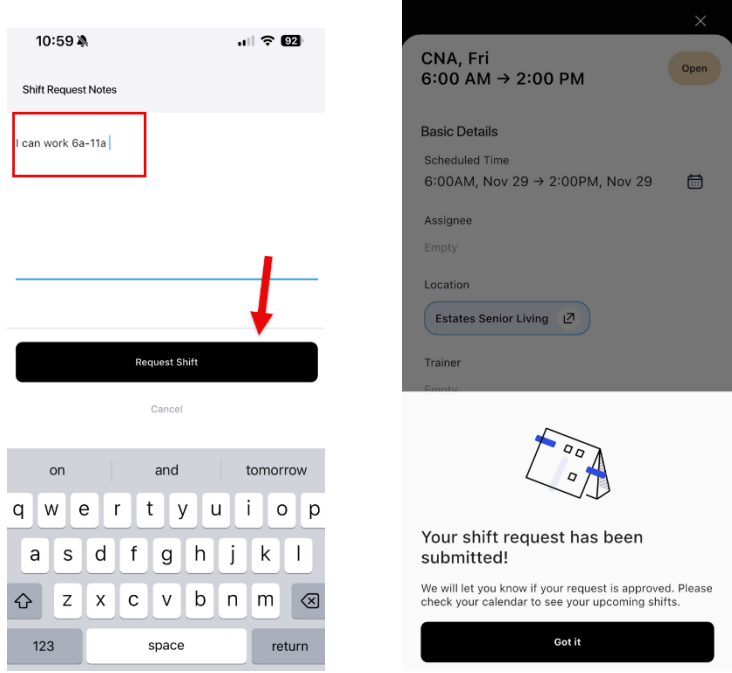


2. When you have clicked, “Claim,” click “Request Shift” within the shift. You can either click “Confirm,” or click “Add Notes” if you want to add additional commentary.





3. "Adding Notes" are a great place to add notes if you are only able to work part of a shift. Once you are ready to submit your request, click "Request Shift."

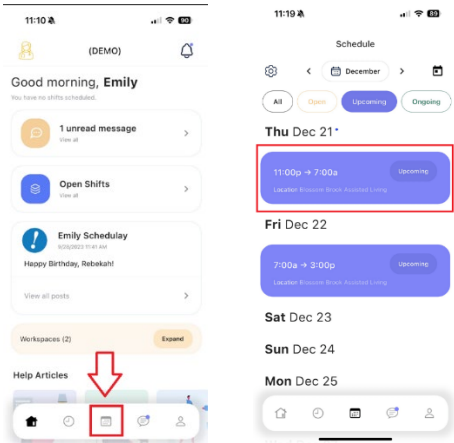


# Managing Your Schedule: Finding Coverage for your Shift / Releasing a Shift to a Colleague

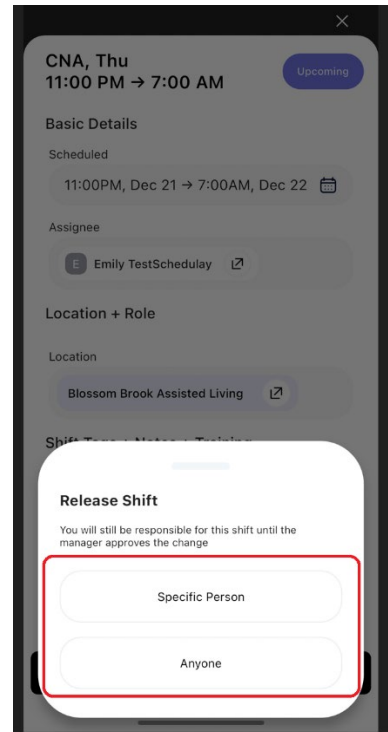
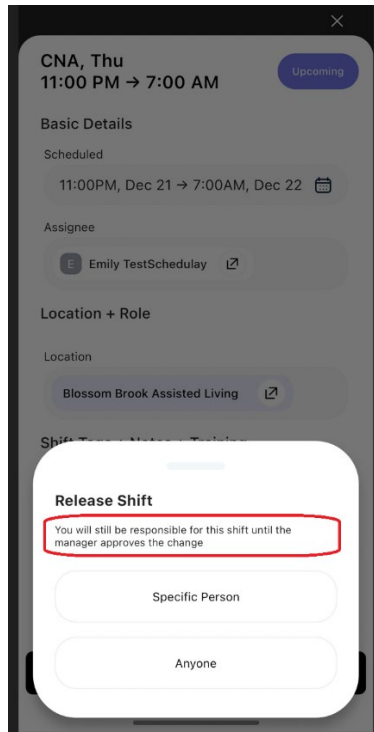
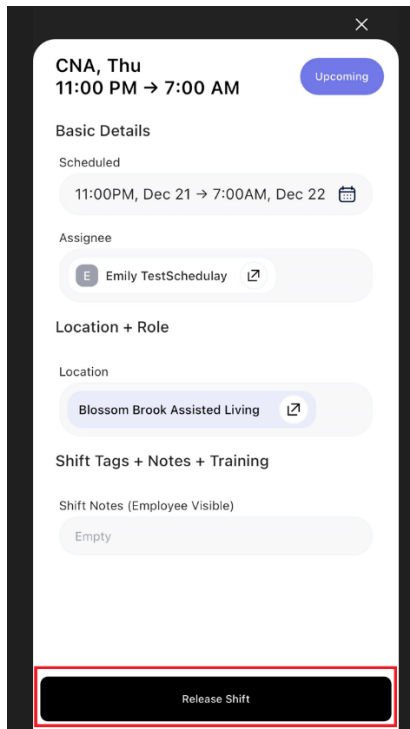
If you are looking for coverage for your shift and want to offer up your shift to a colleague, follow the below steps.

**Please Remember! The shift you are releasing is still your accountability until another staff member has picked up the shift AND the swap has been approved by your scheduler.**

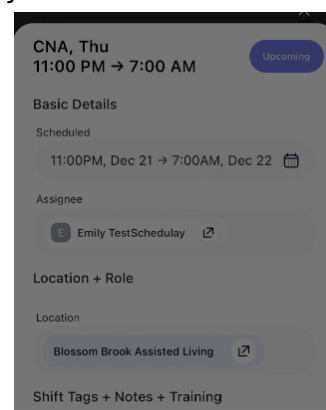
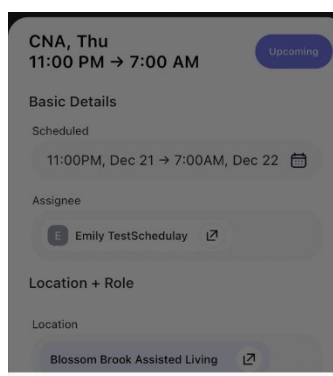
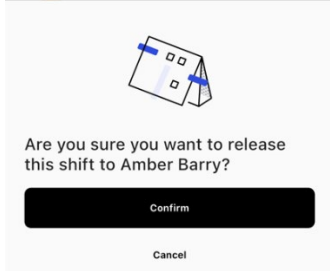
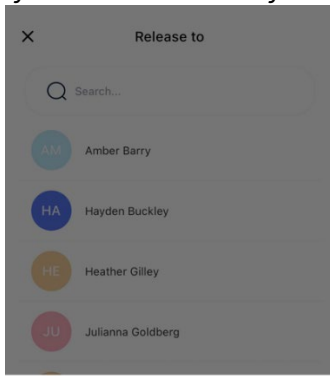
1. Login to your TeamBridge App and Navigate to your Calendar, and find the shift you want to find coverage for and click on that shift



2. To release your shift to another individual, click on “Release Shift.” You’ll be presented with two options – Release to a Specific Person, or to Anyone.



3. You can either release your shift to a Specific Person or to Anyone. In both cases, you'll be asked to confirm you want to release your shift. Click "Confirm" to release your shift!



# Communication Tools

## Professional Use of Messaging

TeamBridge is a **workplace communication tool**, not a social media platform. All messages sent through the app are part of your professional record and should reflect the same level of respect and professionalism you would use in person at work.

### Guidelines for Professional Communication:

- Use clear, respectful, and polite language at all times.
- Keep messages focused on work topics (scheduling, shift coverage, job responsibilities).
- Avoid slang, abbreviations, or emojis that could be misunderstood.
- Do not use the app for personal conversations, gossip, or complaints.
- Remember that supervisors and managers may review communication at any time.

**Think before you send:** If you wouldn't say it out loud in a meeting or in front of a Resident, it doesn't belong in a TeamBridge message. Maintaining professionalism in your communication helps create a respectful workplace and ensures messages are taken seriously.

## Sending Messages

To send a message to your teammate,

1. Click on the chat bubble icon on the bottom navigation panel and click the plus sign
2. Click on "Direct Message"
3. You can either scroll the list or search the name of the individual you want to send the message to. Click on their name
4. Enter the text you wish to send, and click the arrow send button
5. Your message has sent!

