

# Mobile Adoption FAQ

Empower Your Team with Answers to Commonly Asked Questions

## How can I encourage my team to use SchedulePro?

Supervisors play a crucial role in driving adoption and encouraging employees to use SchedulePro. It is important for you to establish clear processes for using the leaves, trades, bids, and volunteering product features, along with defined deadlines to phase out any legacy scheduling processes. By providing specific usage guidelines and promoting the benefits of using SchedulePro, supervisors can effectively drive adoption among employees.

## What if my employees don't have a smartphone?

Not having a smartphone is not a barrier to using SchedulePro. All employees can access SchedulePro through a laptop or desktop computer. Many businesses offer access to computers within their facilities. If your organization has security measures that restrict access to onsite locations only, consider expanding access to SchedulePro within your facility.

## What if my employees aren't keen on using their data plan to access SchedulePro?

Using a data plan is not mandatory for accessing SchedulePro. Employees have the option to access SchedulePro on a computer, eliminating the need to rely on their personal data plans. This ensures that employees can conveniently access the scheduling system without incurring any additional costs.

## What if employees are in an area with limited cell coverage?

Even in areas with no cell coverage, employees can still use SchedulePro via the mobile app. The mobile app is designed to work with Wi-Fi connectivity as well. If Wi-Fi access is available at your work facility, employees will be able to access SchedulePro regardless of the cellular network coverage in the area.

## How much space does the app take up on a smartphone?

### iOS: 31.7MB

Compare to similar:

When I Work: 48.3MB

UKG Workforce Central: 31.7MB

UKG Dimensions: 14.6MB

Workday: 125.1MB

UKG Pro (UltiPro): 87.2MB

### Android: 10.6MB (app download) 21MB (app size on device)

Compare to similar:

When I Work: 19.53 MB

UKG Workforce Central: 15.89 MB

UKG Dimensions: 17.32MB

Workday: 38.47 MB

UKG Pro (UltiPro): 49.86 MB

### **My employees don't trust mobile apps; they like to speak directly with their supervisor if they are going to miss work.**

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Building trust is important, and encouraging supervisors and team leaders to follow the defined processes in SchedulePro can help establish that trust throughout your organization. It is crucial to reinforce the importance of supervisors responding to employee notifications within SchedulePro. Additionally, SchedulePro logs all activity, which cannot be manipulated. If an entry is made in the app, system administrators can easily view the details of what occurred. For schedulers, the value add includes the automatic removal of an employee from the schedule, making it easier to find a suitable replacement.

### **We all work the same shifts, so we don't need to trade.**

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From the initial announcement to your organization, it is essential to identify specific adoption goals tailored to your business. Not all functions available in SchedulePro may provide a realized benefit for your organization. To determine which functions are relevant, review the list below:

- View schedule anytime, anywhere
- View your group schedule and see who you are working with on any given day
- View projected schedule weeks in advance
- Volunteer for overtime so that a scheduler seeks you out first for assignment
- Bid on shifts to get the overtime and/or extra shift you want
- Trade shifts with employees that work alternate days, alternate locations or shifts
- Get access to open shifts on a first come first served basis
- Part time employees can define days/hours that they cannot work
- Call off your shift or part of your shift and have a trackable history of your submission