

How to Use GoAssign

GoAssign is an online rostering system that CSG uses to assign shifts to make your lives easier. If setup correctly, people assigning your shifts will know when you can and can't work. You will be automatically reminded about shifts you are assigned 2 days prior via text and email. Unfortunately, there is no app for GoAssign on your phone, but you can still log into it on your phone's web browser.

Signing In

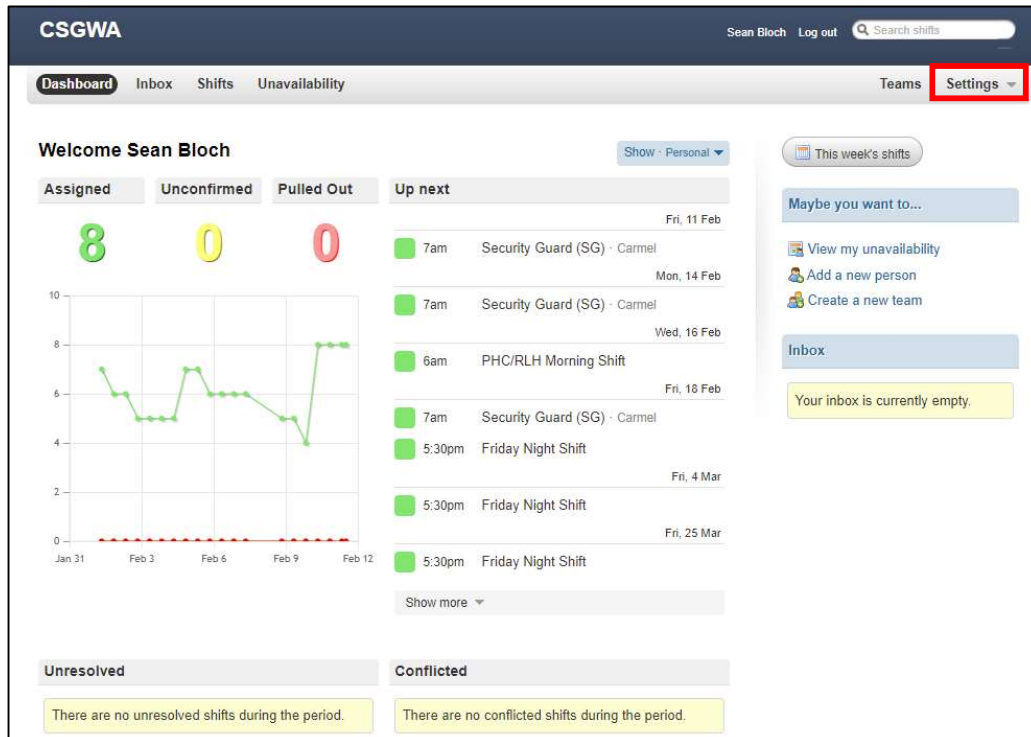
You should receive an email from GoAssign asking you to create a password, once you've created your password, go to <https://csgwa.goassign.com/> and log in.



The screenshot shows the login page for CSGWA. It features a dark blue header with the text "CSGWA". Below the header, there is a "Log in" section with two input fields: "Email" and "Password". Each field has a small asterisk icon to its right. Below the password field, there is a "Log in" button and a link that says "or I've forgotten my password".

Personal Settings

Familiarise yourself with GoAssign, once logged in you will be taken to the "Dashboard" page, this is where you can see your upcoming shifts. Before you get started, go to "Settings" on the top right and then to "My Profile" and make sure all of your personal details are correct.



The screenshot shows the GoAssign dashboard for Sean Bloch. The top navigation bar includes "Dashboard", "Inbox", "Shifts", and "Unavailability". On the right, there are "Teams" and "Settings" (highlighted with a red box). The main content area is titled "Welcome Sean Bloch" and includes a "Show · Personal" dropdown. Below this, there are three large numbers: "8" (Assigned), "0" (Unconfirmed), and "0" (Pulled Out). A line graph shows the number of shifts over time from Jan 31 to Feb 12. To the right of the graph is a list of "Up next" shifts, including "Security Guard (SG) - Carmel" and "PHC/RLH Morning Shift". At the bottom, there are sections for "Unresolved" and "Conflicted" shifts, both indicating that there are no such shifts during the period.

Unavailability

For GoAssign to be as effective as possible and to help your Venue Commanders and Michael, it is important for you to constantly be keeping your unavailability updated as accurately as possible. Here is what one's unavailability should look like:

The screenshot shows the 'Unavailability' page for Sean Bloch in 2022. It features a grid of 12 monthly calendars. Days are color-coded based on availability: green for 'Available', red for 'Unavailable', and light green for 'Partially - Pending Approval'. A legend at the bottom indicates: Available (green), Partially Unavailable (light green), Unavailable (red), Partially - Pending Approval (light green), Unavailable - Pending Approval (orange), and Assigned to a Shift (blue dot).

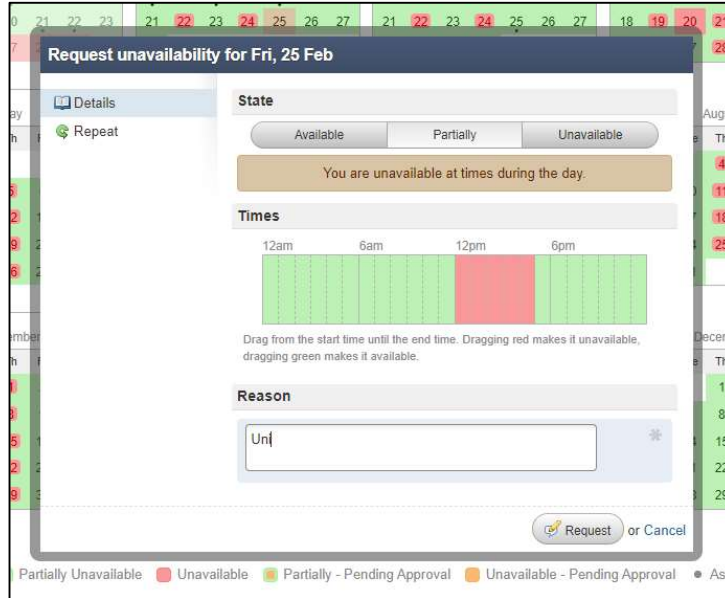
It is possible to set your unavailability on your phone, however the user interface of GoAssign on the phone isn't very great so if possible do it on a computer.

To set your unavailability, simply click on a day which you are unavailable on, you will have the option of selecting either that you are "Partially" unavailable or "Unavailable" (all day).

If you are unavailable for more than 1 day, you can click, hold and drag your mouse over all the days you are unavailable on.

The screenshot shows a modal dialog titled 'Set availability for Fri, 25 Feb'. It has a 'Details' tab and a 'Repeat' option. Under the 'State' section, there are three buttons: 'Available', 'Partially', and 'Unavailable'. The 'Available' button is selected. Below the buttons, a green message box says 'You are available all day.' At the bottom right, there are 'Apply' and 'Cancel' buttons.

If you are partially unavailable (e.g. Uni/ work) select “Partially”. Click, hold and drag on the hours which you are unavailable for and write the reason you are unavailable for.

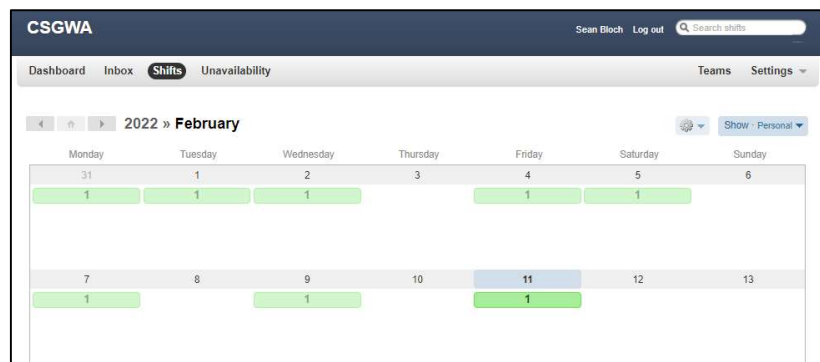


If you are constantly unavailable for a certain time, make use of the repeat feature located on the left side under the “Repeat” tab.

To make CSG work as an organisation as smoothly as possible please **keep your unavailability up to date** as much as possible.

Shifts

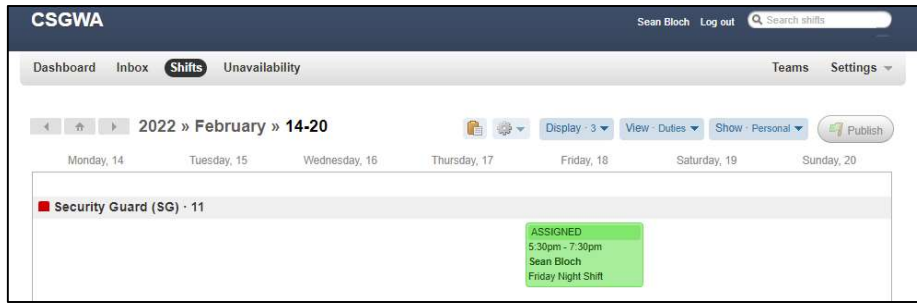
It is equally as important to be aware of what shifts you have and when they are. You can view your shifts on the “Dashboard” tab, as well as the “Shifts” tab, when in this tab, it should look like this:



The green tab underneath the grey date tab indicates you have a shift and how many on that day.

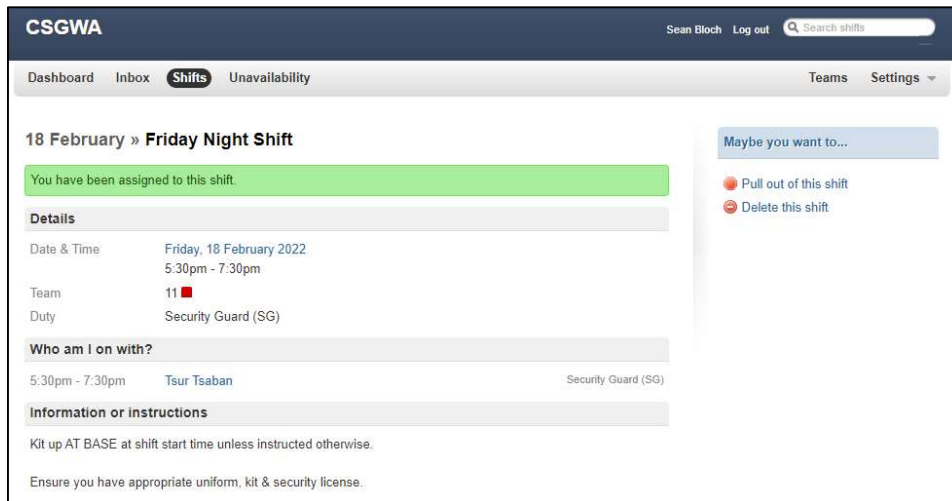
Make sure that “Show – Personal” is selected on the top right of the calendar, if it isn’t, click “Show” and then click “Only my shifts”. This will show only your shifts.

If you click anywhere on that row of days, you will see that specific weeks shifts in more detail.



If you click on a shift in that week, you will see more details about that shift.

In this window you can see when your shift is, where it is, what your role is, who you are with and any instructions or information that goes along with that shift.



You can subscribe to GoAssign so that you can see your shifts on your online calendar. Make sure that the "Show" setting is on "Personal" and then hover your mouse over the "Gear" settings symbol and click "Subscribe to calendar". Follow the prompts and add it to your calendar.

