2012 SV Shift Swap Instructions

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IMPORTANT BASIC RULES

1. You are fully responsible for a shift until a trade has been confirmed and it no longer shows up in your schedule.

2. If you end up with more hours than your commitment of 18 or 30 hours, then you are responsible for those extra hours.

3. If you end up with less than your commitment, then you will be assigned additional hours at the discretion of the SV Subcommittee to get your hours up to the 18 or 30-hour level.

LOGGING INTO THE SYSTEM

1. Log-in to the SIS system: http://sis.siggraph.org/cgi-bin/SIS.py

2. On the "Welcome to the Main Menu" screen, select "Student Volunteer System."

SHIFT SWAPPING OVERVIEW

There are two ways to swap a shift:
1. **OPTION A - Offer to swap one of your shifts.** Select a shift from your schedule and put it up for swap in the swap system, or

2. **OPTION B - Accept a swap offer.** Find a shift another student has put up for swap in the swap system and offer to take their shift in exchange for yours.

**OPTION A - Offer to Swap One of Your Shifts**

1. After following the log-in steps above, you will see a “Reports Menu” with a list on the left hand side. Please scroll down and select "Student Schedules", then hit the "Create Report” button. (If an error pops up, you can ignore it.)

![Reports Menu Image](image)

2. Your schedule should be displayed. On the right side of each swappable shift listing, you should see a button labeled "Offer to Swap". If you want to swap this shift, select this option.

![Student Volunteer Schedule Image](image)

3. A warning box pops up explaining that you are still responsible for this shift until someone else accepts it. If you agree to these terms, click “Ok.”
4. You will see a “Shift Swap Request added” message, your entire shift box will become yellow, and you will see “Pending Swap” in the “Request to Swap” column. The shift now appears in the Shift Swap System’s listings. Wait patiently to see if anyone offers to swap for your shift.

IF YOU WANT TO CANCEL YOUR OFFER AT ANY TIME: When the entire shift box is yellow (pending status), click "Cancel Request" button. You cancel the offer, this shift returns to your schedule, and you still have the responsibility to work the shift.

5. If another Student Volunteer wants to accept your swap, you will receive an E-MAIL from the system letting you know who wants to take your shift and which shift they are offering for you in exchange:

[SIGGRAPH SIS] Shift Swap Offer Notification for Shift_0089 "John Smith (stuvol_0004) has offered to swap for your shift: shift_0089, 2010-07-26 01:00 - 05:00: Media Lounge

They have offered the shift: shift_0008, 2010-07-27 08:00 - 12:00: Room 402.
6. Proceed to your student schedule. Towards the top of the page, you will see the details of the exchange and the options to “CANCEL REQUEST”, “ACCEPT” or “DENY.”

   a. If you “DENY,” your shift still remains in the Shift Swap System’s listings awaiting a more agreeable exchange.

   b. If you “ACCEPT,” your schedule will be updated to reflect the successfully swapped shift, as will the other student’s schedule.

   c. If you “CANCEL REQUEST”, then you will remove your shift from the listings completely and no transactions will be made.

   ![Shift Swap System Screenshot]

7. **NOTE:** You might receive more than one swap offer for your shift, in which case you can choose to accept one and deny another. However, if no one wants to swap for the shift you are offering, you are still responsible for it!

**OPTION B - Accepting a Swap Offer**

1. After following the log-in steps above, you will see a “Reports Menu” with a list on the left hand side. Please scroll down and select "Shift Swap System", then hit the "Create Report" button.
2. In the Shift Swap System, you will see all the shifts available for swap. Towards the top of the page, you can choose to show shifts for all days at all venues, or you can filter by a specific day and/or venue.

3. Shifts in the swap system with a “Swap Requested By” field consisting of a student name and stuvol number can be swapped one-for-one (the available shift is swapped for a shift of yours). **Please read the red text in step 4, below, before proceeding.**

**TO ADD A STUDENT-OWNED SHIFT TO YOUR SCHEDULE** (a student’s name and volunteer number appears in the “Swap Requested By” column for the shift):

a. Click “Offer to Swap for this Shift”. Since this is a one-for-one swap, you will be offering one of your shifts in exchange for the new shift you want.

b. You will then receive the following message:
Click OK or CANCEL.

c. If you click “OK” and your current schedule has conflicts:

   i. MESSAGE: “One of your assigned shifts conflicts with the shift you selected. If you wish to continue, you MUST swap the conflicting shift.” - You will only have the option to pick the conflicting shift for the swap. The system will take you to your schedule. To continue, you MUST swap the conflicting shift. You must then click the “Offer this Shift” button next to the shift if you wish to proceed with the swap.

   ii. MESSAGE: “Cannot swap for this shift. The timing of this shift overlaps more than one of the shifts already on your schedule. You cannot swap shifts two-for-one through this system. Contact the office staff for assistance if you need to make this swap.” - Contact the SV Subcommittee to help you resolve this issue.

d. If you click “OK” and the new shift has no conflicts with your current schedule:

   i. You have a choice of which of your own shifts you can offer for the swap. The system will take you to your schedule where you can select which shift you want to exchange.

   ii. Once you’ve made your selection, click “Offer this Shift” to proceed.

   iii. You will then get the following message:
iv. The shift you selected from your schedule should now say: “Shift has been offered to another student.” At this point you can still click the CANCEL OFFER button if you’ve changed your mind. Once the other student accepts your offer, it is TOO LATE TO CANCEL.

v. When the other student accepts or declines your offer, you will receive a confirmation E-MAIL.

1. If the other student ACCEPTS, you will receive the following email message:

   [SIGGRAPH SIS] Shift Swap Offer ACCEPTED for Shift_0019 “John Smith (stvol_0004) has accepted your shift swap offer. They have given you shift: shift_0016, 2012-07-27 10:00 - 16:00: I miss Pathfinders :(

   In exchange, they have taken the following shift from your schedule: shift_0016, 2012-07-27 15:00 - 18:00: Gatekeeper

   Please log on and check your schedule now. As you have both accepted the shift swap, you are now responsible for working the swapped shift. It is shown on your schedule, and your Team Leaders have been notified.”

   You can no longer CANCEL this swap.

2. If the other student DECLINES your request, or if their shift is no longer available for swap, you will receive the following email message:
4. **WARNING!!** If the “Swap Requested By” field is “Not Assigned”, PLEASE BE ADVISED that this shift is not owned by anyone and you CANNOT swap it out with one of your existing shifts when you pick it up (it is a one-way trade that will ADD on to your schedule). ONLY SELECT THESE TYPE OF SHIFTS IF YOU NEED TO ADD HOURS TO YOUR SCHEDULE AND DO NOT WANT TO SWAP A SHIFT IN RETURN. We cannot undo this change and you will be responsible for ALL hours you pick up.

**TO ADD AN UNASSIGNED SHIFT TO YOUR SCHEDULE:**

a. PLEASE REMEMBER: You cannot swap one of your own shifts for one of these shifts – only add it on to your existing schedule.

b. Click “Add this Shift to my Schedule” next to the shift desired.

c. You will receive the following confirmation message:

![Confirmation Message]

Click OK or CANCEL.

d. If you click OK, you will see one of two messages up at the top of the screen:
   i. If shift was successfully added - “Shift claimed and added to your schedule”
ii. If unsuccessful - “Cannot Claim: Shift conflicts with another in your schedule”. This means you need to swap out your conflicting shift first before you can add this new shift to your schedule.

**TROUBLESHOOTING**

*Q: There is an incorrect student name and/or stuvol number in the notification emails SIS sends out. Why?*

A: It has been noted that the system sometimes puts incorrect student names and/or stuvol #s in the notification e-mails it sends out. You might even see your own name instead of the student you are trying to swap with! Therefore, whenever you receive any kind of confirmation/notification e-mail from the system, you must go to your student schedule page to verify any changes in your schedule or swaps awaiting confirmation from you.

*Q: My shift doesn’t show up in the shift swap system listings. Why?*

This appears to be a bug with the system that is yet to be resolved. Try logging out of the system and back in, or exiting out of the shift swap system and go back in. If you are still having issues, contact the SV Subcommittee.