

E-Mail Address & Notifications -----

E-Mail & Text Message Notifications

If an employee's e-mail has been entered it is normally defaulted to only "Forward my WhenToWork Messages" which means that new schedules and change to schedule notices would be forwarded to their email.

Employees can log in and add email and text message addresses and check off what events trigger a notification to each address.

Managers (with permission to edit employees) can edit the employee notifications from the Edit Employee page.

To review/edit an Employee's notifications:

From any page

- In the top menu click **EMPLOYEES** to go to the Employee list page
- Click on the **employee name** to open the View Employee Details window (1.)
- Be sure you are on the **Information** tab (2.)
- Click the **Edit Notifications** link (3.)
- Click the **Select/Add Notifications** next to the email address (4.) or to add a new address click one of the Add New Address links to open the Notification Address Settings window

The screenshot shows the 'Employees' management page. At the top, there's a navigation bar with 'Employees', 'HAVE A QUESTION?', and 'SIGN-OUT'. Below that, a red banner indicates '1 pending time off request'. The main content area is divided into a list of employees on the left and a detailed view for 'John Aaron' on the right. The 'John Aaron' view has three tabs: 'Information', 'Schedules - Preferences', and 'Time Off'. The 'Information' tab is active, showing his name, phone, and email. A red box highlights the 'Edit E-Mail Notifications' link. Below this is a table titled 'John Aaron Notifications via E-mail or Text Message'. The table has two columns: 'E-MAIL Address' and 'Notifications'. The first row shows the email address 'sample@when2work.com' and a list of notification events. A red box highlights the 'Select / ADD Notifications' link for this address. Below the table are two sections for adding new addresses: 'Add New E-Mail Address' and 'Add New Text Message Address', both highlighted with red boxes.

E-MAIL Address	Notifications
sample@when2work.com	Forward W2W Messages Shift Traded/Picked Up Bulletin Board Entry Schedule UnPublished Trade Approved/Denied Time Off Created

- Enter the email or text address and check the box next to "Use as Reply To" address if the email address is okay for other employees and manager to view and use when replying

to forwarded WhenToWork messages. Note Many of these options can result in a high volume of emails or text messages. Normally employees should sign in and set up their own notifications because they can result in the employee being charged fees by their cell phone carrier for each text message received)

- Set whether it is an email or text message address (text message addresses receive shorter messages and require verification before going into effect)
- Check off which notifications you want the the employee to receive
- Click **Save**

Notification Address Settings

E-mail Address:
sample@when2work.com
 Use as "Reply-To" address

Type:
 Regular E-Mail Address
 Text Message E-Mail Address
(A text message will be sent with your 4 digit validation code when you Save.)
[Don't know your Text Message address?](#)

Forward my WhenToWork Messages
 Forward New Bulletin Board Posts
 New Shift I Can Work Added to Tradeboard

Send Notifications When Employees:
 Accept Your Trade/Pickup Shift Offer
 Request to Trade/Pickup Your Shift

Send Notifications when a Manager:
 Publishes a Schedule
 UnPublishes a Schedule
 Changes my Published Shift
 Approves/Denies My Trade/Pickup
 Approves/Denies My Time Off Request
 Creates a Time Off Entry For Me
 Sends an Urgent Text Alert

Related Topics:

- Preventing or Missed E-Mail Notices

E-Mail Address & Notifications -----

E-Mail Addresses Marked "Invalid"

If an employee's e-mail has been marked as "invalid" you will see a notice in the "What's New" section on the manager home page.

IMPORTANT: if an address is marked Invalid it means it was entered incorrectly and WhenToWork was notified and told to remove the address. Please check carefully and be sure the address is correct before entering it again.

Periodically you should check your Employees list page and be sure that none of your employee E-mail addresses have been changed to start with "Invalid." If this happens it means e-mails sent to that address have been returned to WhenToWork as undeliverable. Please check the address and enter it again and make sure the employee does not have e-mail problems such as spam filters that prevent e-mails from coming through, mailbox being full etc.

To review your Employees' email addresses:

From any page

- In the top menu click **EMPLOYEES** to go to the Employees list page
- Review the list to be sure none of the e-mails have "Invalid" in front of them
 - If the e-mails column is not visible click the "**Select Columns to View**" link in the upper left of the page
 - put a check next to E-mail
 - Click **Update Display** button
- To correct any e-mail click on the pencil icon next to the employee name to open the Edit Employee window - and click the **Edit Notifications** link
- Click **Save** (or **Save & Next** to go to the next Employee)

WhenToWork.com HOME SCHEDULES EMPLOYEES TRADES TIME-OFF MESSAGING BULLETINS REPORTS ON NOW SETTINGS HELP

Apr 14, 2007 09:02am Sample Pharmacy Employees Live Chat Support CHAT WITH US LIVE! SIGN-OUT

1 pending time off request

EDIT John Aaron Next

View Employee Sign-In ID: W2WSAMPMP E-MAIL Sign-In Instructions Change Password or ID Print Sign-In Instructions

John Aaron Notifications via E-mail or Text Message

E-MAIL Address	Notifications		
sample@when2work.com	Forward W2W Messages	Tradeboard Entry	
	Shift Traded/Picked Up	Trade/Pickup Requested	
	Bulletin Board Entry	Schedule Published	
	Schedule UnPublished	Published Shift Changed	
	Trade Approved/Denied	Time Off Approved/Denied	
	Time Off Created	Urgent Text Alerts	
			Select / ADD Notifications
			Delete Address

Add New E-Mail Address

TEXT MESSAGE Address	Notifications
Add New Text Message Address	

Hire Date: 4/21/2004 First Priority Group

E-Mail: sample@when2work.com E-MAIL Sign-In Instructions

Pay Rate: 8.0 per hour

Phone: 555-2239 2nd Phn:

EDIT E-Mail Notifications

Related Topics:

- Preventing or Missed E-Mail Notices

User not receiving e-mails.

If an employee or manager is not receiving e-mails sent from WhenToWork, a spam filter in their e-mail program likely is stopping the messages. Sometimes the spam filters will allow some e-mails from us but not others, depending on the content of the text.

Have the user check their e-mail program and be sure it is set to always accept messages from **When2Work.com** and **WhenToWork.com**

HOTMAIL users note that messages from When2Work may end up in the Deleted folder - be sure that Hotmail is NOT set to automatically purge the deleted e-mails. Once Hotmail is reset to retain deleted messages in the Deleted folder then messages can be retrieved from the Deleted folder and marked as NOT SPAM so that they go to the Inbox in the future.

Employees Are Not Required to Have E-Mail

WhenToWork does not require employees to have an E-mail address. Employees without E-mail can still sign in to WhenToWork to check their schedules, send messages to managers and employees, request time off etc.

You can [print sign in instructions](#) for employees who do not have e-mail.

Related Topics:

- [Employees Sign In Instructions](#)
- [Should I Let Employees Sign In?](#)
- [Each Employee has a sign-in ID](#)
- [Sending Employees Sign In Instructions](#)
- [How Employee Work Time Preferences are Used](#)
- [Controlling what Employees View/Do](#)