

SOP 14 | Scheduling

Assign people to a service window

Assign eligible people and review overlap warnings before saving.

For Web and mobile · Administrator / Supervisor

Before you start Property access and training must cover the entire shift.

Open Schedule > Service window

Step 1 Open the service window

Select the correct property, week and window in Schedule. Review time, required headcount and current gaps.

Step 2 Choose the workers

In Who is working? select eligible employees. Read any eligibility or overlap messages. Add shift instructions if needed.

Step 3 Review the change

Enter Reason for change and select Review assignments. Read the confirmation and any overlap warning.

Step 4 Confirm assignments

Confirm assignments if correct. If a warning is acceptable after review, use Save anyway. Cancel to revise the draft.

Step 5 Track the replies

Refresh the calendar and check the new assignments. They await each person's reply; follow up on outstanding acceptance.

Check your result The calendar shows the intended assignees and their response status.

If something goes wrong An overlap warning may be advisory, but access and training restrictions still apply. Protected workers on an active run cannot be removed.

See the picture reference on the next page.

SOP 14 Picture reference

Assign people to a service window

← Calendar

Assign this shift

Synthetic South Property · 2026-10-03 · America/Chicago

Scheduled shift · 1 needed

Awaiting replies ·

No run completed. You can change this shift; scheduling alone does not complete the work.

Who is working?

☐ Employee B

Eligible

☐ Ethan Johnson

Eligible

☐ Isabella Wilson

Eligible

☐ Liam Davis

Eligible

☐ Mateo Anderson

Eligible

☐ Maya Thompson

Warning: also scheduled at Synthetic North Property. You can assign anyway.

☐ Noah Williams

Eligible

☒ Olivia Brown

Step 2 · Select eligible people and read overlap warnings. Scroll to the reason and review controls below.
Application screenshot with training data.