

SOP 17 | Scheduling

Request coverage and assign a replacement

Find a qualified replacement and complete the separate assignment change.

For Web and mobile · Administrator / Supervisor

Before you start Identify the shift and employee being replaced.

Open Review > Time off & coverage

Step 1 Open a coverage request

Choose the property and shift, identify the worker needing replacement and enter the required reason or note. Submit the request.

Step 2 Review candidate responses

Refresh coverage requests and inspect candidates' availability, eligibility and responses.

Step 3 Choose the candidate

Use the candidate decision controls to select the suitable person or decline a response, with the required note.

Step 4 Finish the assignment

Open Finish assignment for the selected replacement. Review the proposed employee list, retain other workers and save the separate schedule change.

Step 5 Confirm acceptance or cancel the request

Check the replacement in Schedule and track their acceptance. If coverage is no longer needed, use the request cancellation control and reason.

Check your result The replacement is assigned in the calendar; selection alone is not treated as completed staffing.

If something goes wrong If the shift changed or started, the replacement draft needs review. Reopen the current shift before changing assignments.

See the picture reference on the next page.

SOP 17 Picture reference

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QUALIFIED EVIDENCE · MANUAL SCHEDULE ACTION

1

Coverage requests

Open

Coverage for Amelia Taylor

Oct 3, 2026, 11:47:19 AM CDT – Oct 3, 2026, 3:47:19 PM CDT

Open showcase coverage need

Opened by Jordan Rivera. Qualified means effective property access, eligible training, a covering declared window, and no overlapping active assignment at the time checked.

Lucas Thomas · volunteered

Qualified now: no
Synthetic qualified candidate volunteered.

Decision

Decision note

Approve evidence

Approval records selection evidence only. It never assigns or removes an employee; use a separate reasoned schedule edit after review.

Record coverage decision

Close reason

Close coverage request

This workflow does not automatically reassign the shift and does not add pay, attendance, discipline, commute, location, autonomous scheduling, or provider-delivery behavior.

Step 3 · Candidate selection and the separate shift assignment are distinct actions.

Application screenshot with training data.