

Signing in Using an iPhone

We recommend using our [mobile version](#) by pointing your phone browser to m.whentwork.com. Log in and bookmark the menu page and then add it to your homescreen to run it like an app.

If you instead prefer to use the regular version of WhenToWork on your phone we recommend the following ideas to improve your display.

Managers and Employees can sign in using our regular sign in page using an iPhone and perform most functions. Some grid interfaces require that you change to the corresponding Non-Grid view for that page.

Certain options can be helpful when using an iPhone:

- On the **By Employee** schedule view set your **Change Layout** link to use the **regular Add Shift window** (instead of the **Quick Shift Add** window)
- Also the **By Employee** view you can turn the bottom date navigation off using the **Change Layout** link, choose the option **“show date header once”** this prevents the bottom date navigation from appearing on the screen.
- In the **Add Shifts** window click the **“Try the Non-Grid View”** to change the employee list to the non grid list of employees
- At the bottom of the **Employee List** page you can choose to use the **“Non Grid”** version of that page in the lower right. You can then click the pencil icon next to Employee to edit their Employee details
- **Employee work time preferences** cannot be painted using the paintbrush, but you can change the preferences by entering the times and choosing the color in the upper right of those preference pages.
- The **By Position schedule view** (shown above) and the **ON NOW - ON LATER** views works nicely with the iPhone screen



Signing in Using a Blackberry

We recommend using our [mobile version](#) by pointing your phone browser to m.whentwork.com. Log in and bookmark the menu page and then add it to your homescreen to run it like an app.

If you instead prefer to use the regular version of WhenToWork on your phone we recommend the following ideas to improve your display.



Since the Blackberry browser does not support many scripting features you can try using our phone/pda login at: <http://WhenToWork.com/ph>. It does not provide for all features, it is a more basic login that allows you to see your shifts and messages, but does not allow you to edit or pickup shifts.

Two possible methods for using our regular login on a blackberry:

1. Try these instructions on your blackberry to enable javascript, this may enable you to use our regular login:

To configure your BlackBerry Browser:

1. On the handheld's Home screen, click the **BlackBerry Browser** icon.
2. Click the trackwheel, and select **Options**.
3. Select **Browser Configuration**. The Browser Configuration screen will appear.
4. To enable or disable support for a particular feature, check the appropriate box:
 - * To enable support for HTML tables, check the **Support HTML Tables** box and click Change Option.
 - * To enable support for style sheets, check the **Support Style Sheets** box and click Change Option.
 - * To enable support for JavaScript, check the **Support JavaScript** box and click Change Option.

Note: If the Support JavaScript checkbox does not appear on the Browser Configuration screen, it might appear on the **General Properties** screen. In the browser options, click **General Properties**. If the Support JavaScript checkbox does not appear on either screen, verify that the **JavaScript Package** checkbox is selected in **Application Loader**. If it is not available, contact your service provider to verify that JavaScript is supported.

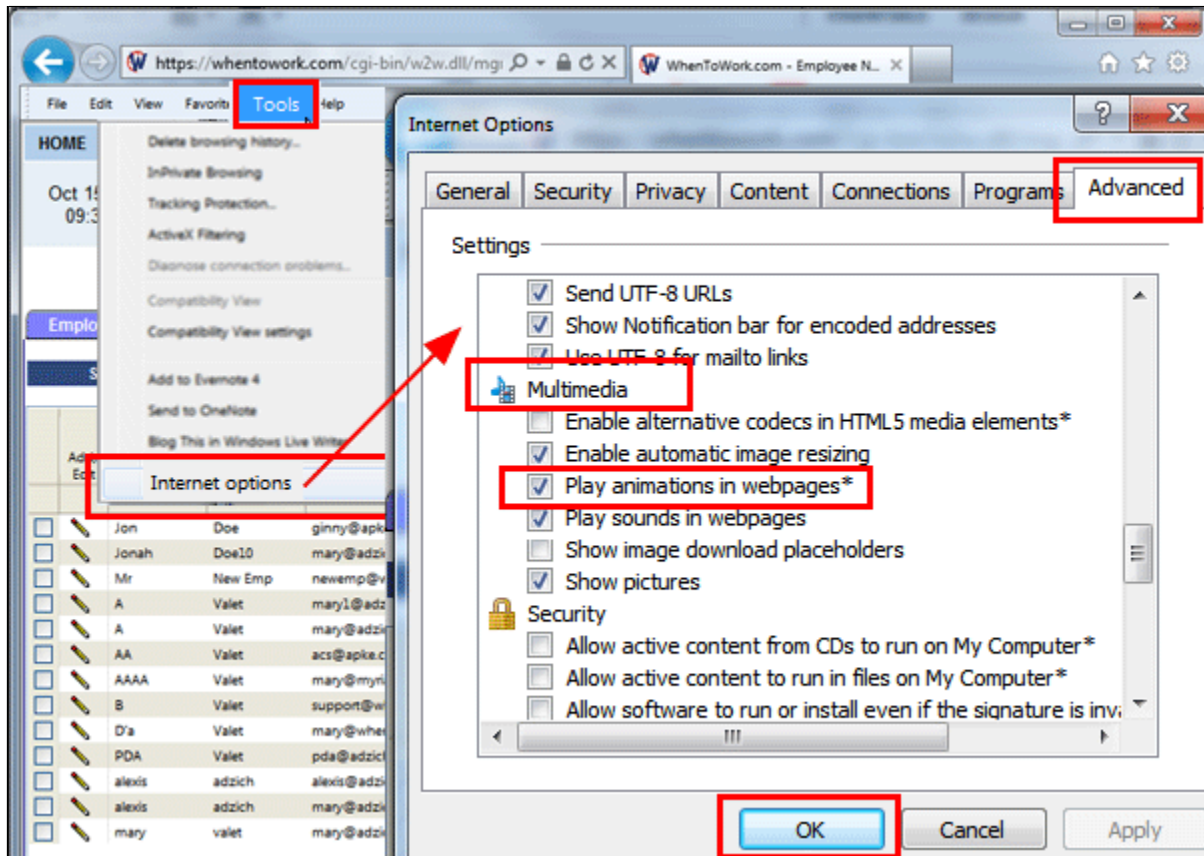
When the checkbox is selected, support for that feature is enabled.

5. To save your changes, **click the trackwheel** and then click **Save Options**.
2. Some users have reported visiting <http://mini.opera.com> via blackberry device and downloading the program which seems to give full access via the regular login

Grids Not Appearing in Internet Explorer

Internet Explorer can sometimes have an option changed when it updates that affects the display of grids in our system

If you are using IE and are not seeing the grids on the [Employee List](#) or [Employee Notifications Grid](#) or the [Edit Shift](#) window please try the following:



- In Internet Explorer in the command toolbar menu click **TOOLS**
- Click the last option "**Internet Options**"
- Click the last tab "**Advanced**"
- Scroll down to the "**Multimedia**" section
- Be sure "**Play animations in webpages***" is checked
- Click the **OK** button

This should allow the browser to display the grids correctly. If you are still having trouble please click the **Contact WhenToWork** link at the bottom of your account pages to email us and be sure to send as many details as possible so we can help your troubleshoot the problem.

Turning on JavaScript in your Browser

In order to use WhenToWork you must enable JavaScript on your browser. Sometimes a browser update can cause JavaScript to be turned off.

On an iPhone

1. Go to the **Home** screen by pressing the Home button or by unlocking your phone.
2. Press the **settings button**.
3. Select **Safari** from the Settings menu.
4. Turn on JavaScript by touching the **JavaScript** toggle.
5. Press the **Home** button to return the the iPhone home screen.
6. Select the **Safari** icon to return to Safari.

On a Blackberry

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Browser Configuration**.
4. Select the **Support JavaScript** check box.
5. Press the **Menu** key.
6. Click **Save Options**.

Internet Explorer (6.0)

1. Select 'Tools' from the top menu
2. Choose 'Internet Options'
3. Click on the 'Security' tab
4. Click on 'Custom Level'
5. Scroll down until you see section labled 'Scripting'
6. Under 'Active Scripting', select 'Enable' and click OK

Mozilla Firefox (1.0)

1. Select 'Tools' from the top menu
2. Choose 'Options'
3. Choose 'Web Features' from the left navigation
4. Select the checkbox next to 'Enable JavaScript' and click OK

Mozilla Firefox (1.5)

1. Select 'Tools' from the top menu
2. Choose 'Options'
3. Choose 'Content' from the top navigation
4. Select the checkbox next to 'Enable JavaScript' and click OK

While the following browsers are not recommended or fully compatible with WhenToWork we are including their instructions:

Apple Safari (1.0)

1. Select 'Safari' from the top menu
2. Choose 'Preferences'
3. Choose 'Security'
4. Select the checkbox next to 'Enable JavaScript'

Netscape Navigator (4.8)

Using HTML code to display/format text and outside links

You can use HTML code to affect how text is displayed and to add in links to outside web addresses etc. For example you can add in links to a bulletin board post, weekly schedule note, or the employee homepage notice. Using HTML requires that you use single quotation marks instead of double quotation marks in the code.

Examples of using html code using single quotation marks:

```
normal text
<b>this is bold</b>
<span style='color:red;'>this is red</span>
<span style='color:red;font-size:150%;'>this is red and larger</span>
<span style='color:blue; font-size:150%;font-weight:bold;'> this is blue, large and bold</span>
this is back to normal text
<a target='_blank' href='http://WhenToWork.com'>this is a link to WhenToWork web site that opens
in a new window</a>
```

Note the use of single quotes.


You can try highlighting, copying and pasting the code above into your weekly notes section to see how it appears. It should appear similar to this:

```
normal text
this is bold
this is red
this is red and larger
this is blue, large and bold
this is back to normal text
this is a link to WhenToWork web site that opens in a new window
```

Nothing Happens when I Click...

Sometimes when you click to do something in WhenToWork it appears that nothing is happening (the intended window does not pop up etc.). There are a number of things that can cause this.

1. The window is already open behind the window you are in. Look at the status bar at the bottom of your browser and see if the window is already open - if so click on it in the bottom bar to have it come to the front.
2. This can also be caused by your browser using [A Popup Blocker](#) (sometimes you will hear a sound when the window is being blocked)
3. This can also be caused by not using the required browser: on a PC you can use Internet Explorer or Firefox, on a MAC you will need to use Firefox.

PC Users	 MAC Users
Internet Explorer or Firefox (free download)	Firefox (free download)

Related Topics:

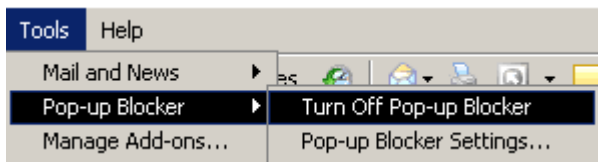
- [Popups windows are blocked - beeping](#)

Popup Windows Not Opening


Some sections of our system require that you allow popup windows. Ex. Entering work time preferences. If you are having trouble entering preferences or if your computer makes a beep or sound that indicates that popup windows are being blocked. You can either turn off your popup blocker or set your blocker up to allow popups from our web site.



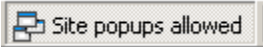
Turning OFF your Pop Up Blocker

If you use Internet Explorer for windows



Select Tools and then Turn Off Blocker

If you use Firefox  Mozilla Firefox,
then hit **next >>>** button

If you have a  toolbar,
then click  to show 

If you have a Yahoo toolbar,
then  <Turn off here.

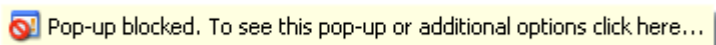
or Set your Pop Up Blocker to allow popups from WhenToWork.com

Internet Explorer

Detect if Internet Explorer is blocking a pop-up window


A pop-up window may be blocked by Internet Explorer or one of its plugins, such as Google toolbar,

If you see this icon underneath the address bar




or this icon  on the status bar (at

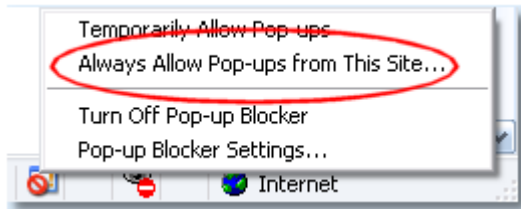
the bottom of the browser window), Internet Explorer has blocked a pop-up window. Follow the instructions below to unblock it.

If you see this icon  on the toolbar below the address bar, one of Internet Explorers plugins (such as Google or Yahoo toolbar) have blocked a pop-up window. Follow the instructions below to unblock it.

Unblock a pop-up window that has been blocked by Internet Explorer

To unblock a pop-up window that Internet Explorer has blocked follow these steps:

1. Click on the popup blocker icon  on the status bar (at the bottom of the browser window), to display the blocker menu
2. From the menu select the **"Always allow Pop-ups from This Site ..."** option



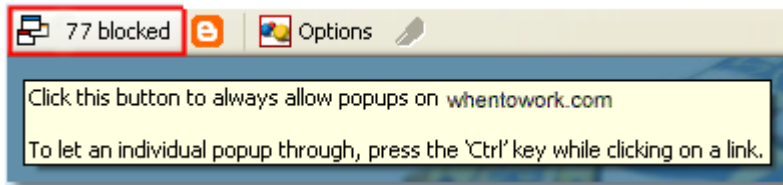
3. Click on the **Yes** button to confirm
4. Reload the webpage.

This will make Internet Explorer save the WhenToWork.com web site in it's list of **Allowed Sites** so that in the future all pop-ups from WhenToWork.com webpages will be displayed. If the pop-up window is still being blocked then check that it's not being blocked by one of [Internet Explorer's plugins](#).

Unblock a pop-up window that has been blocked by an Internet Explorer plugin

The following example demonstrates accepting a popup window that the Google toolbar plugin has blocked:

1. From the Plugin toolbar left click on the icon (highlighted in red) shown in the image below:



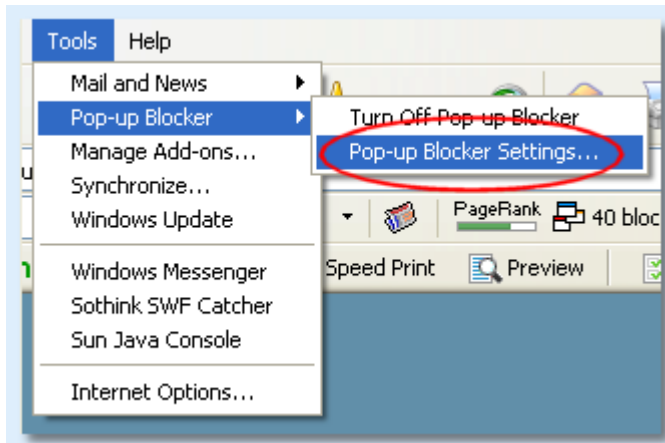
Clicking this button will allow all popups from WhenToWork.com web pages.

If the popup window is still being blocked then check that it's not being blocked by [Internet Explorer itself](#).

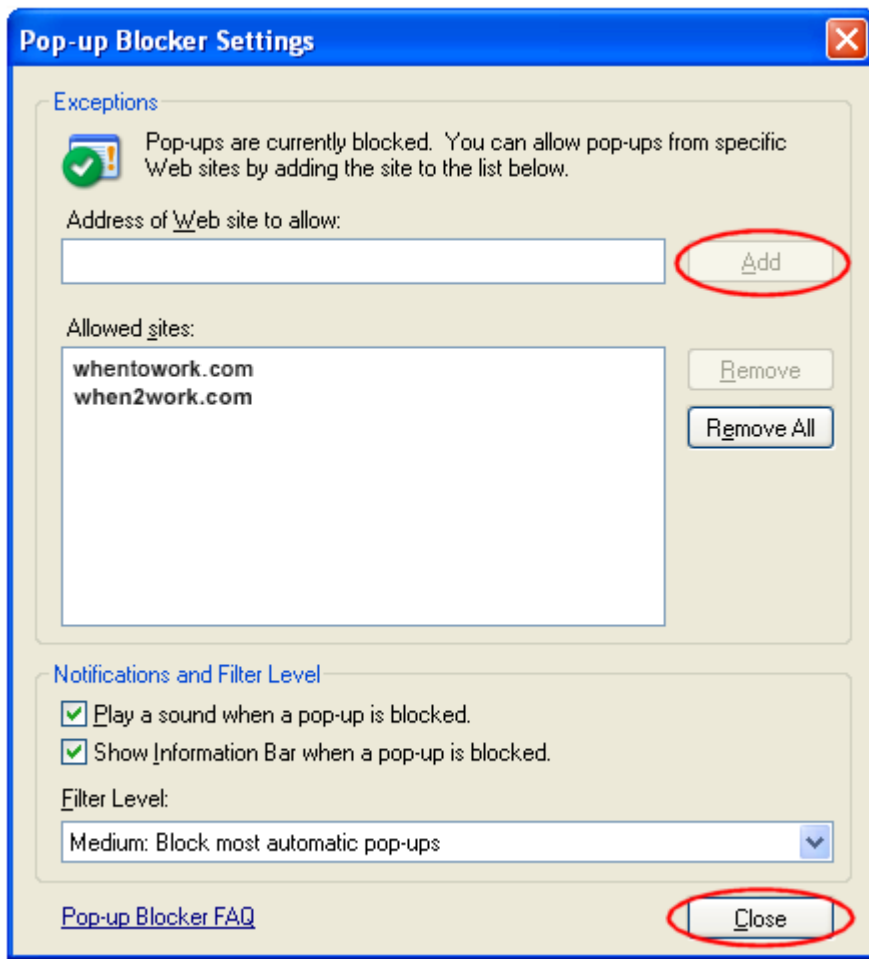
Setting preferences in Internet Explorer to allow pop-ups from WhenToWork.com websites

Another option is to change the default settings in Internet Explorer to allow popups from WhenToWork.com websites, to use that method follow the steps below:

1. From the **Tools** menu select **Pop-up Blocker >> Pop-up Blocker Settings ...**



2. In the field titled **Address of the website to allow** type WhenToWork.com and click the **Add** button. The WhenToWork.com website should now appear in the list of allowed sites as shown below.



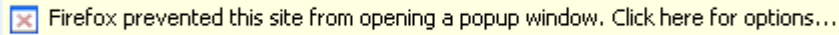
3. Click on the **Close** button to save and exit

The WhenToWork.com website will now be saved to your list of Internet Explorer Allowed Sites for pop-up windows. Unfortunately, setting the Internet Explorer preferences to allow pop-ups from a site will not guarantee they will always be displayed. If you have an Internet Explorer plugin installed which is blocking pop-ups, it will need to be configured separately as shown [above](#).

Firefox

Detect if Firefox is blocking a pop-up window

If below the address bar you see a toolbar like this appear:

A yellow tooltip with a red 'X' icon on the left, containing the text: "Firefox prevented this site from opening a popup window. Click here for options..."

Then a pop-up has been blocked by Firefox. Follow the instructions below to unblock it.

Unblock a pop-up window that has been blocked by Firefox

To unblock a pop-up window that Firefox has blocked follow these steps:

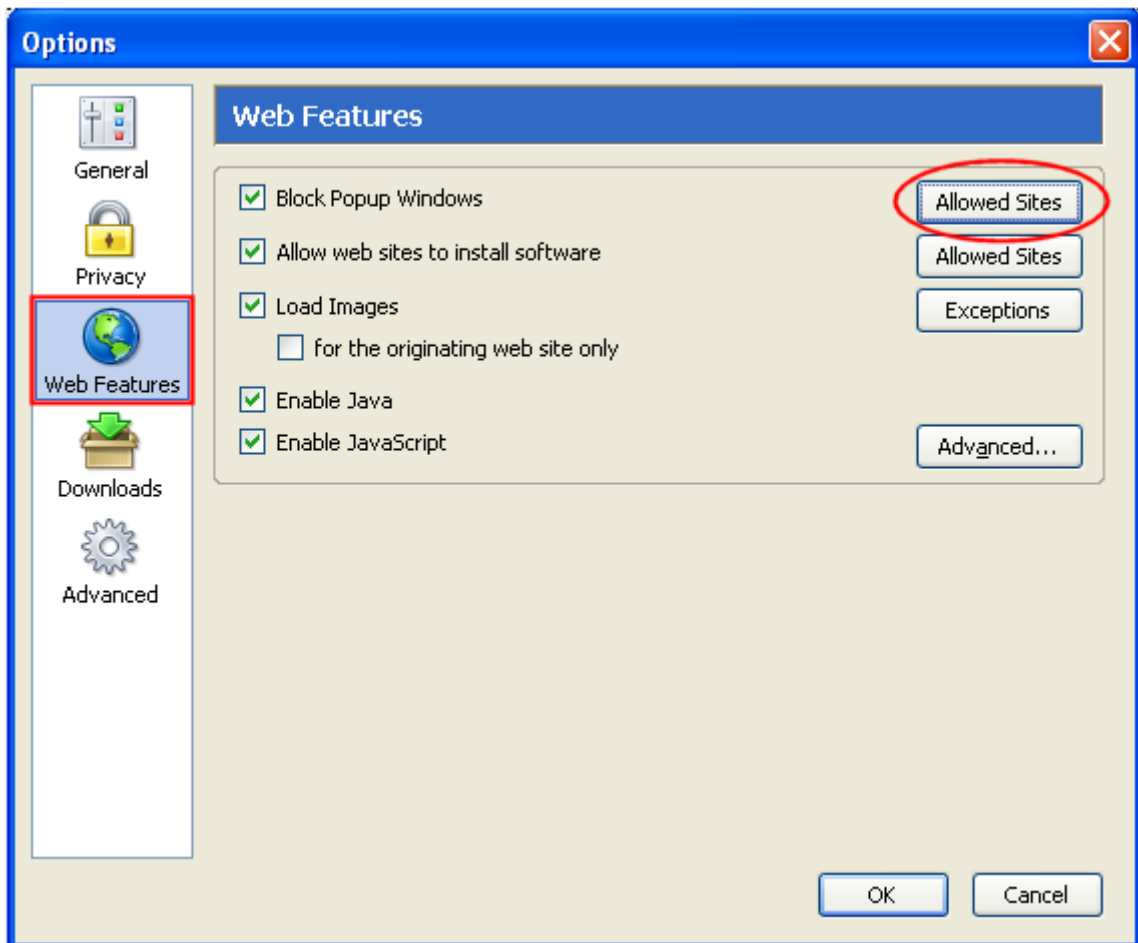
1. Click on the pop-up blocker toolbar (see image above) to display the blocker menu
2. From the menu select the "**Allow popups for WhenToWork.com**" option
3. Reload the page

This will make Firefox save the WhenToWork.com web site in it's list of **Allowed Sites** so that in the future all pop-ups from WhenToWork.com web pages will be displayed.

Setting preferences in Firefox to allow pop-ups from WhenToWork.com website

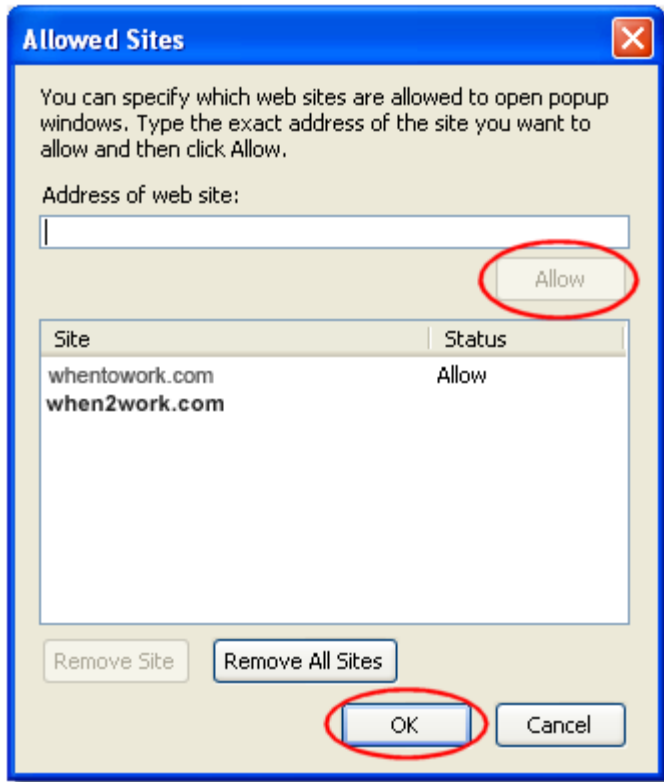
Another option is to change the settings in Firefox browser preferences to allow popups from WhenToWork.com website, to use that method follow the steps below:

1. From the **Tools** menu select **Options**
2. Click on the **Web Features** tab located on the left of the window



3. In there you will see a checked option called **Block Popup Windows**, to the right of this is a button titled **Allowed Sites** click on this button.

4. In the **Address of web site** field enter WhenToWork.com and check **Allow**. The WhenToWork.com website should now appear in the list of allowed sites as shown below.



5. Click **OK** twice to save and exit.

This will make Firefox save the WhenToWork.com web site in it's list of Allow Sites so that in the future all pop-ups from WhenToWork.com will be displayed.

Related Topics:

- Unpublishing
- Making Changes (after Publishing)
- Publishing an Open Schedule

No Employees Appear to Be Available

Be sure your [Employees are all set as to which Positions they can work](#). If you have created Positions and not set any Employees as able to work them you will not see anyone listed as available to work those shifts.

You can check your Employees' positions by hovering over Employees in the top menu, then choose [Positions Grid](#).

Related Topics:

- [Setting Each Employee's Positions](#)

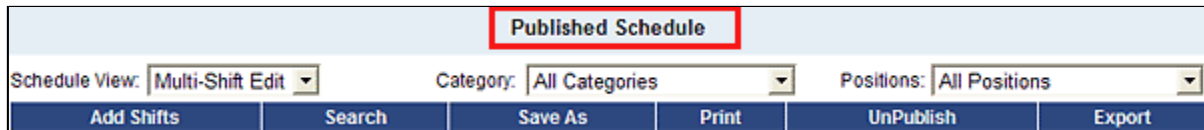
WhenToWork.com Online Scheduling

Buttons are Missing (Import etc.)

After publishing a schedule certain functions and buttons are no longer visible. (Import, AutoFill, Clear/Delete) It is assumed that you will be making only minor changes to the schedule after you publish it. Be sure that before you publish you have completed the scheduling as much as possible for that week.

You can always make [changes to shifts on Published schedules](#) by clicking the shift on any weekly schedule view or by using the [Multi-Shift Edit](#) view to change a number of shifts at once.

If you have a lot of changes to make to an already published schedule you may want to Unpublish the week, make the changes and then Publish it again. Please see [UnPublishing](#) for important information on this topic.



Related Topics:

- [Unpublishing](#)
- [Making Changes \(after Publishing\)](#)
- [Publishing an Open Schedule](#)

Blue Screen - Pages not Being Updated

Many times when you make a change in a popup window our system sends a command to the main window below to Refresh the page to reflect the change you just made.

Sometimes if you have other browser windows open your browser can lose track of the parent window's location so when the popup sends the Refresh command it cannot determine which window to refresh and therefore leaves the blue screen up to indicate the command was not properly completed. **Note that your data changes are always saved**, and this is merely an issue with your browser not refreshing the bottom window automatically.

Since your data is always saved, the blue screen problem can be temporarily worked around by just closing the popup blue screen and clicking the main screen's Refresh/Reload button (or pressing F5 key) to manually reload the page.

Usually this refresh problem is due to instability in your browser (most often Internet Explorer), and closing and reopening Internet Explorer or a restart of your computer fixes the problem.

However if you have restarted your computer and the problem is still occurring, it may be due to [Spyware](#) running on your computer. You might try using our system on another computer to find out if the problem is isolated to your computer system. If both computers have the problem, please let us know. If you do not have this problem on the second computer, we recommend [running anti-spyware](#) programs [like Spybot SD or AdAware \(both are free\)](#) to scan your first computer to detect spyware that may be adversely affecting your internet browsing of secure web sites.

Browser problems - checking for Spyware/Adware Malware programs on your computer

If you have problems with your browser or computer freezing or your browser getting stuck when you are accessing our site it is likely due to your computer being inadvertently infected with a malware program that is interfering with access to secure (https) sites such as ours. This can happen in a variety of ways, including opening infected email attachments. This is more likely to be a problem if you are using Internet Explorer.

Firefox users do not normally have these problems so a temporary work-around might be to download and access our system using Firefox until you can get your computer problem corrected. Firefox is free and can be [downloaded here](#)

If you have these types of problems we recommend that you run one or more anti-spyware/malware programs on your computer to detect and remove any offending programs.

We do not endorse any particular program but below you can click to PC Magazine reviews of free anti-spyware programs.

[Visit the PC World Software Review page](#)

WhenToWork.com Online Scheduling

Employees Receiving a lot of Schedule Change Emails

If you have [Published a schedule](#) - then the changes you make to that schedule week are automatically sent to any affected [Employees who have set up to be notified](#).

You can also [choose to not send notices](#) when you make changes to a published schedule.

If you plan to make a lot of changes to a published weekly schedule you might want to "[Unpublish](#)" it - make the changes and then re-[Publish](#) it.

The [Settings>Company / My Info](#) page also has a setting that allows you to turn off the Publish and UnPublish notices. Turning off that option also changes the Schedule View checkbox default for notices going out to be turned off on Published weeks.

Related Topics:

- [Unpublishing](#)
- [Making Changes \(after Publishing\)](#)
- [Why Publish a Schedule?](#)

Workaround for Adding Employee Photos

WhenToWork does not currently have a way to add photos for employees but you can display a photo that is posted on a remote web site. If the remote site where the photos are found is not a secure (https) site you will receive a warning asking if you want to display non-secure graphics when the page is loaded.

Upload your photo to an online photo website such as <http://picasaweb.google.com/> or to your company web site. Right click the photo to get the exact url web address of the photo.

In the [Edit Employee](#) Comments field type this html code for adding each photo replacing the word url with your photo url:

```
<img src='url'>
```

Ex. ``

or ``

Note the use of single quotation marks.

Does WhenToWork run on a Mac?

Mac users must use the FireFox browser which is a free download.

Other browsers like Safari do not support all our features. There is a free download link for FireFox from our sign in page if you need it.

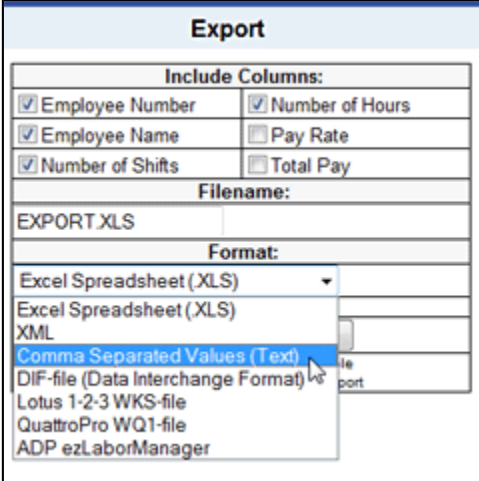
Why Can't I Change My ID/Password?

Having trouble **changing your ID or Password**? Try retrieving your ID/Password information from the sign-in page and then Copy/Paste the information into the change ID/Password window.

The use of certain characters may require doing this to get the old ID/Password to be accepted.

Why are the Dates Wrong when I Export to Excel Format?

If you find that the dates are not correct when you open your Export file in your version of Excel you can will need to **Export** to the file type “**Common Separated Values (text)**” in the export pull-down menu. Once the report is fully generated onscreen, then you may save it as an Excel (.xls) file.



The screenshot shows a dialog box titled "Export". It contains several sections:

- Include Columns:** A table with checkboxes for "Employee Number", "Employee Name", "Number of Shifts", "Number of Hours", "Pay Rate", and "Total Pay".
- Filename:** A text input field containing "EXPORT.XLS".
- Format:** A dropdown menu that is open, showing a list of file formats. "Comma Separated Values (Text)" is highlighted with a mouse cursor.

Include Columns:	
<input checked="" type="checkbox"/> Employee Number	<input checked="" type="checkbox"/> Number of Hours
<input checked="" type="checkbox"/> Employee Name	<input type="checkbox"/> Pay Rate
<input checked="" type="checkbox"/> Number of Shifts	<input type="checkbox"/> Total Pay

Filename: EXPORT.XLS

Format: Excel Spreadsheet (XLS) [dropdown arrow]
Excel Spreadsheet (XLS)
XML
Comma Separated Values (Text) [highlighted]
DIF-file (Data Interchange Format)
Lotus 1-2-3 WKS-file
QuattroPro WQ1-file
ADP ezLaborManager