CREW Time Employee Self-Service Guide

Overview   Follow these instructions to use CREW Time Employee Self Service (ESS) features:

Important: Access through the mobile app is not currently available for Managers and Senior Assistants. This is functionality that the Workforce Management Team may consider as an enhancement in the future .

Using CREW Time ESS on store and non-store computers

Logging into CREW Time

Follow these instructions to log into CREW Time from store and non-store computers.

- When logging into ESS from a work desktop, use the desktop icon.

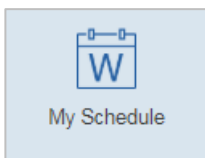- When logging into ESS from a browser on a non-work desktop, use **discounttire.okta.com**.

Log in using the same username and password you use for **Workday**. If you cannot remember your password, contact the Help Desk. If you set up a **secondary email** or **forgot password text message** as part of your Okta Account Set Up, please use the **Forgot Password** link on the Okta log in screen. If you have not yet done so, after successfully logging in, access your **Account Settings** to update this information so that you can recover your password in the future.
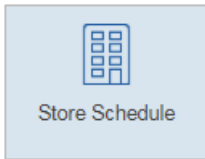
Accessing My Weekly Schedule

Employees can navigate to **My Schedule** to view their schedule for the current week. **My Schedule** displays the following:

1. Scheduled time slot and role

2. Scheduled break

Provided by: WFM – John Oliver
Designed by: L&D – EM

Page 1 of 9
© 2021 The Reinalt-Thomas Corporation

Published on: 02/03/21 ver 1.0
Updated on: 09/07/23 ver 1.1
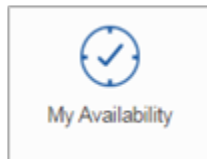
Accessing the Store Schedule

Employees can navigate to **Store Schedule** to view the store's weekly schedule. The **Store Schedule** displays the following:

1. Other employees (associates) at the store

2. Other employees' scheduled shifts

3. Day off and time off requests

Associate	Totals		Sun 8	Mon 9	Tue 10	Wed 11	Thu 12	Fri 13	Sat 14
Totals	740:45	00:00	145:00	115:00	101:30	122:00	139:15	118:00
Management Staff Group	42:00	00:00	10:30	10:30	00:00	10:30	10:30	00:00
Craig, Ty	42:00		07:30am - 06:30pm	07:30am - 06:30pm		07:30am - 06:30pm	07:30am - 06:30pm	Day Off
Store Associates	698:45	00:00	134:30		101:30	111:30	128:45	118:00
Allmeyer, Austin	40:00		am - 06:30pm	07:45am - 06:30pm	07:45am - 06:30pm	07:45am		
Atwater, Nolan	21:15		08:00am - 12:00pm	08:00am - 11:45am	08:00am - 12:30pm		08:00am - 12:30pm	08:00am - 12:30pm
Bauer, Charles	51:30		07:30am - 06:30pm	07:30am - 06:30pm	07:30am - 06:30pm		07:30am - 06:30pm	07:30am - 05:30pm

Requesting New Availability

Availability in CREW Time determines when an employee will and won't be auto scheduled. Employees can request new availability in CREW Time ESS by navigating to the **ESS** tile and selecting **My Availability**. A good example of the need for a new availability profile would be when a student starts school in the fall. **REMEMBER**: This process only submits the availability request; the manager must still approve it.

To add new availability, follow these steps:

1. Click **Add**.

2. Enter Preference, Year, Week, and Reason.

3. Configure **From** time on available days.

4. Configure **To** times on available days.

5. Click **Submit**.

My Availability					
	Store	Preference Type	Status	Effective Date	End Date
	1358 - 1358 - AZP 31	Permanent	Approved	05/19/2019	12/31/2099
	1358 - 1358 - AZP 31	Permanent	Approved	06/25/2017	05/18/2019

Add

Employee Availability

Store Id 1358 - 1358 - AZP 31

Preference: Permanent
Year: 2019
Week: 07/28/2019
Status: Not Reviewed
Reason: Please Select

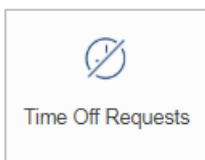| Day	Totally Available	Non-Working days	Availability 1 From	Availability 1 To	Availability 2 From	Availability 2 To
Sunday			Totally Available	Totally Available	Not Available	Not Available
Monday			Totally Available	Totally Available	Not Available	Not Available
Tuesday			Totally Available	Totally Available	Not Available	Not Available
Wednesday			Not Available	Not Available	Not Available	Not Available
Thursday			Totally Available	Totally Available	Not Available	Not Available
Friday			Totally Available	Totally Available	Not Available	Not Available
Saturday			Totally Available	Totally Available	Not Available	Not Available

Previous   Clear All   Submit

Time Off and Day Off requests - what you need to know

Listed below are a few things you should be aware of with **Time Off** and **Day Off** requests:

- If **Time Off** and **Day Off** requests are submitted and approved before a schedule is generated on Wednesday, those requests will be reflected on the schedule.

- If an employee submits a **Day Off** request after the schedule is generated, and the request is approved, the shift for that employee will be removed from the schedule.

- If an employee submits a **Time Off** request after the schedule is generated, and the request is approved, the Manager will have to manually edit the employee's shift.
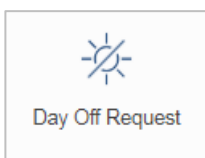
Requesting Time Off

Employees can easily request time off through CREW Time ESS. Use **Time Off Requests** for partial days. Employees can access **Time Off Requests** by selecting the **Time Off Requests** tile on the left side of the screen.

To add a **Time Off Request**, follow these steps:

1. Click **Add**.

2. Enter the required (asterisk *) time off information.
(For example, if you need time off between 10:00 AM and 2:00 PM, the *Start Time* is 10:00 AM, and the **Duration** is four hours.)

3. Click **Submit.**

Requesting Days Off

Employees can easily request days off through CREW Time ESS. Use **Day Off Requests** for full days or a range of days. **Day Off** requests can be submitted by selecting the **Day Off Request** tile on the left side of the screen.

To add a **Day Off Request**, follow these steps:

1. Click **Add**.

2. Enter the required (asterisk *) day off information.

3. Click **Submit**.

Provided by: WFM – John Oliver
Designed by: L&D – EM

Page 3 of 9
© 2021 The Reinalt-Thomas Corporation

Published on: 02/03/21 ver 1.0
Updated on: 09/07/23 ver 1.1

CREW Time ESS on mobile devices

Follow these instructions to install the iOS and Android versions of the ESS (employee self-service) application on your mobile devices and access your schedules through the app.

NOTE: ESS is available for Store Associates only. It is not available for Store Managers or Senior Assistant managers.

Installing the Mobile App – iOS

iOS

Employee Self Service
20 Sep 2019

Follow these steps to install the CREW Time ESS mobile application on iOS devices. If you currently use the app and are simply updating it, delete the old app from your device before following this process.

1. Navigate to the Apple App Store on your device at https://apps.apple.com/us/app/ess-41-reflexis-one/id1473943383.
2. Download **ESS 41 – Reflexis One**.
3. Open the app and tap **Allow** when prompted for notifications.
4. Tap the gear icon in the lower-right corner.
5. Tap **Scan QR Code** and allow the app to access your camera.
6. Scan this QR code:

   Note: Scanning the QR code should prompt you with the Okta login screen if you are a current user updating the app. If the Okta screen does not display, close the app and reopen it. If you are downloading the app for the **first time**, continue to **step 7**.

7. Tap **Settings** on the device.

8. Tap **General**.

9. Tap **Device Management**.

10. Tap **Reflexis Systems Inc**.

11. Tap **Trust "Reflexis Systems Inc."**.

12. Tap **Trust** on the confirmation.

13. Open the app and tap **Allow** when prompted for notifications.

You may now access the CREW Time ESS mobile application on your iOS device using your Personal/Workday username and password..

**Installing the
Mobile App –
Android**

Android

Employee Self Service
20 Sep 2019

Follow these steps to install the CREW Time ESS mobile application on Android devices. If you currently use the app and are simply updating it, delete the old app from your device before following this process.

1. Navigate to the Google Play Store on your device at https://play.google.com/store/apps/details?id=com.reflexisinc.dasess4110
2. Download **ESS 41 – Reflexis One**.
3. Open the app and tap **Allow** when prompted for notifications.
4. Tap the gear icon in the lower-right corner.
5. Tap **Scan QR Code** and allow the app to access your camera.
6. Scan this QR code:

   Note: Scanning the QR code should prompt you with the Okta login screen if you are a current user updating the app. If the Okta screen does not display, close the app and reopen it. If you are downloading the app for the **first time**, continue to **step 7**.

7. Tap the downloaded **.apk** file from within the notifications bar.
   - You may also navigate to **My Files > Downloads**.

8. A pop-up displays "For your security, your phone is not allowed to install unknown apps from this source." Tap the **Settings** option.

9. Tap **Allow from this source** to enable the setting.

10. Tap the **Install** option in the bottom-right corner of the CREW Time ESS application.

11. Tap **Open** in the bottom-right corner once the installation is confirmed.

12. Tap **Allow** when the pop-up asks for access to files on the device.

You may now access the CREW Time ESS mobile application on your Android device using your Personal/Workday username and password.

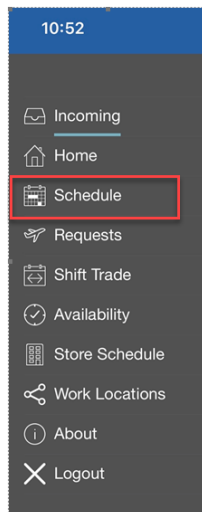**Logging into
the Mobile
Application**

Log in using the same username and password you use for **Workday**.

If you cannot remember your password, contact the Help Desk.

If you set up a **secondary email** or **forgot password text message** as part of your Okta Account Set Up, please use the **Forgot Password** link on the Okta log in screen.

If you have not yet done so, after successfully logging in, access your **Account Settings** to update this information so that you can recover your password in the future.

Provided by: WFM – John Oliver
Designed by: L&D – EM

Page 5 of 9
© 2021 The Reinalt-Thomas Corporation

Published on: 02/03/21 ver 1.0
Updated on: 09/07/23 ver 1.1

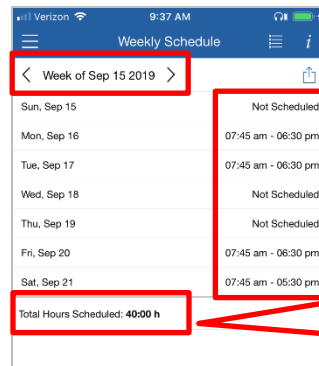**Accessing the Weekly Schedule**

The weekly schedule shows when the logged-in employee is working for the week.

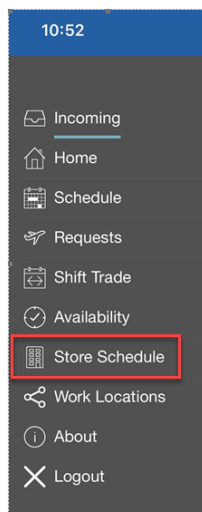Follow these steps to access the weekly schedule:

1. Log into the ESS mobile application.
2. Tap the menu icon.
3. Tap **Schedule**.

The weekly schedule displays as follows:

You may navigate weeks using the arrow buttons, view your total scheduled hours, and view your shift times for each day during the week.
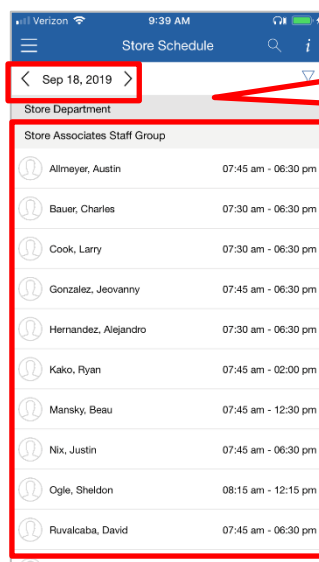
Accessing the Store Schedule

The store schedule shows when all employees are working for the week.
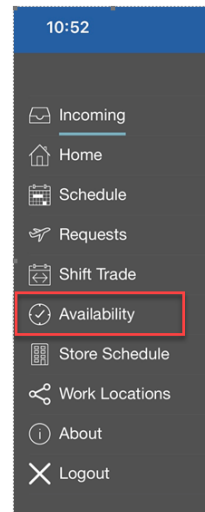
Follow these steps to access the store schedule:

1. Log into the ESS mobile application.
2. Tap the menu icon.
3. Tap **Store Schedule**.

The weekly schedule displays as follows:

You may navigate days of the week using the arrow buttons, as well as view what employees are working specific shifts for the day.

Provided by: WFM – John Oliver
Designed by: L&D – EM
Page 6 of 9
© 2021 The Reinalt-Thomas Corporation
Published on: 02/03/21 ver 1.0
Updated on: 09/07/23 ver 1.1
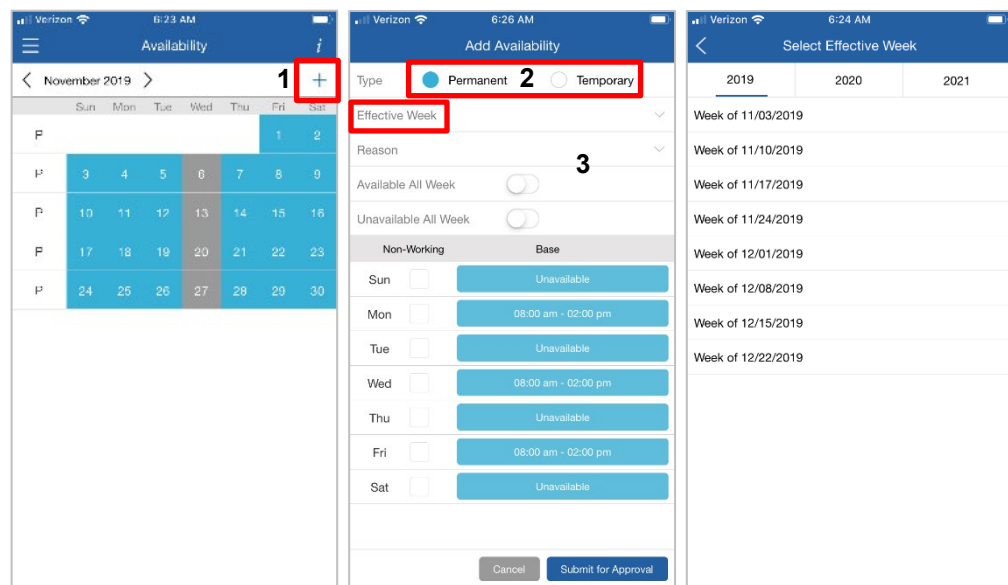
Requesting New Availability

Availability in CREW Time determines when an employee will and won't be auto scheduled by the program. Employees can request new availability in the CREW Time ESS mobile application by selecting **Availability** from the app menu.
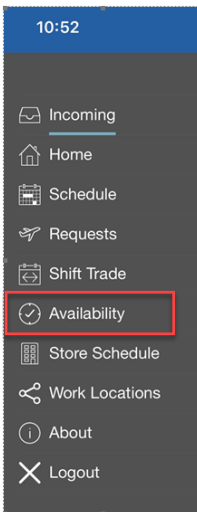
REMEMBER: This process only submits the availability request; the manager must still approve it.

To add new availability, follow these steps:

1. Tap the plus sign icon.

2. Select **Permanent** or **Temporary**. **Temporary** availability only lasts for one week, then reverts to the prior permanent availability.

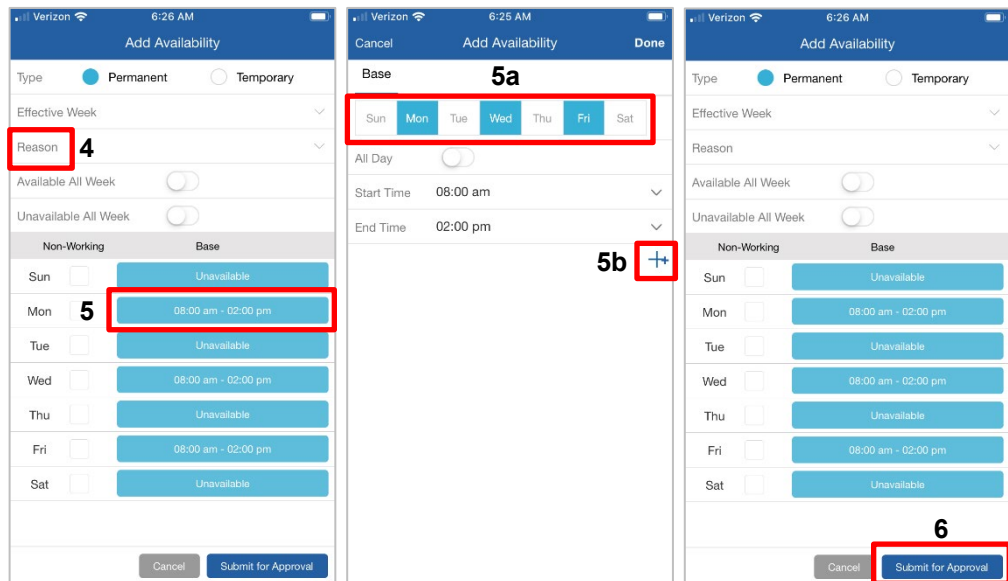3. Select an **Effective Week**, which is when the new availability will start.

Continued on next page

Continued from previous page

4. Select a **Reason**.

5. Selecting a day under the **Base** section opens the **Base** settings screen for the availability.

   a. From this screen, you can configure the **Start Time** and **End Time** for those days' shift availability.

   b. You may also tap the plus icon to configure an additional availability for specific days.
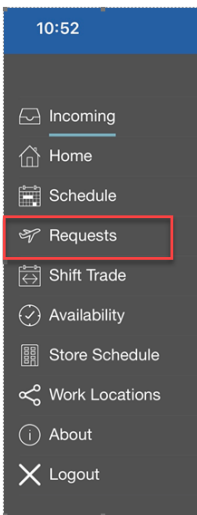
6. Tap **Submit for Approval** when finished.

Time Off and Day Off requests - what you need to know

Listed below are a few things you should be aware of with **Time Off** and **Day Off** requests:

- If **Time Off** and **Day Off** requests are submitted and approved before a schedule is generated on Wednesday, those requests will be reflected on the schedule.

- If an employee submits a **Day Off** request after the schedule is generated, and the request is approved, the shift for that employee will be removed from the schedule.

- If an employee submits a **Time Off** request after the schedule is generated, and the request is approved, the Manager will have to manually edit the employee's shift.
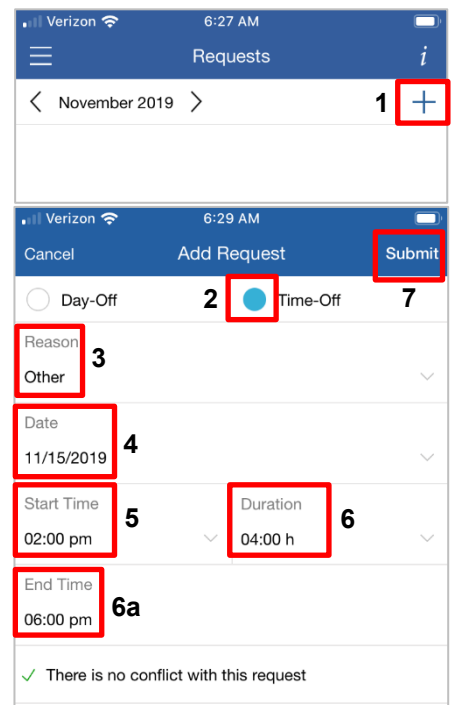
Provided by: WFM – John Oliver
Designed by: L&D – EM
Page 8 of 9
© 2021 The Reinalt-Thomas Corporation
Published on: 02/03/21 ver 1.0
Updated on: 09/07/23 ver 1.1
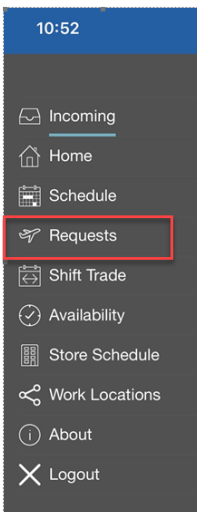
Requesting Time Off

Time off requests are used for partial days off, and day off requests are used for full days, or ranges of days. Employees can submit these requests by selecting **Requests** from the app menu. **REMEMBER**: This process submits the availability request; the manager must still approve it.

To add a **Time Off** request, follow these steps:

1. Tap the plus sign icon.
2. Select **Time-Off**.
3. Select a **Reason**.
4. Select a **Date**.
5. Select a **Start Time**.
6. Select a **Duration**.
   a. The **End Time** calculates based on the **Start Time** and **Duration**.
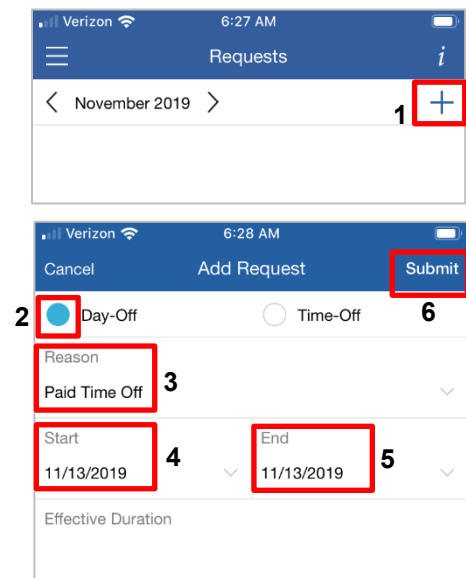7. Tap **Submit**.

Requesting a Day Off

To add a **Day Off Request**, follow these steps:

- Tap the plus sign icon.
- Select **Day-Off**.
- Select a **Reason**.
- Select a **Start** date.
- Select an **End** date.
- Tap **Submit**.

Contacts

Get the support you need to be successful; Send Questions and Feedback to email Workforce Team.

Provided by: WFM – John Oliver
Designed by: L&D – EM
Page 9 of 9
© 2021 The Reinalt-Thomas Corporation
Published on: 02/03/21 ver 1.0
Updated on: 09/07/23 ver 1.1