Worker Mobile App

Overview of different sections

This section will guide you through different tabs and features of Wilya's app designed for the worker.
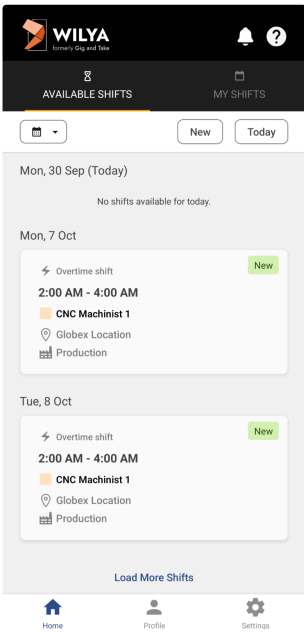
Home Tab

The Home Tab is located on the left side of the bottom bar, the Home Tab shows three options: "Available Shifts" , "My Shifts" and "Add Availability".
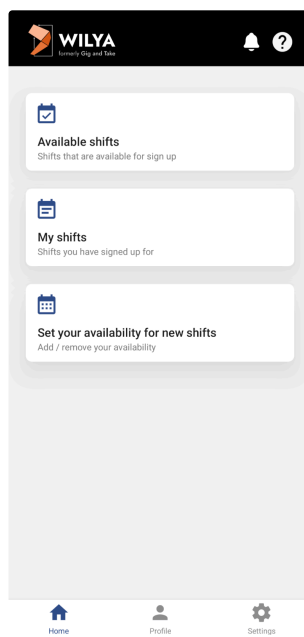
Home Tab

Available Shifts

This section displays all the scheduled shifts that you can sign up for. Workers can use the calendar to navigate to different dates and view shifts published for those dates.
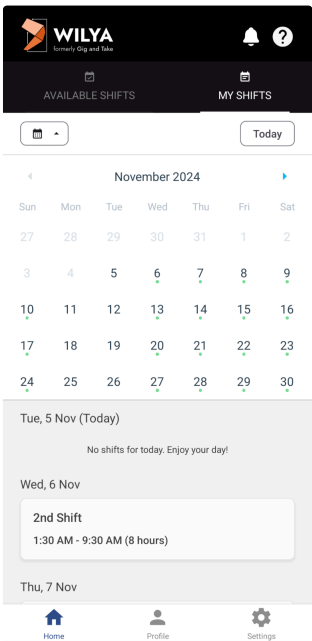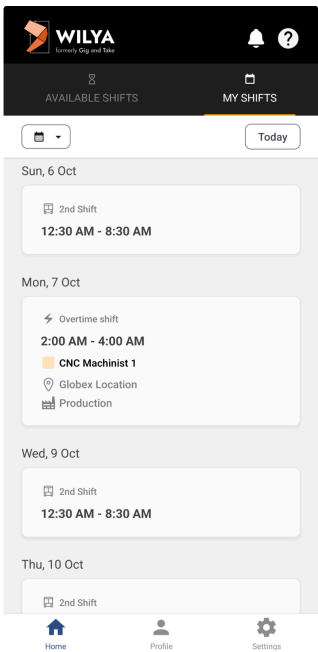

Available Shifts

My Shifts

Under "My Shifts", you can view all the shifts that you have signed up for and all the respective details.

To view the shifts you've signed up for on a specific day, choose the month and date using the calendar. You'll then see all the shifts you've confirmed for that particular day, along with information about that shift.


My Shifts - Calendar

My Shifts

Add Availability

Workers can add their availability to indicate which times of the day and which days they are available to work. Follow these steps to add your availability:

1. On the home page, click the "Set your availability for new shifts" card.
2. Select a date from the calendar (or skip this step if you want to add availability without specifying a date), and then click "+ Add Availability."
3. Choose a start date and an end date, then click "+ Add Availability."
4. Select your start time, end time, and the days of the week you're available. Click "Save."
5. Review your changes to make sure everything looks correct, and then click "Save" again. Your availability will now be added.
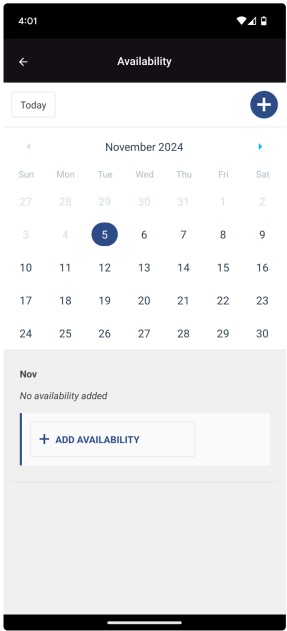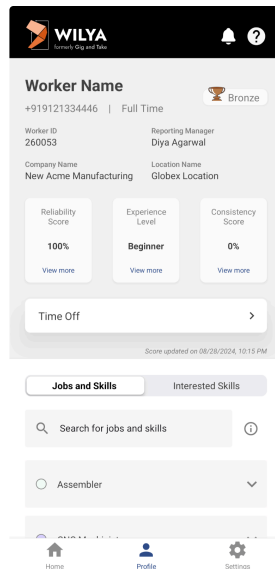

Add Availability
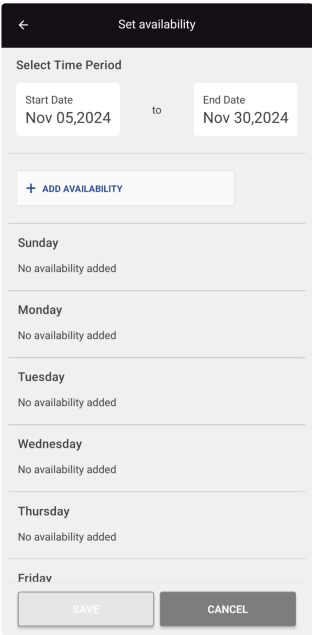
Select Time Period
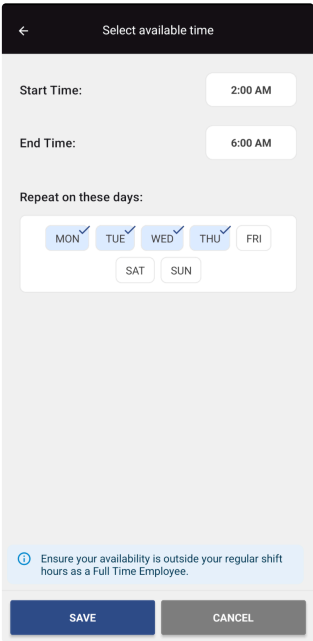

Select Time and Days

Profile Tab

The Profile Tab, located in the middle of the bottom bar, displays the worker's profile. It includes all the worker's details like name, contact number, worker type, worker ID, reporting manager's name, worker's company, worker's Karma score, worker's job roles, skills and time off balances and history.

Profile Tab

Workers can also mark interest in new skills by switching to the Interested Skills tab, clicking "Learn New Skills", selecting the skills they are interested in and clicking "Submit".
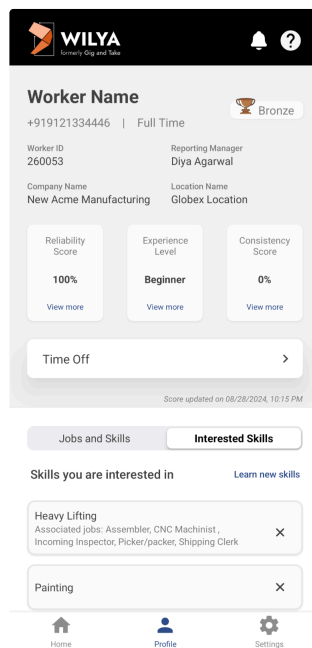
Mark Skill Interest

Settings Tab

The Settings Tab, located on the right of the bottom bar, shows options like Notifications - SMS and app, Auto-accept Setting and a logout option.

Notifications - SMS and App Notifications Settings

This includes options for SMS and push notifications. Toggle buttons are provided next to each option. Switch it on to receive notifications or off to disable them.

Auto Accept

If the company has selected this feature, workers can toggle on the option to allow system to auto accept shifts if they fall within the availability period that the worker has set.

To log out from the app, click on the logout option.

Settings Tab
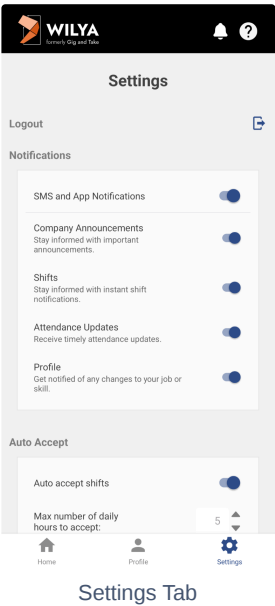
Notifications

Located on the right side of the top bar, represented by a bell icon   , this section provides all the notifications and updates. Workers can receive notifications about various updates like available shifts, attendance, profile updates, etc.
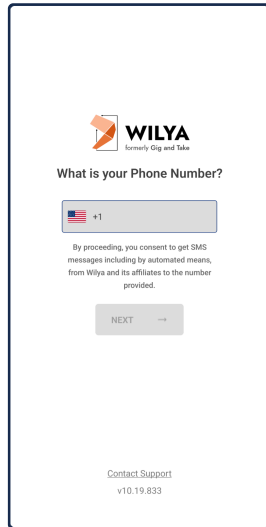

New Notification

Notifications Tab
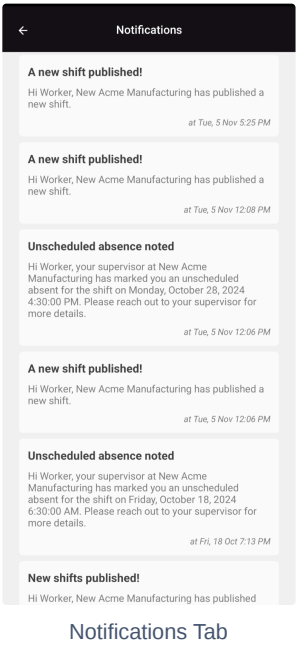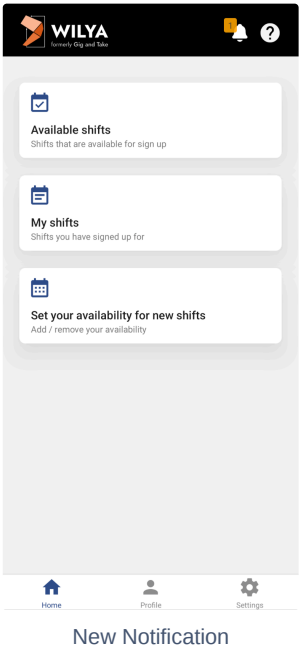
Help and Support

Located at the extreme right of the top bar, represented by a question mark icon   , clicking on this icon redirects you to a Google form. Fill in the form explaining your query and someone from our team will reach out to you.
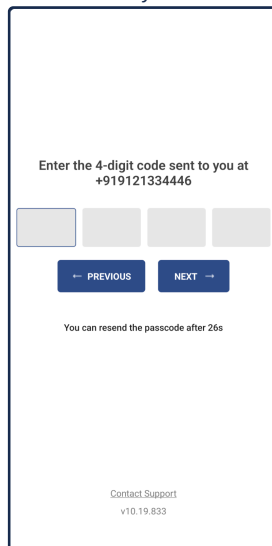
Logging into the app

Follow these steps to log into the app:

1. After installing the app, initiate the login process by entering your registered contact number (cell phone number) and clicking 'Next'.
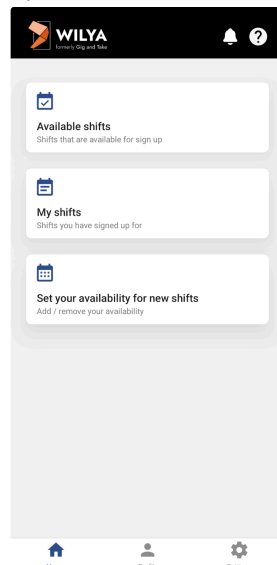
2. A OTP (One-Time Password) will be sent to your registered contact number via SMS. Enter this OTP when prompted by the app and click 'Next'. If you need to change your contact number, you can go back by clicking "Previous" and update it.

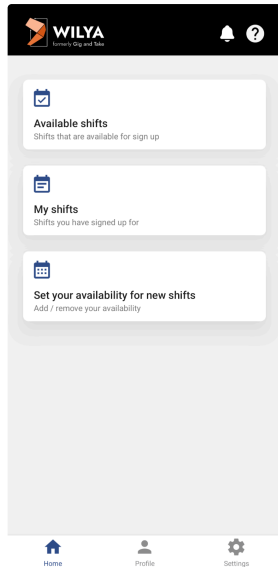3. Upon successful verification, you will be logged into the app.

In case, you do not receive the OTP via SMS, reach out to your supervisor for assistance.
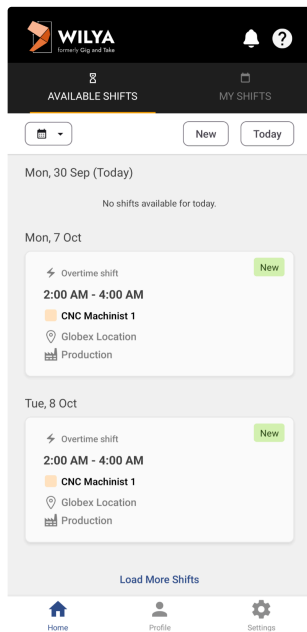
Signing up for a Shift

Follow these steps to sign up for a shift:

1. Start by clicking on "Available Shifts" in the Home Tab.

2. You will see a list of scheduled shifts. Tap on the shift you wish to sign up for.

3. After tapping on a shift, you will see the shift details along with the options: Confirm Shift and Decline Shift.

- Confirm Shift: Click on this to sign up for the selected shift.
- Decline Shift: Click on this if you wish to decline the selected shift.
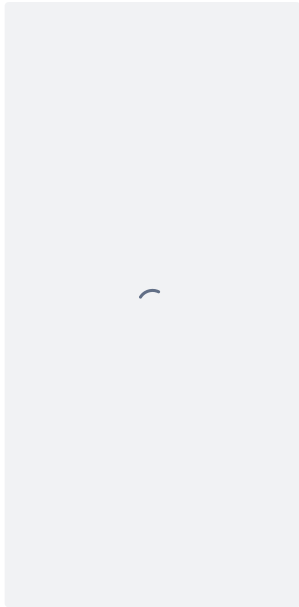
Attendance Acknowledgement

If your company has selected this feature, you will be asked to acknowledge the attendance indicator that your supervisor indicated. To acknowledge this message, follow these steps.

1. If there is a pending attendance acknowledgement, a notification will appear on the Home Tab. This notification will include a 'View' option.

2. Click on the 'View' option to see the attendance indicator that has been marked for you.
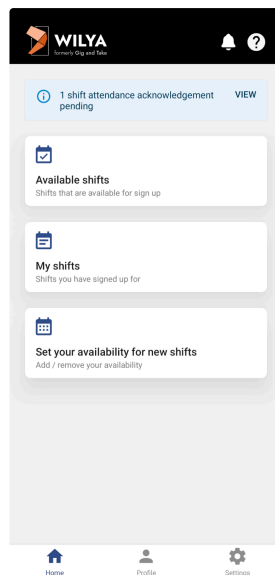
3. Click on the shift shown, review your attendance for the shift and click on 'I Acknowledge'. This confirms that you have seen and acknowledged your marked attendance.
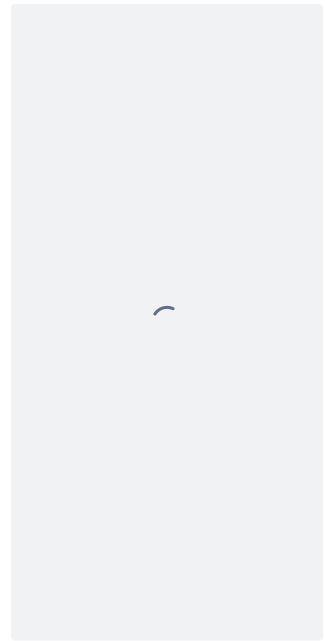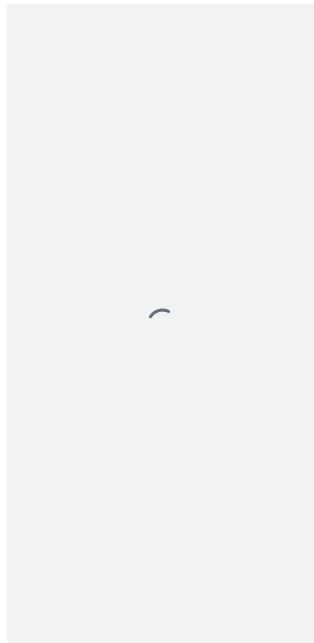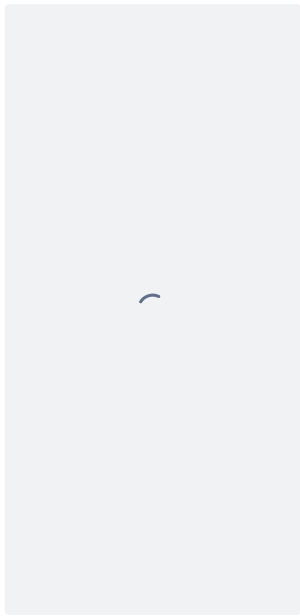
Please note, acknowledging your attendance is a necessary step before you can accept new shifts. You cannot sign up for new shifts with pending attendance acknowledgement.
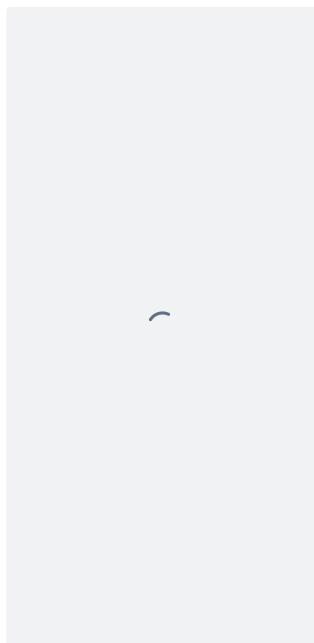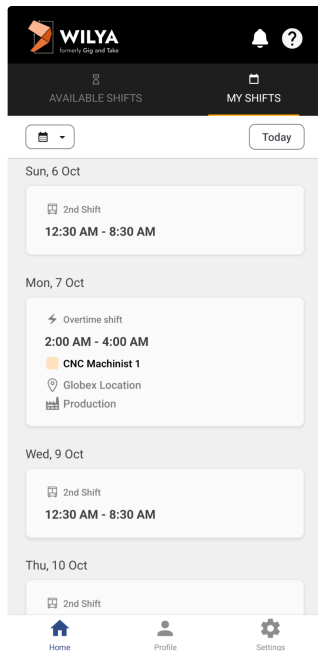
Acknowledge Attendance in order to sign up for a new shift

Shift Swapping

Follow these steps to request a shift swap:

1. Go to the 'My Shifts' section in the Home Tab. Here, you will find a list of all the shifts you have signed up for.

2. Tap on the shift for which you want to request a swap. This will open the details of the selected shift.

3. You will see an option labeled 'Shift Swap'. Click on this option to proceed.
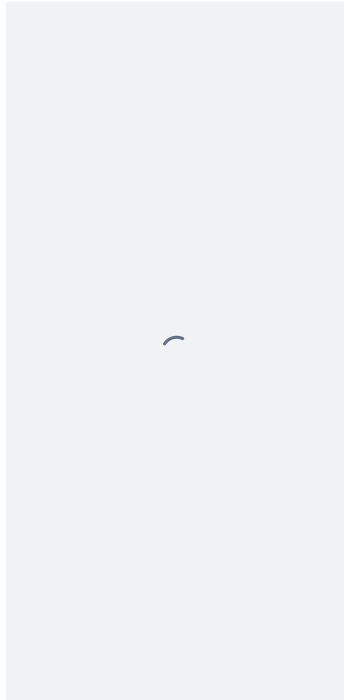
4. On this screen, you can verify the details of the shift and you will have the option to include a message for Supervisor. Once you've reviewed everything, click on 'Submit Swap Request' to submit your request.
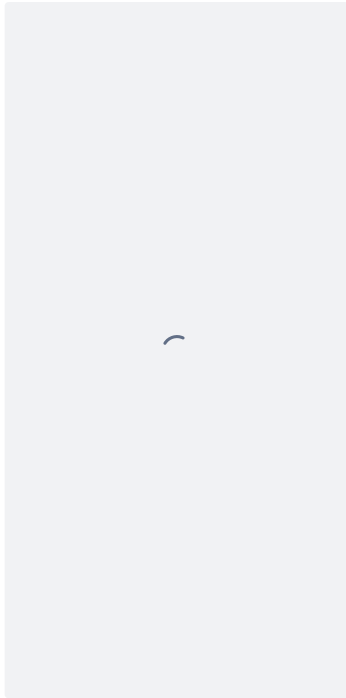
Note: If no one accepts this shift swap, you will be expected to complete the shift.

View Karma Score Details

You can view your Karma score and details like the number of hours worked, shifts attended, missed, and canceled in your app

1. Log into the app.
2. Go to the Profile section.
3. View your Karma score tier, reliability score, consistency score, and experience level.
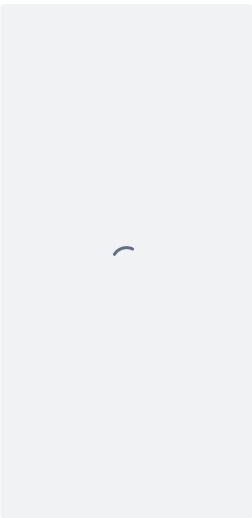4. Tap "View More" under these scores.
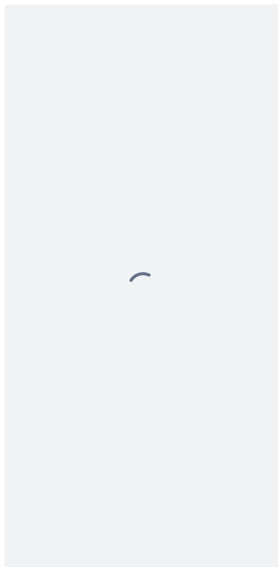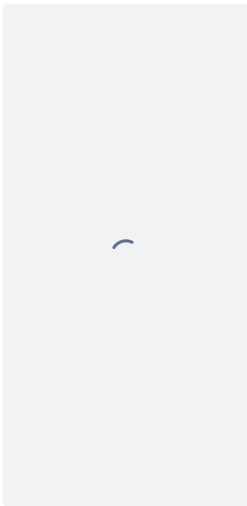
Tap "View More"

5. You'll see a page with details on attended, missed, and canceled shifts, along with hours worked.
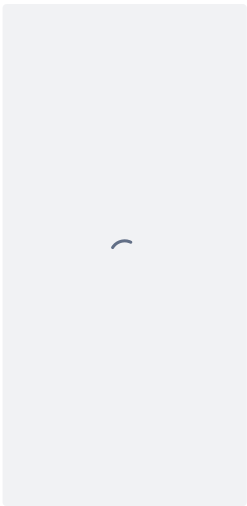
Experience Level Details

Consistency Score
Details

Reliability Score Details