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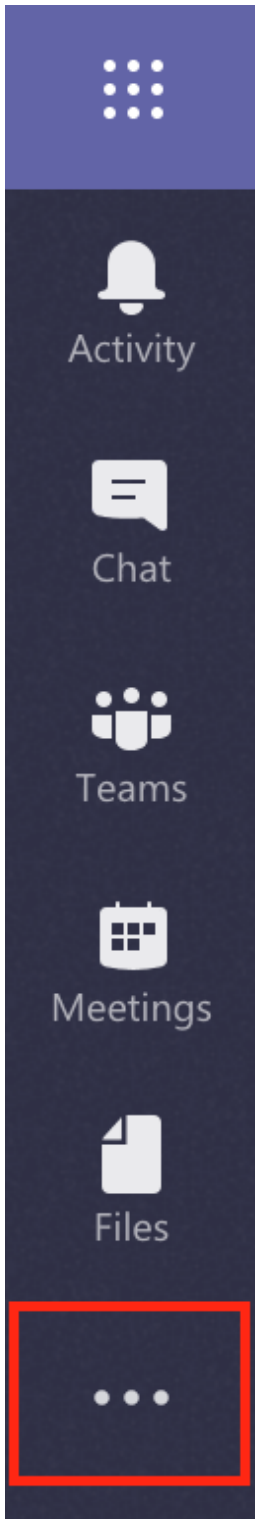
Microsoft Teams
Shifts

ICT User Guide

How to use Shifts in Teams

Getting set up

To get started, click on the '**three dots**' in the Teams menu bar. You will see Shifts as one of the additional apps listed here.

Help

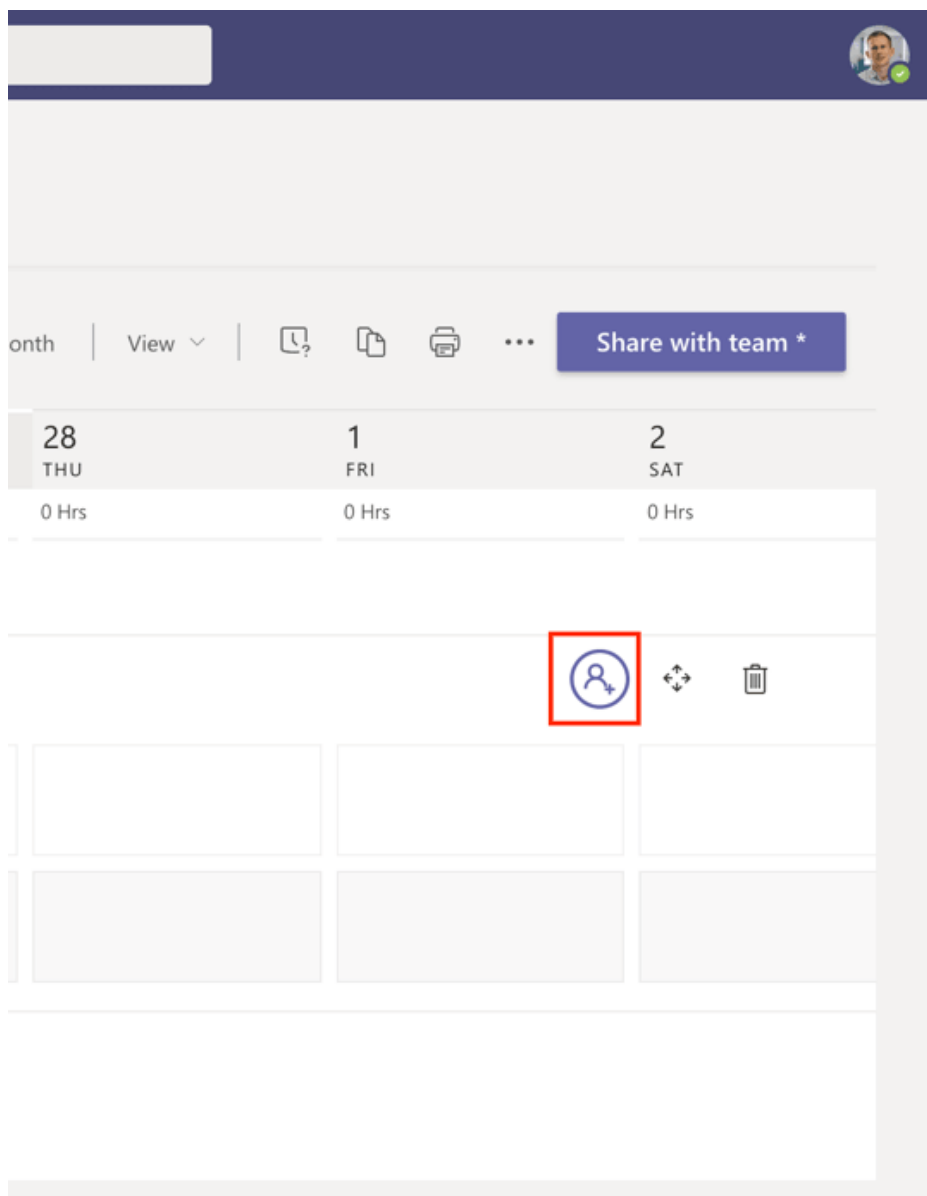OneNote

Planner

Shifts

Stream

Who

Wiki

More apps

Creating shifts

To add team members to the plan, click the 'add people to the group' button. You can add any colleagues to the Shift schedule as long as they have an Office 365 profile.

To create a shift for a team member, double click on any empty slot in their schedule and fill in the details about the shift.

Edit shift

for Mike Smith on Monday, Feb 25, 2019

9 AM - 5:30 PM   ⧉ ⏱ *

Lu

Start	End	Theme	Shift name
9:00 AM ⌄	5:30 PM ⌄	Blue ⌄	Replaces time label

Notes

Serving tea and coffee to the Chorus Marketing Team.

Activities ⓘ

Name		Code	Start	End		Paid
⏱ Break ⌄			Any	15 min ⌄		⊘
⬤ Lunch ⌄			1:00 PM ⌄	2:00 PM ⌄		⬤

⊕ Add activity   Cancel   Share   Save

Add various details about the shift such as:

- Start and finish times

- Theme colour (you may decide certain colours will be used for certain shift types or activities)

- Notes about what work the shift will include and anything to pay attention to

- Duration of breaks and lunch – and whether or not breaks will be paid

You can add a team name for the shift schedule. Simply enter a name into the box above the shift slots which are now populated with the shifts you have created.

The open shifts row allows you to create shifts before allocating them to team members.
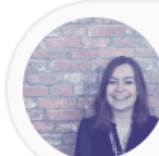
Once you've created an open shift, you can click the 'three dots' and a menu will appear with further options. This will also allow you to assign the open shift to a member of the team.

You can also add notes about the shift schedule for the respective days of the week.

		24 SUN	25 MON	26 TUE	27 WED	28 THU
⏱ 24.25 Hrs		0 Hrs	8.25 Hrs	16 Hrs	0 Hrs	0 Hrs
Day notes		No volunteers for Sunday shift currently. ✳	Mike can work overtime if required. ✳	Mike and Lisa both working Tuesday. ✳	T. Sills, K. Hill and T. Bedeau on standby. ✳	L. Ros in aft

Group total: 24.25 Hrs ⌄   **Chorus Tea Making Team**

Ⓛ Open shifts 2 shifts	1 slot 9 AM - 5:30 PM ✳ Replenish tea stores.		1 slot 9 AM - 5:30 PM ✳ Replenish tea stores.			
Mike Smith 16.25 Hrs		9 AM - 5:30 PM ✳ Serve tea and coffee to...	9 AM - 5:30 PM ✳ Fix the coffee machine.			
Lisa Curry 8 Hrs			9 AM - 5:30 PM ✳ Snack run for the Chor...			

Your team members won't be notified until you share the shifts with them. To do this, click on 'Share with team' in the top right corner of the screen.
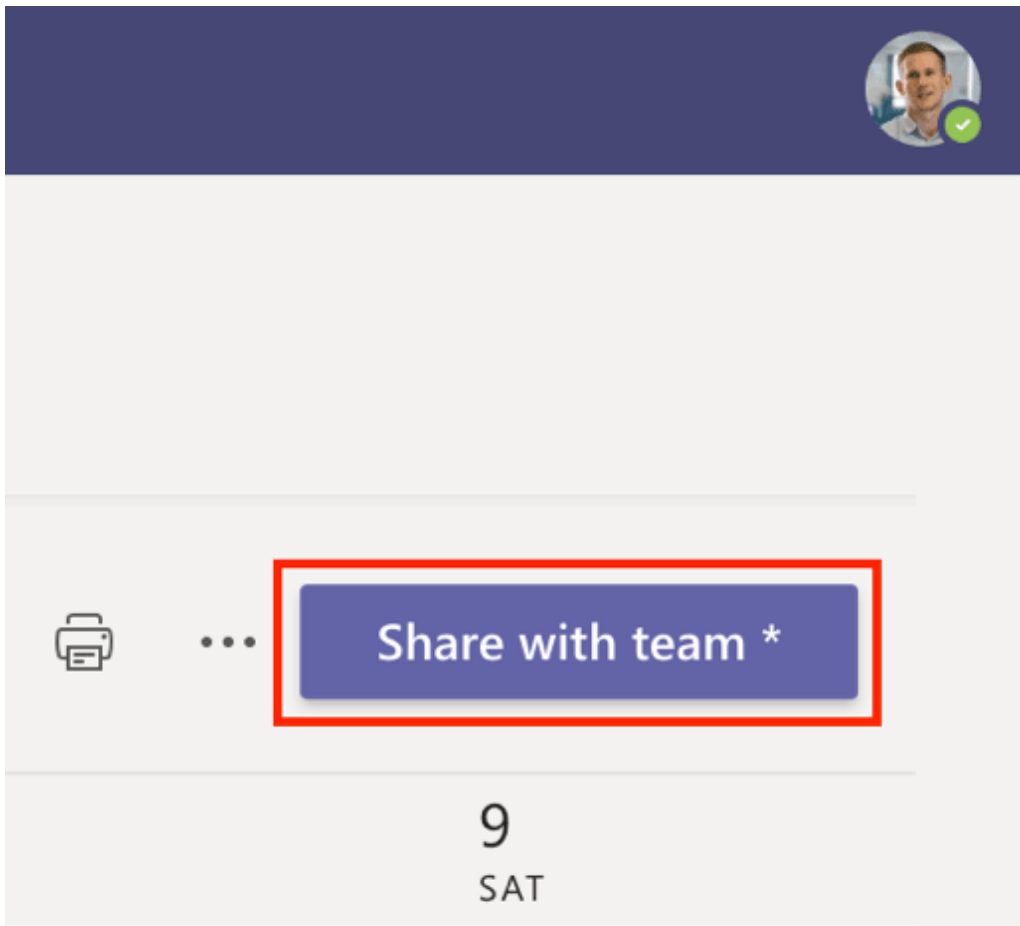
You will then have the option to select which days of the calendar you wish to share with team members. Select the first and last day of the range you want to include and then choose whether to share with the 'entire team' (i.e. those listed against the schedule) or 'only affected people' (i.e. the people who have been assigned shifts).
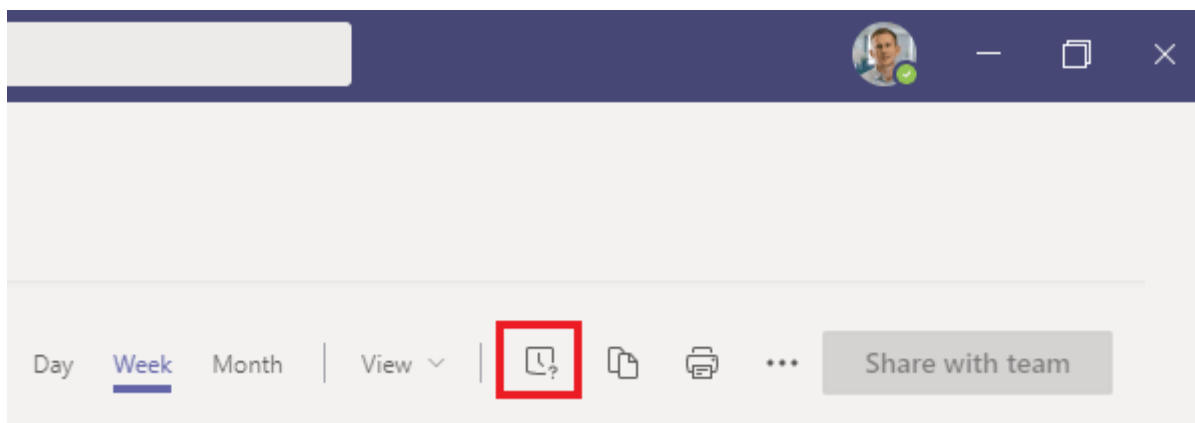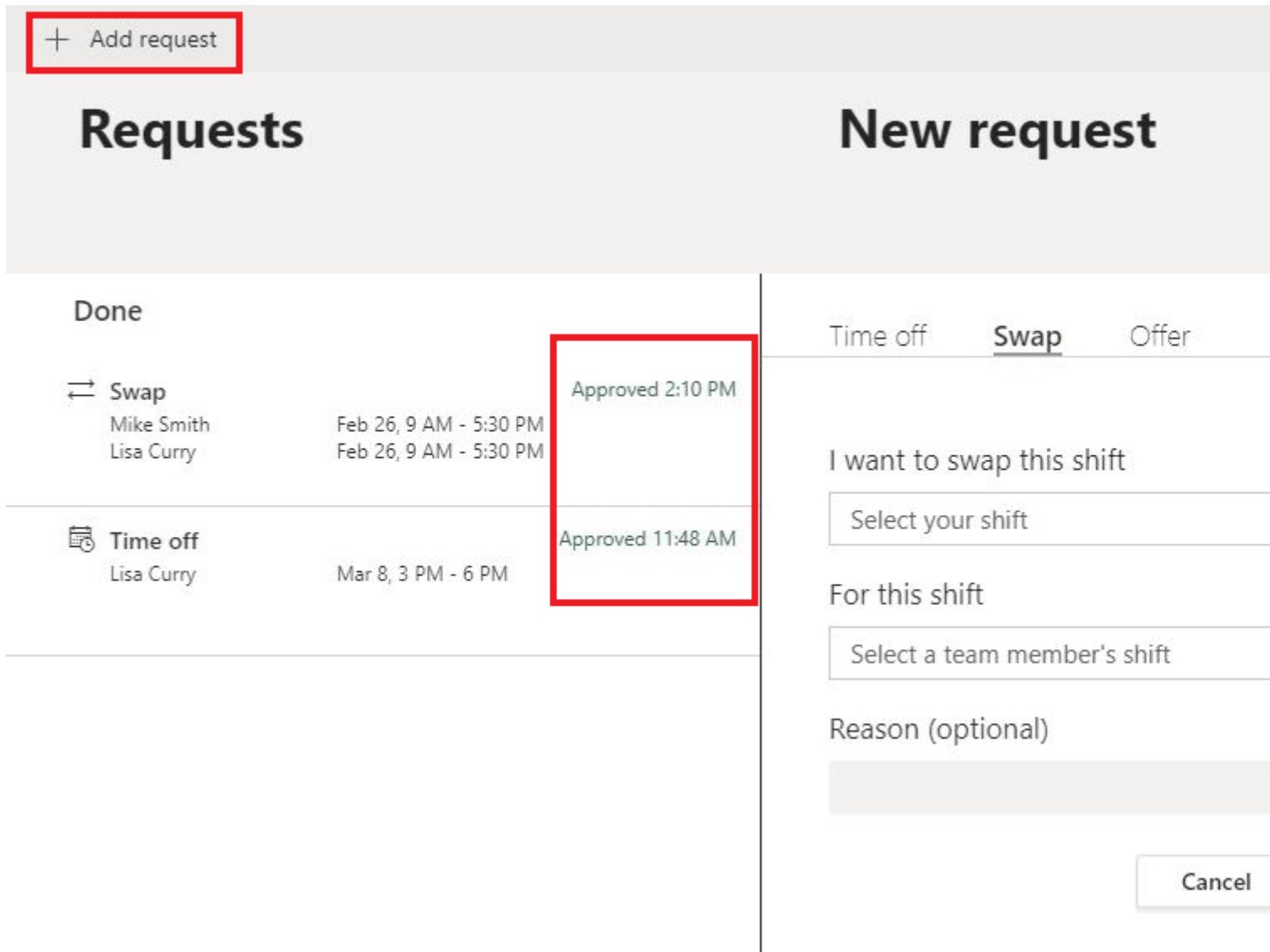
Adding and approving requests

You can easily make, approve or deny requests for:

- Time off

- Shift swaps

- Offers of available shifts

The 'requests' button can be found towards the top right corner of the main schedule screen.

You can easily add requests and see whether previous requests have been approved.

Swap
Approved

Sent 11:51 AM

Mike Smith

February 26, 2019
9 AM - 5:30 PM
Chorus Shifts Demo

Reason: "I'm jetting off to the Seychelles!"

Accepted 2:10 PM

Lisa Curry

February 26, 2019
9 AM - 5:30 PM
Chorus Shifts Demo

Approved 2:10 PM
Response: "Enjoy the sun!"
Seen by Lisa Curry

Lisa Curry

FAQs

Does shifts work with people outside the organization?

Shifts doesn't currently support guest users—even if you're using guest users in Microsoft Teams.

Is there a mobile app for Shifts?

You can get the Microsoft Teams app for iOS and Android from Microsoft here. Shifts is available within the Teams app and can be pinned to your Teams navigation bar if you wish.