

# SCHEDULES info for team members

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## GENERAL info

- Schedules are created and sent through our online community, MyNC.
- **Be faithful** to check and respond to scheduled dates in MyNC and make note of it on your personal calendar.
- Do not rely on reminders to notify when you're scheduled to serve; individuals are responsible to know when they're scheduled.
- In the event you are unable to serve a scheduled date due to work, vacation, or other conflict, decline the schedule request. Include comments in the decline regarding the reason, when you're available instead, etc.
- **Contact your Team Leader** so that they can make necessary rearrangements. Rearrangements will involve swapping with someone from another week's scheduled volunteers. You will serve in place of the person who took your place the week you were unavailable.
- It is our goal to work with you as much as possible to accommodate your schedule. In the event you become sick on a Sunday morning, again notify your Team Leader as soon as possible.
- There is a **Block Out Date** feature available in MyNC to block out any dates you will be unavailable. It's important to block out any dates you know you will not be available as far in advance as possible, prior to when the next schedule is sent, so that we can make sure you are not scheduled to serve during that time.
- Team Members can interact and see schedules both while logged into their personal MyNC profile, or while logged out through their email or text Schedule Request/Reminder link.

## VIEWING & ACCEPTING schedule requests

- **Through Email or Text link (logged out)**
  - Team Members will receive an Email *and* Text when they are scheduled to serve. (\*Must have mobile phone and carrier listed in MyNC profile to receive Text)
  - To respond or view the schedule details through Email, click on the "**VIEW AND RESPOND**" button in the email.
  - To respond or view the schedule details through Text, click on the link provided in the text.

- **MANAGE SERVING:**
    - You can manage your serving requests from the **ASSIGNMENTS & REQUESTS** tab.
    - Click on a date to view the schedule details and respond.
      - Click Accept to accept the scheduled serving date.
      - For Declines, add a comment/reason, when you're available instead, etc.
      - To minimize Declines, see *How to Block out Dates* below.
  - **VIEW SCHEDULE**
    - From your Assignments & Requests page, click on the date you want to view.
    - Click on **VIEW SCHEDULE** to view everyone scheduled with you that day.
- **Through MyNC Profile (logged in)**
    - Login to your MyNC profile.
      - To login, go to [www.northwood.church/mync](http://www.northwood.church/mync) OR through your email/text link.
        - To request a username/password for MyNC, click on 'Create Account' from the MyNC login page.
    - From the menu options (3 lines in top left corner), click on **MY SERVING** or the **HEART** icon.
    - **MANAGE SERVING:**
      - You can manage your serving requests from the **ASSIGNMENTS & REQUESTS** tab.
      - Click on a date to view the schedule details and respond.
        - Click Accept to accept the scheduled serving date.
        - For Declines, add a comment/reason, when you're available instead, etc.
        - To minimize Declines, see *How to Block out Dates* below.
    - **VIEW SCHEDULE**
      - From your Assignments & Requests page, click on the date you want to view.
      - Click on **VIEW SCHEDULE** to view everyone scheduled with you that day.

## **BLOCK OUT dates**

- Click on the Email or Text link for Serving Requests/Reminders.
  - This will bring you the **Manage Serving** page.
  - Click on the **Gear icon** to open Preferences/Blockout Dates.
  - Select the Blockout Dates tab.
  - Click on the date you'd like to block.
- Include Reason
- Click SAVE
  - If you need to remove or edit a block out date, simply repeat the steps above and select the date. Click "Clear Block".