

User Manual

vGate Roster Module



The Ambulance Tasmania Volunteer Gateway is a web-based service for Volunteer Ambulance Officers that provides access to rosters, training schedules, learning & skill development modules and other resources online, anytime, anywhere.

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www.vGate.net

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This manual is intended for regular users of the vGate roster module. There is a separate manual for users with Admin privileges.

Chapter 1: Logging in

The vGate roster module, as with all the other vGate modules, is available on any computer that is connected to the internet. Once you have connected to the internet, you will need to use a web-browser like **Internet Explorer, Firefox** or **Safari**¹ to go to the vGate website, which is www.vgate.net.au

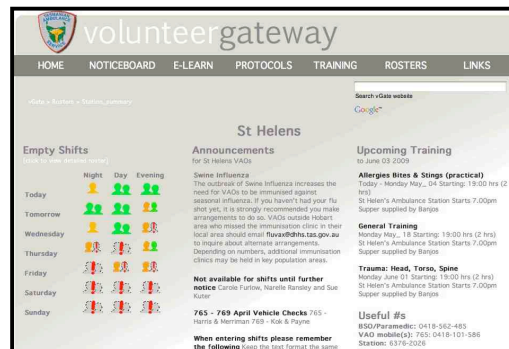
Access to rosters and some other pages is restricted to Ambulance Tasmania staff. If you don't have a username and password and want access to VAO rosters, ask your Volunteer Coordinator or any BSO to send an email to info@vgate.net.au including your station affiliation and contact details.

1. Type in www.vgate.net.au into your web browser's address bar or click on the link and bookmark it in your web browser, or use Google to search for "vGate" or "Ambulance Tasmania volunteer gateway".
2. When the main page for the vGate website is on your screen, click on the **Rosters** button on the main menu bar.
3. If this is the first time you've logged into the vGate roster module, you will be taken to the log-on page www.vgate.net.au/calendars/login.php where you will be asked for your vGate user name and password.



- or -

If you've used the vGate roster module before and you ticked the box to create a "cookie" to remember your user name and password, if you are a VAO or BSO, you will go straight to the **Station Summary** page for your station.



- or -

if you are a salaried staff member (Duty Manager or higher), you will go to the **Admin Menu**. From this page you can navigate to the various stations around the state.

4. Once you have successfully logged in to the vGate roster module, you should bookmark the Station Summary page so that you can quickly access it next time.

¹ There are many other web browsers available, but vGate is only tested on and optimized for use with Internet Explorer (version 7.0 or later), Firefox (version 3.6 or later) and Safari (version 3.2 or later). Although it may work, support is not provided for earlier versions or for other web browsers. If you want to use another web browser, you are welcome to try but we cannot make changes to support them or help you with any problems you may have.



Your vGate username and password is not the same as the user name and password you use to log onto DHHS computers or to access your DHHS Outlook Webmail.

The Station Summary page

The screenshot shows the 'volunteergateway' website for St Helens. The navigation menu includes HOME, NOTICEBOARD, E-LEARN, PROTOCOLS, TRAINING, ROSTERS, and LINKS. The page title is 'St Helens'. There are three main sections:

- Empty Shifts** (click to view detailed roster): A table showing shift availability for the next seven days. The columns are Night, Day, and Evening. Icons represent the number of volunteers needed for each shift.
- Announcements** for St Helens VAOs:
 - Swine Influenza**: The outbreak of Swine Influenza increases the need for VAOs to be immunised against seasonal influenza. If you haven't had your flu shot yet, it is strongly recommended you make arrangements to do so. VAOs outside Hobart area who missed the immunisation clinic in their local area should email fluvax@dhhs.tas.gov.au to inquire about alternate arrangements. Depending on numbers, additional immunisation clinics may be held in key population areas.
 - Not available for shifts until further notice**: Carole Furlow, Narelle Ransley and Sue Kuter.
 - 765 - 769 April Vehicle Checks**: 765 - Harris & Merriman 769 - Kok & Payne.
 - When entering shifts please remember the following**: Keep the text format the same.
- Upcoming Training** to June 03 2009:
 - Allergies Bites & Stings (practical)**: Today - Monday May_04 Starting: 19:00 hrs (2 hrs). St Helen's Ambulance Station Starts 7.00pm. Supper supplied by Banjos.
 - General Training**: Monday May_18 Starting: 19:00 hrs (2 hrs). St Helen's Ambulance Station Starts 7.00pm. Supper supplied by Banjos.
 - Trauma: Head, Torso, Spine**: Monday June 01 Starting: 19:00 hrs (2 hrs). St Helen's Ambulance Station Starts 7.00pm. Supper supplied by Banjos.

Useful #s
BSO/Paramedic: 0418-562-485
VAO mobile(s): 765: 0418-101-586
Station: 6376-2026

If you are a VAO, once you have successfully logged in you will be taken to the **Station Summary** page for your station.











This page lists:

- The status of shifts for the next seven days, highlighting where volunteers are needed
- Your shifts for the next 30 days (based on surname, so that amongst other things, volunteers can see spouses shifts as well)
- Station-specific notes and announcements
- Photographs of each volunteer and paramedic
- A summary of the number of volunteers at your station, and their levels of training
- Upcoming training sessions in the next 30 days, and
- Useful contact numbers for your station and vehicles.

You can fill an empty shift by clicking on the button in the applicable column (day or evening or night), or you can click through to the detailed monthly roster for your station.

Meaning of Icons

The summary of available shifts over the next seven days uses icons so you can easily tell what's covered and what's available:

IF WORKING FULL SHIFT	IF WORKING ONLY PART OF SHIFT	
		Empty shift at a Branch Station (ie. one VAO or VIT needed)
		Empty shift at a VAO-only station icons(ie. two VAOs or a VAO and a VIT needed)
		Single VIT rostered at a VAO-only station (ie. a VAO is required to work with the VIT)
		Single VAO already rostered (in Branch Stations this is a full crew; in rural VAO-only stations a second VAO is needed to make a full crew)
		VAO plus VIT already rostered (can happen in both Branch Stations and VAO-only stations)
		Two (or more) VAOs already rostered (can happen in both Branch Stations and VAO-only stations)

- Partial shifts are identified by the shift duration being less than the standard duration for that shift at that station. If the shift duration is not entered correctly for partial-shifts, then vGate will not be able to display the correct “partial shift” icon.
- In most cases where there is a VAO and a VIT working together, the mouse-over text on an icon will explain which (if any) is only working a partial-shift.

When determining whether a shift is covered or not, the system checks for VAO, 2ND or 3RD records. It also counts VIT records separately, and assumes that VITs at rural stations should work with a VAO and not on their own.

Crew Photos

All volunteers are encouraged to contribute a head-and-shoulders photograph for vGate. These photos are very useful for relief BSOs and new volunteers to help them get to know who everyone is.



If you click on anyone's photo in the gallery, you will get a pop-up window with their contact details.

If it's your photo (or if you are an Admin user), you can click on the larger version in the pop-up window to edit your (or that user's) User Profile.

You Volunteer Coordinator may ask you to sign a Photo Permission Form so that vGate can use your Staff ID photo, or you can upload your own by editing your User Profile.

Staff photos (including VAOs) can only be seen by people who have logged in to vGate; they are not visible to the general public.

Volunteers Who Work at Multiple Stations

If you volunteer at more than one station, you only need one login for vGate. Ask the BSO or Volunteer Coordinator at each station to edit your User Profile and add their station numbers into the "Stations" field. You will then see an extra line underneath your username on all roster screens that will allow you to quickly change from station to station.

Change station to: Bridgewater | St Helens
Go to: vGate main page | Station summary | Training schedules | Calendar help
Current User: David Godfrey-Smith (Logout)
Manage calendar of: Public Access | Training Bridgewater

The VAO Coverage page

If you are a non-road staff member, once you have successfully logged in you will be taken to the **VAO Coverage** page which shows a summary of VAOs and BSOs on shift for the current day, by region (south, north and north-west).

The purpose and functionality of this page is covered in Chapter 9.

My Shifts page

The “My Shifts” page is accessed from the station summary page, by clicking on your name in the middle column under Upcoming Shifts. The page shows all shifts from the last 90 and next 180 days for the person who is logged in.

Once the listing has displayed, you can easily edit, copy or delete shifts, or you can add hours on-station, on-call and on-case.

If you are registered in vGate to volunteer at more than one stations, shifts at any of these stations will show under the My Upcoming Shifts section of the station summary page, regardless of which of these station’s page you are looking at.



My Shifts defaults to 90 days in the past to 180 days in the future.

If you are happy to type more information into the URL of your web browser, you can change the time span by entering www.vgate.net.au/calendars/my_shifts.php?back=nn&fwd=nn where nn is the number of days back or forward you want to display on your listing.

There is also a **print-friendly** version of the My Shifts listing which will open in a new tab or window. It is formatted for A4 portrait printing and does not have the edit/delete/copy or roster icons.

You can also check on the listing who entered each of your shifts, which may be useful if you are having trouble working out who added what, and what the shift ID number is if you need help troubleshooting the vGate roster system and you need to contact Technical Support.

Chapter 2: Editing Your User Profile

Everyone who is a registered user of the vGate roster module has their own “User Profile” in the system. This allows you to quickly update your contact details and other settings.



Some information is compulsory in your User Profile. If vGate detects that some required information is missing, you will be automatically redirected to your User Profile whenever you log in. You must complete the required information before you can successfully use the roster module. Required information includes your name, qualification level, at least one email address, at least one contact phone number and your emergency contact details.

You can access your profile a number of ways:

- by clicking on your name in the top left of the screen (where it says **User:** ...)
- following the “My User Profile” link at the bottom of the screen
- clicking on your name on the telephone list (link at the bottom of the screen), or
- by clicking on your photo in the crew photo montage, then on your photo again in the pop-up window that includes all your contact details.

Your profile information is important to keep up to date as it is often referred to by BSOs, State Communications staff and management staff. It will also be used in the event of an emergency (eg. vehicle crash, health problem etc.) involving a VAO.

The following information is maintained in your user profile. Leave any fields that are not applicable blank.

First Name:	Your usual first name.
Last Name:	Your full surname.
Nickname:	Alternate spellings for first name or last name (used to search for your shifts). Eg. “Nick” where first name is Nicholas.
DHHS E-mail address:	DHHS email address.
Other E-mail address:	Other or personal email address.
Mobile #:	Mobile phone number, entered as 0400-123-456
Home #:	Home phone number without area code, entered as 6234-5678
Other #:	Work or other phone number without area code, entered as 6234-5678
In Emergency Contact:	Contact name with relationship in brackets, eg. Mary (spouse)
In Emergency Contact #:	Phone number for your emergency contact without area code, entered as “6234-5678 or 0400-123-456”
Include Shifts for:	Name of spouse or partner to include in “My Shifts” section of Station Summary page.

vGate User Status:	<p>Choices are:</p> <p>VIT VAO Level 1 VAO Level 2 VAO Level 3</p> <p>(there are also selections for salaried staff incl. paramedic, BSO, Managers, Comms, CPEU etc)</p>
Default Shift Preference:	<p>Choices are DAY, EVEN or NIGHT ... some stations will only see DAY or NIGHT.</p> <p>(Salaried staff leave blank – not used).</p>
General Availability	<p>This field allows users to enter their general availability in 2-hour blocks each day of the week. This is intended as a general indication only and does not need to be updated every time you are not going to be available on a specific day.</p>
News Alerts	<p>This Y/N field controls whether an email should be sent when a new news article, announcement or bulletin is added to the vGate home page. The default setting is “N”.</p>
Empty Shift Alerts	<p>This Y/N field controls whether an email should be sent when an empty shift is available:</p> <ul style="list-style-type: none"> a) within the last-minute period, and b) it matches the user’s general availability (see above). <p>The default setting is “N”.</p>
VAOAT Member:	<p>This Yes / No field allows VAOs to indicate whether they are a member of the Volunteer Ambulance Officers Association of Tasmania; the default setting is “N”.</p>
VAO Since (yyyy-mm-dd):	<p>Date started as VAO (enter in yyyy-mm-dd format). If you aren’t sure of the day, just put the first of the month you started. Not used for BSOs and salaried staff ... leave blank.</p>

Your user profile is also the place to go to change your password and upload a head-and-shoulders photo of yourself.

If you forget your password, any BSO, your Volunteer Coordinator or your region's Operational Support Officer can change it for you (no one can read your password as it is encrypted, so they can't retrieve it if you've forgotten it).

If you are a **BSO or Volunteer Coordinator**, there are additional fields you need to fill out in your User Profile:

<p>SMS Alerts (for BSOs only)</p>	<p>This Y/N field controls whether a SMS text message should be sent when a shift change occurs within the defined 'last minute' period and the change will result in the BSO either working alone or not working alone (ie. no alert if there was already or still will be at least one VAO or VIT on shift). The default value setting is "N".</p> <p><i>See Chapter 7 for details.</i></p>
<p>Email Alerts (for Volunteer Coordinators only)</p>	<p>This Y/N field controls whether an email should be sent to the Volunteer Coordinator when a shift change occurs within the defined 'last minute' period and the change will result in the BSO either working alone or not working alone (ie. no alert if there was already or still will be at least one VAO or VIT on shift). The default value setting is "N".</p> <p><i>See Chapter 7 for details.</i></p>
<p>'Last Minute' Definition</p>	<p>This field specifies the user's definition of 'last minute', in hours. This field is user-specific and overrides the station definition of 'last minute' The default value is 48 hours.</p>
<p>No SMS Before (time) (for BSOs only)</p>	<p>Normally, all SMS alerts will be held between specified overnight hours so that BSOs who may be asleep will not be disturbed. Time is entered as minutes past midnight. The default setting is 480 minutes ie. 6:00am.</p>
<p>No SMS After (time) (for BSOs only)</p>	<p>This field controls the time at night after which SMS alerts should be held until the next SMS Before time. Time is entered as minutes past midnight. The default setting is 1380 minutes ie. 11:00pm.</p>

Profile Pictures

vGate allows all users to post a head-and-shoulders photograph as part of their user profile. This helps "personalise" the site and hopefully make it considerably easier on new VITs who are trying to get to know everyone and on relief paramedics when they have to work with VAO crews they are unfamiliar with.

There are three options for adding your photo to vGate:

1. If you would like to use your AT Staff ID photo, just send an email to info@vgate.net.au authorising vGate to use it, and we'll upload it for you, or
2. Sign the Staff Photo Permission form (available from your Volunteer Coordinator or BSO), or
3. Upload your own photo (just edit your User Profile); permission is assumed if you access your profile and upload your own photo.

If at any time you want to change your photo, you can simply upload a new one. The system only allows one photo to be stored at a time; if you upload a new photo, the old one will be deleted.

If you are uploading a photo, it must be a .jpg or .jpeg (you cannot upload .tiff or .bmp or any other file type). The photo does not need to be very large, but no matter what size you submit it will be automatically resized to about 100 pixels high and 75 pixels wide before it is saved in vGate.

Photos are used on the Station Summary page to build a montage of your station's crew. If you click on a person's photo, a small popup window will appear with the full-size version of their photo as well as their contact details.

Click again here to edit the User Profile

Click on user's photo to get pop-up contact details

Bridgewater
Announcements for Bridgewater VAOs

Upcoming Training to August 24 2009
Diabetes
Monday August 03 Starting: 19:00 hrs (2 hrs)
Starting time 1800hrs Bridgewater Station Training Room

David Godfrey-Smith
VAO Level 1

Mobile phone: 0437-632-843
Home phone: 6234-5546
Personal E-mail address: info@vgate.net.au
DHHS E-mail address: david.godfrey-smith@dhs.tas.gov.au
Emergency contact: Melanie (spouse) 0409-325-988
VAO Since: 2007

Bridgewater Volunteers

Current VITs:	7
Level 1 VAOs:	10
Level 2 VAOs:	4
Level 3 VAOs:	0
Total:	21

Useful #s
Day shift mobile: 0407-975-149
Night shift mobile: 0408-013-364
Station: 6263-4122
Poison Info: 13 11 26
Comms: 1800-008-008
Flu Hotline: 1800-358-362 (1800-FLU-DOC)

General Availability

vGate allows VAOs (including VITs) to maintain a table indicating their general availability in two-hour blocks for each day of the week.

For each two-hour block, you can specify whether you are:

- a) **probably** available (green)
- b) **possibly** available (orange)
- c) probably **not available** (red).

These settings do not commit you to being (or not being) available; they are simply used by vGate and AT State Communications staff as an indication of your likely availability. You do not need to constantly update your general availability every time you get or change an appointment or are going to be away.

General availability records may be used:

- for issuing last minute 'empty shift' alerts by email (see Chapter 7)
- by Volunteer Coordinators who need to fill an empty shift
- by the CPEU to determine convenient days and times for special training sessions or meetings with VAOs
- mass casualty incidents

General availability

	midn-2am	2am-4am	4am-6am	6am-8am	8am-10am	10am-noon	Noon-2pm	2pm-4pm	4pm-6pm	6pm-8pm	8pm-10pm	10pm-midn.
Sun	Unlikely	Unlikely	Unlikely	Unlikely	Probably	Probably	Probably	Probably	Probably	Probably	Probably	Unlikely
Mon	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly
Tue	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly
Wed	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly
Thu	Possibly	Possibly	Possibly	Possibly	Possibly	Unlikely	Unlikely	Unlikely	Unlikely	Probably	Probably	Probably
Fri	Possibly	Possibly	Possibly	Possibly	Possibly	Unlikely	Unlikely	Unlikely	Unlikely	Probably	Probably	Probably
Sat	Possibly	Possibly	Possibly	Possibly	Probably	Probably	Possibly	Possibly	Possibly	Possibly	Possibly	Possibly

Probably
 Possibly
 Unlikely

Your general availability does not need to be constantly updated. It is used by vGate to filter email and SMS alerts for empty shifts and by Coordinators to sort phone lists. It may also be used by Comms staff in the event of a mass casualty incident or other operational requirements where additional VAO resources are needed on short notice.

Change availability

Day:

 Starting:

 Ending:

 Available?:

Help With Your User Profile

Admin users can:

- edit anyone's user profile
- reset anyone's password for them
- create other Admin users
- flag a user as "Volunteer Coordinator" (there can be more than one per station if the job is shared)
- authorise a volunteer to work regularly at another station
- move a volunteer to another station

If you have any problems with your User Profile, please check with one of your Admin users (usually your BSO and your Volunteer Coordinator), contact your region's Operational Support Officer or send an email to info@vgate.net.au

Chapter 3: Adding Shifts

Any VAO can sign up for shifts, simply by adding a few details on the screen.







In most cases, all the shift details including your name and the times will already be filled out for you and all you need to do is add any final details (such as “until midnight”) and click on the “save” button.

If you do have to start late or end early, be sure to change the start time and/or duration.

Shifts are added to the roster as soon as you save your entry.

There are several ways to add a shift.

1. On the calendar view, click inside the cell for the applicable shift on the day you want.
2. On the calendar view, choose the right day and click on the  icon for a day shift or the  icon for an evening or night shift. If you hold your cursor over the icon for a couple of seconds, a small box will appear that tells you exactly which shift you will be signing up for when you click with your mouse.
3. On the roster view, choose the right day and click on the applicable icon in the left column (the  icon for a day shift or the  icon for an evening or night shift).
4. On the Station Summary screen, you can add shifts that are within the next 7 days by clicking on the applicable icon.
5. At the bottom of most Roster screens, you can click on the “Add Shift” text.
6. When you are editing an existing shift, choose the “Copy shift to new date” option (more about this later in this chapter).
7. If you are unable to access a computer and need to add or change a shift, you can also phone any of the Admins and ask them do it for you.



You can only add shifts **at the station to which your username and password is assigned**. If you want to do a shift at another station, you must get a BSO or the Volunteer Coordinator at that station to enter the shift for you.

If you work regularly at another station, ask a BSO or the Volunteer Coordinator there to edit your User Profile and add it the other station’s Station Number (see Admin Manual). Once they have completed this, you will be able to change between stations and sign up for shifts at the extra station(s).

Admin Users

Volunteer Coordinators and BSOs who are Admin users can also:

- add or change shifts for any user at any station
- add shifts for BSOs
- add training events
- authorise users to work at more than one station.

Required information for a shift

The following information is required to add a new shift record:

Name:	<p>If you are a regular vGate user, this will be automatically filled in for you.</p> <p>If you are an Admin user, you will need to select the VAO's name from the drop-down list.</p>
Shift Notes:	<p>This field is for explanations (as brief as possible) of anything out of the ordinary about the shift. Examples might be “responding from home” for a rural volunteer who has made appropriate arrangements to do so with their BSO.</p> <p>You do not need to add a note if you are working a short shift (that is starting late or ending early). This information will automatically be added to the roster by vGate so that BSOs and State Communications are alerted.</p>
Date:	<p>The date on which the shift occurs, or if it goes past midnight the date on which it starts.</p>
Start Time:	<p>The time which the shift starts, entered using 24 hour times (eg. enter 7:00pm as 19:00).</p> <p>It is very important that you enter the start time (and duration) accurately otherwise State Communications will think you are on duty when you aren't and Ambulance Tasmania's monthly statistics will be inaccurate.</p>
Duration (hours:minutes):	<p>The duration of the shift in hours and minutes.</p> <p>For quick reference:</p> <ul style="list-style-type: none">• 8:00am to 6:00pm is 10 hours 00 mins• 7:00am to 6:00pm is 11 hours 00 mins• 6:00pm to midnight is 6 hours 00 mins• 6:00pm to 8:00am is 14 hours 00 mins <p>It is very important that you enter the duration (and the start time) accurately otherwise State Communications will think you are on duty when you aren't and Ambulance Tasmania's monthly statistics will be inaccurate.</p>

Adding a Block of Shifts

You can quickly add a block of shifts over an eight day period by clicking on the “block” link at the bottom of the screen.



The “add block” screen uses the station-type field from the station details record to build a table of the correct number of shifts per day for seven successive days.

There are basically three steps to adding a number of shifts all at once:

1. Click on the starting date for the day you want the block to start, using the mini-calendars that are on the page (the table will redraw with the new starting date).
2. If you are a regular user, only your name will appear in the drop-down list. Only select your name for the days/shifts you want added to the roster.

If you are an Admin user you will need to choose the VAO for each of the shifts (ie. day and night if you run two shifts per day; day, evening and night if you run three shifts per day; or morning, afternoon, evening and night if you run four shifts per day), then click on “refresh table” and the names you chose will be copied to all the shifts for the week

3. Any cells (shifts) you leave blank (ie “not selected”) will be skipped when the block is processed.
4. When you have finished making any amendments to the table, click on “save” and all the shifts will be saved into the roster at once. You will get a message telling how many shifts were created.

volunteer gateway

HOME NOTICEBOARD RECRUITMENT E-LEARN PROTOCOLS TRAINING ROSTERS LINKS

User: David Godfrey-Smith (Volunteer Ambulance Officer Level 1) (Logout)
 Stations: Bridgewater | Huonville | Admin Menu | ATOM Menu
 vGate > Station Summary > Add_week

September 2011
 Mon Tue Wed Thu Fri Sat Sun
 01 02 03 04
 05 06 07 08 09 10 11
 12 13 14 15 16 17 18
 19 20 21 22 23 24 25
 26 27 28 29 30

October 2011
 Mon Tue Wed Thu Fri Sat Sun
 01 02
 03 04 05 06 07 08 09
 10 11 12 13 14 15 16
 17 18 19 20 21 22 23
 24 25 26 27 28 29 30
 31

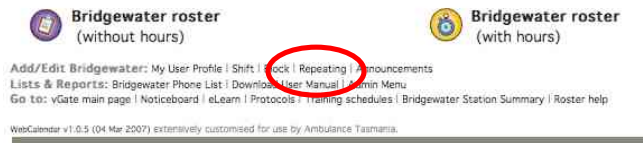
Add VAO Block at Bridgewater

Step 1: Click on block start date in mini-cal above (table will refresh and all selections will be erased)
 Step 2: If preferred, change table below to **repeat same day for eight weeks** starting Thursday 08-September-2011
 Step 3: Select Day Shift VAO:
 Select Night Shift VAO:
 Click here to insert VAO names:
 - or - Step 3: Select VAO individually for each applicable shift.
 Step 3: Make any necessary changes to shifts (eg. name, date, time etc. or add shift notes as required). Change name to 'not selected' if you do not want a shift to be added.
 Step 5: Click on SAVE at the bottom of page when ready to process all shifts. Shifts labelled 'not selected' are ignored and will not be added.

DATE:	VAO NAME:	SHIFT:	STARTING AT:	DURATION:	SHIFT NOTES:
8 Sep 2011	-- not selected --	Day shift	08:00 (time)	10:00 (hrs:min)	
8 Sep 2011	-- not selected --	Night shift	18:00 (time)	14:00 (hrs:min)	
9 Sep 2011	-- not selected --	Day shift	08:00 (time)	10:00 (hrs:min)	
9 Sep 2011	-- not selected --	Night shift	18:00 (time)	14:00 (hrs:min)	
10 Sep 2011	-- not selected --	Day shift	08:00 (time)	10:00 (hrs:min)	
10 Sep 2011	-- not selected --	Night shift	18:00 (time)	14:00 (hrs:min)	
11 Sep 2011	-- not selected --	Day shift	08:00 (time)	10:00 (hrs:min)	
11 Sep 2011	-- not selected --	Night shift	18:00 (time)	14:00 (hrs:min)	

Adding Repeating Shifts

You can quickly add a block of shifts that follow a weekly pattern over 10 successive weeks by clicking on the “repeating” link at the bottom of the screen.



The “add repeating” screen uses the station-type field from the station details record to build a table of the correct number of shifts per day for the same day every week for 11 weeks.

There are basically three steps to adding a number of shifts all at once:

1. Click on the starting date for the day you want a repeating shift pattern to start, using the mini-calendars that are on the page (the table will redraw with the new starting date).
2. If you are a regular user, only your name will appear in the drop-down list. Only select your name for the days/shifts you want added to the roster.

If you are an Admin user you will need to choose the VAO for each of the shifts (ie. day and night if you run two shifts per day; day, evening and night if you run three shifts per day; or morning, afternoon, evening and night if you run four shifts per day), then click on “refresh table” and the names you chose will be copied to all the shifts for the week.

3. Any cells (shifts) you leave blank (ie “not selected”) will be skipped when the block is processed.
4. When you have finished making any amendments to the table, click on “save” and all the shifts will be saved into the roster at once. You will get a message telling how many shifts were created.

The add “block” and add “repeating” utilities simply add multiple shifts all at once. There is nothing special about these shifts and they can be edited or deleted from the roster like any other shift (see next Chapter).

Personal Shift History

You can ask your BSO, Volunteer Coordinator or your region’s Operational Support Officer for a full shift history since vGate was started in your station. Your shift history will include shifts worked at any station, not just your assigned “home” station.

volunteergateway

HOME NOTICEBOARD RECRUITMENT E-LEARN PROTOCOLS TRAINING ROSTERS LINKS

User: [redacted] Volunteer Ambulance Officer Level 11 (Logout)
 Station: aragewater | Huonville | Admin Menu | ATOM Menu

vGate > Station Summary > My_shifts

VAO Level 1 at Bridgewater
 01 March to 07 December 2011

DATE	SHIFT	ON STATION (hr:min)	+ ON CALL (hr:min)	+ ON CASE (hr:min)	- ON SHIFT (hr:min)	# CASES	SHIFT ID#
March							
Monday 07-Mar	NIGHT	18:00 - 8:00 (14:00 h:m)			14:00	0	48052
July							
Saturday 09-Jul	DA	8:00 - 18:00 (10:00 h:m)			10:00	0	60695
TOTALS: (hours:mins)		0:00	0:00	0:00	24:00	0	

SHIFT SUMMARY FOR: [redacted]
 01 March to 07 December 2011

SHIFT:	ON STATION (hr:min)	+ ON CALL (hr:min)	+ ON CASE (hr:min)	- ON ROSTER (hr:min)	# OF CASES
DAY:	0:00	0:00	0:00	10:00	0
NIGHT:	0:00	0:00	0:00	14:00	0
TOTALS:	0:00	0:00	0:00	24:00	0

Show shift history for: last 12 months | last 90 days | last 60 days | last 30 days |

Bridgewater roster (without hours)
 Bridgewater roster (with hours)
 Bridgewater roster (calendar view)

The shift history will search for all shifts you have worked or signed up for back 6 months and forward 3 months. You can change the selection by clicking on the links available at the bottom of the report ... last 12 months, last 90/60/30 days.

There are links to the right of each entry on the report to edit or delete shifts that show up incorrectly.

There is also a summary at the end of the report totalling up all the hours and cases (assuming you have entered your hours on-case and the number of cases ... see Chapter 7 for details ... if you don’t enter your hours and cases after each shift is complete, you will only see a total for the hours on-duty)

Chapter 4: Changing and Deleting Shifts

You can change or delete any shift, anytime, as long as it is your shift (you cannot edit or delete someone else's shift). Only Admin users can edit anyone's shift.

Monthly Roster
for Bridgewater
March 2009

DATE	BSO	DAY SHIFT	BSO	NIGHT SHIFT
Sun 01	Mat Aiton		Tony Chadwick	Keitha Munro
Mon 02	Paul M...	Paul Chadwick	Mat Aiton	Phil Marsh
Tue 03	Paul M...			
Wed 04	Paul Wellings			
Thu 05	Paul Wellings			
Fri 06	Tony Chadwick			
Sat 07	Tony Chadwick	P		
Sun 08	Mat Aiton	C		
Mon 09	Mat Aiton	M		
Tue 10	Matt Probin		Mat Aiton	Phil Marsh
Wed 11	Matt Probin		Mat Aiton	Nick Ward

NIGHT VAO - Sarah

Description: Sarah Madden resp from home with 785
 Date: Sunday, March 1, 2009
 Created by: Sarah Madden
 Updated: Sunday, March 1, 2009 9:14
 Shift ID: 1555
 Hours on Call: 7
 Station: St Helens (11)

Edit this entry Delete this entry Copy entry to new date

To edit or delete a shift, you first need to find it on either the roster view or the calendar view and then double click on it to display the record. Once the record is displayed, you can edit, copy or delete it.

All changes to an event (creating, updating, deleting) are logged and are viewable by the system administrators.



If you are unable to correct roster errors/omissions yourself, please check with one of the “Admins” at your station. Usually the Volunteer Coordinator and your BSOs will have Admin privileges for the vGate roster module.

If you are still unable to solve the problem, please contact the Operational Support Officer in your region or email details to feedback@vgate.net.au

Editing a shift

You can change any part of your shift record at any time, including additional details (eg. “until midnight” or “responding from home”), or the start time and duration.

After the shift is complete, you can also add details such as the hours-on-case and number of cases (see Chapter 6 for more on this topic).

Deleting a shift

You will be asked to confirm your action before the record is actually deleted. As soon as you delete a shift, it is removed from the database and cannot be recovered. If you accidentally delete a shift, you should re-enter it as if it were new.



If you delete a shift within 48 hours of when it is to occur, please be sure to comply with your station's policy on last minute shift changes. You may be required to make every effort to find a replacement or notify your Volunteer Coordinator or BSO.

Chapter 5: SMS and E-mail Alerts

vGate generates alerts via SMS text message and/or email when certain events occur.

Last Minute Shift Change Alerts via SMS

vGate will generate SMS text alerts to BSOs who opt-in if there is a last minute shift change that would result in a BSO:

- a) working alone when they had expected a VAO to be on shift, or
- b) result in them having a VAO or VIT when they had been expecting to work alone.

Each station can specify what constitutes 'last minute' as part of their Station Profile. Normally the value is set to 48 hours prior to the shift start time; that is, any change that is made by a VAO less than 48 hours before a shift starts is considered a 'last minute' change.

By default the SMS text alert will be sent to the station's mobile phone, as specified in the Station Profile (see Chapter 1). If there are separate mobile phones for day shift and night shift, the SMS will be sent to both phones.

Each station can specify their own overnight 'blackout period'; that is, the times between which text messages will be held by vGate so as not to disturb BSOs who may be asleep. Alerts for any shift changes processed during the blackout period will be sent as soon as the overnight blackout period expires.

Alerts to BSO Personal Mobiles

BSOs who have a user profile in vGate (ie. their own separate user name and password) can also opt-in to receive a copy of SMS text alerts on their personal mobile phones if they are scheduled in vGate to work the affected shift.

The settings for what constitutes a 'last minute' change and for the overnight blackout period in a BSOs user profile over-ride the times in the station profile (eg. some paramedics may want to know about last minute changes three days prior or only 24 hours prior).

Deleted Shift Alerts for Coordinators

Volunteer Coordinators can opt-in to receive an email every time a user cancels a shift at the last minute. This will give coordinators the opportunity to send an email to all their VAOs or phone around and find a replacement or take other actions.



Setting up your 'general availability' does not mean you have to constantly update this every time there is a change to your schedule or you are going to be busy or away. Your 'general availability' is only an indication to AT that you might be available.

Broadcast Alerts

Regional Managers (or their delegates) and State Communications Centre staff can access the SMS alert system in vGate in cases of emergency (eg. mass casualty incident) or other appropriate circumstances to send a broadcast SMS text message to all VAOs (including VITs) or any sub-group.

Sub-groups might include VAOs:

- in a specified region or geographical area
- from one or more stations
- with specified qualifications (eg Level 2 or above).

Broadcast SMS Alerts are primarily intended for emergency use and therefore are sent to all users with listed mobile phone numbers (or users within the specified sub-group) regardless of whether a user has opted in or out.

Broadcast SMS Alerts also ignore station-specific or user-specific blackout periods and are transmitted immediately by the SMS gateway regardless of the time of day or night.

If you want to see the hours on-station, on-case etc., choose the Roster (with hours) view from the Station Summary screen. There is also a “print-friendly” version of this view (link also at the bottom of the roster).

Monthly Roster for St Helens March 2009

DATE	BSO	OVERNIGHT SHIFT (00:00 - 07:00)	HOURS				DAY SHIFT (07:00 - 18:00)	HOURS				EVENING SHIFT (18:00 - 00:00)	HOURS					
			ON-STN	ON-CALL	ON-CASE	ON-SHIFT		ON-STN	ON-CALL	ON-CASE	ON-SHIFT		ON-STN	ON-CALL	ON-CASE	ON-SHIFT		
Sun 01	Graeme Jones	Sarah Madden resp from home with 765 Jennifer Singline 00:00-0600hrs David Godfrey-Smith	0.00	7.00	0.00	0.00	Sarah Madden 0700-0900 resp from home with 765	0.00	2.00	0.00	2.00	Sue Kuter from 2100	0.00	2.50	0.50	3.00		
Mon 02	Garry Webb from 8:00am	Sue Kuter	0.00	0.00	0.00	7.00	Max Tippett resp from Beaumaris in 765 Libby Rayner resp from NHH (not avbl 1200 - 1500)	0.00	2.50	4.75	1.25	8.50	Libby Rayner Max Tippett resp from Beaumaris in 765	6.00	0.00	0.00	6.00	
Tue 03	Garry Webb	Libby Rayner Max Tippett resp from Beaumaris in 765	7.00	0.00	0.00	7.00	Max Tippett resp from Beaumaris in 765 Carole Furlow	0.00	0.00	0.00	11.00	Carole Furlow Max Tippett resp from Beaumaris in 765 Carole Furlow	0.00	0.00	10.00	1.00	6.00	
Wed 04	Garry Webb	Carole Furlow Max Tippett resp from Beaumaris in 765	0.00	0.00	0.00	7.00	Sue Kuter from 10am	0.00	0.00	0.00	11.00	Sue Kuter	0.00	0.00	0.00	6.00		
Thu 05	Garry Webb	Carol Merriman	0.00	0.00	0.00	7.00	Carol Merriman Jennifer Singline 0830-1530	0.00	0.00	7.00	0.00	11.00	Carol Merriman Diane Harris from 20.00hrs	0.00	0.00	0.00	6.00	4.00



It is possible that from time to time the vGate roster module may be unavailable or offline. You should print a copy of your station’s current roster periodically and post in on the noticeboard at your station.

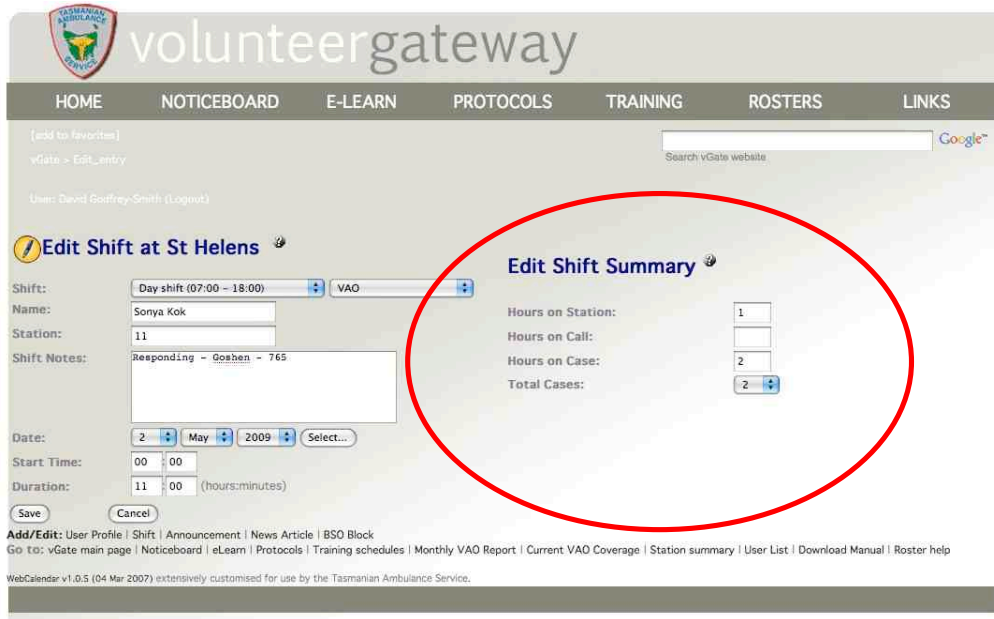
Chapter 7: Tracking Your Hours

Expert Users Only

This chapter is intended for users who are comfortable with computers and the vGate roster module. If you are just starting out, you can skip this chapter.

Ambulance Tasmania records how long volunteers work in each type of shift (DAY, EVEN or NIGHT) at each station. All you need to track your hours is enter the on-station, on-call and on-case hours after each shift is over.

You can enter your hours simply by editing each shift record once the shift is over.



The screenshot shows the 'volunteergateway' website interface. The main content area is titled 'Edit Shift at St Helens'. On the left, there are fields for 'Shift:' (Day shift (07:00 - 18:00)), 'Name:' (Sonya Kok), 'Station:' (11), 'Shift Notes:' (Responding - Goshen - 765), 'Date:' (2 May 2009), 'Start Time:' (00:00), and 'Duration:' (11:00). On the right, the 'Edit Shift Summary' section is circled in red and contains the following fields: 'Hours on Station:' (1), 'Hours on Call:' (empty), 'Hours on Case:' (2), and 'Total Cases:' (2). The website footer includes navigation links and version information.

Part hours are entered as fractions, not as minutes (eg. 7 hours and 15 minutes is entered as 7.25).

The figure for hours 'on roster' is calculated automatically from the start time and duration.

Hours on roster are spent either on-station, on-call (eg. working from home or office) or on-case (including travel to and from the scene and waiting at hospital etc.). In other words, 'on station' + 'on call' + 'one case' = 'on roster'.

If a shift runs over time into the next shift (ie. you are still 'on case' at the scheduled end of your shift, for example at the hospital), you will need to **add a new record** using the next shift type for the monthly statistical reports to work correctly. For example, if you are still 'on case' at the end of a NIGHT shift, you will have to add a new DAY shift record to record the additional hours.



If you edit your shifts after they are over and enter your hours, your Volunteer Coordinator and/or BSO will be able to submit their monthly report to regional headquarters with minimal additional time and effort.

In the “show hours” version of the roster, the hours on-roster, on-station, on-call and on-case are totalled automatically.

The percentage calculations are based on the whole month so should not be relied upon until the month is complete. If your station would normally have two volunteers per shift, your target for the month is 200% for hours on-roster, not 100%.

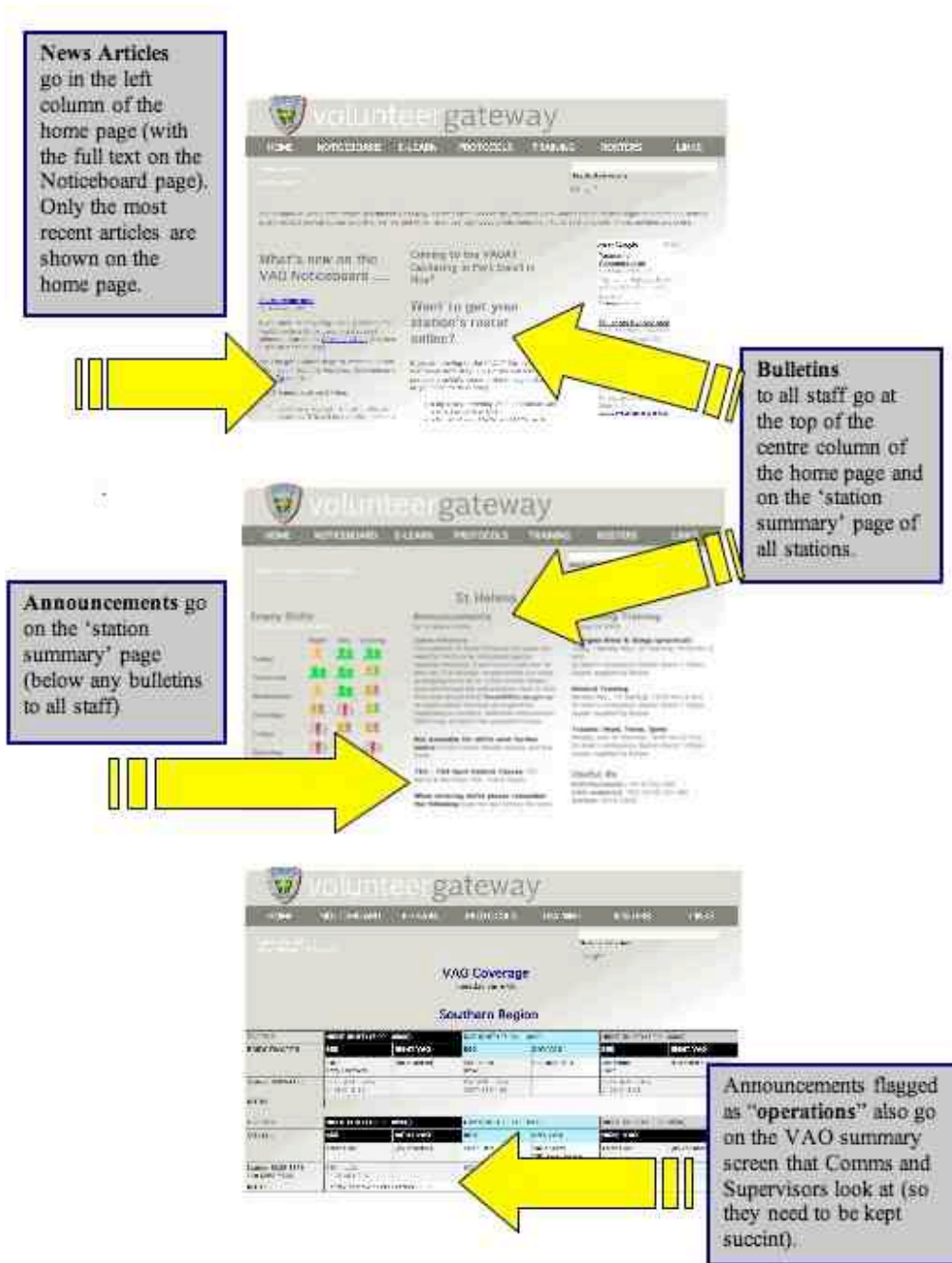
Chapter 8: Announcements & News Articles

Expert Users

This chapter is intended for users who are comfortable with computers and the vGate roster module. If you are just starting out, you can skip this chapter.

There are three types of articles that can be displayed on the vGate website. These are:

- Announcements (for station-specific notes)
- News Articles (items of interest to all VAOs)
- Bulletins (information or directives issued by AT management)



Station-Only Announcements

The vGate roster module allows each station to maintain “station-specific” notes which will display as announcements on the station-summary page and (if you choose) in the notes column on the screen that the State Communications Centre uses to look at VAO coverage by station around the state.



Any user can add an announcement. Once added, only the user who entered an announcement (or an Admin user) can change it.

This is where you would put short notes about availability, the same as many station would have done at the bottom of their printed roster on the notice-board. For example “David away Jun 5 -9” or “Jane avbl Fri & Sat night if no-one else”.

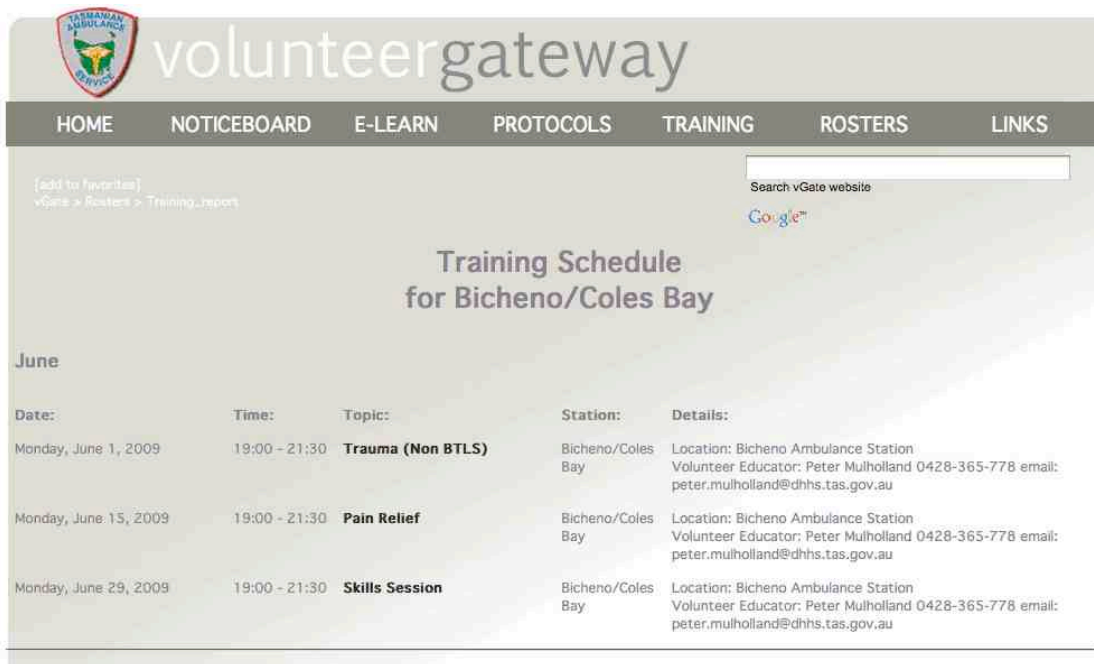
Each announcement has a title and text. The title appears in bold, followed by the text. You should **be as concise as you can** with your title and note, using abbreviations wherever possible.

Each announcement also has a date **valid-from** and a date **valid to**. The note will not display on vGate before the “valid-from” date and will be suppressed after the “valid-to” date. This means you can add announcements in advance and be assured they will not appear after they are no longer relevant.

You can also set the **privacy level** for each announcement. By default, all station-specific announcement are restricted to AT staff only (ie. only visible to people who are logged into vGate). You can optional set the privacy level to “station only” which means the note will show up on your station summary page, but not on the VAO Coverage screen used by State Communications Centre staff.

Please note that the system keeps a record who adds and modifies all announcements.

Chapter 9: Training Schedules



Date:	Time:	Topic:	Station:	Details:
Monday, June 1, 2009	19:00 - 21:30	Trauma (Non BTLS)	Bicheno/Coles Bay	Location: Bicheno Ambulance Station Volunteer Educator: Peter Mulholland 0428-365-778 email: peter.mulholland@dhhs.tas.gov.au
Monday, June 15, 2009	19:00 - 21:30	Pain Relief	Bicheno/Coles Bay	Location: Bicheno Ambulance Station Volunteer Educator: Peter Mulholland 0428-365-778 email: peter.mulholland@dhhs.tas.gov.au
Monday, June 29, 2009	19:00 - 21:30	Skills Session	Bicheno/Coles Bay	Location: Bicheno Ambulance Station Volunteer Educator: Peter Mulholland 0428-365-778 email: peter.mulholland@dhhs.tas.gov.au

Training sessions are automatically sorted by topic and by region when viewed in the vGate training module. Past sessions are automatically archived.

Expert Users Tip

The default view for training sessions is the current year. If you want to change the end-date for the report and you are happy to type additional information into the URL on your web browser, you can add “&until=yymmdd” to the URL of any training report where yymmdd is the date you want the report to end (with two digits each for the year, month and day).



When your station was first set up in vGate, all your training sessions for the current year were probably added for you. It is each station's responsibility to keep the training records up to date; **remember that AT staff and volunteers from nearby stations may be relying on your schedule** and planning to come to some of your sessions if a topic isn't on offer at their station for a while.

One of the most useful features of the vGate training listing is the ability for volunteers to find out what training topics are being covered at nearby stations. In most cases, volunteers are welcome to attend training sessions at neighbouring stations, but check first with the volunteer co-ordinator or BSO to make sure this is ok and that the date, time or topic hasn't changed.

If you notice that a training session is listed incorrectly or has been cancelled, please ask your Volunteer Coordinator or BSO to update the Training Schedule in vGate or send an email to info@vgate.net.au

Chapter 10: vGate for iPhones

There is a special version of vGate for iPhones. There is no application to download or special software to install ... vGate will automatically detect that you are using an iPhone and display pages accordingly.

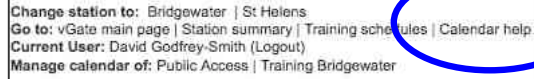


There is no version of vGate for other smartphones or devices other than the iPhone.

Chapter 11: Troubleshooting

Many parts of the vGate roster module have pop-up help prompts which will appear if you rest your cursor over the field you have a question about.

If you require additional help, there are help documents that can be accessed from the text menu at the bottom of all screen.



Change station to: Bridgewater | St Helens
Go to: vGate main page | Station summary | Training schedules | **Calendar help**
Current User: David Godfrey-Smith (Logout)
Manage calendar of: Public Access | Training Bridgewater

There is also a short eLearn course in using the roster module available on the vGate website.

Q&A

I entered a shift and it doesn't appear on the roster (didn't get saved).

It probably did get saved and the most likely explanation for this is that somehow the station # got lost or was processed incorrectly.

If this happens, you need to find the shift you think you just entered using the "no station specified" calendar view www.vgate.net.au/calendars/month.php which shows every shift and every training session in every station.

Once you have found the "missing" record, you need to get someone with Admin privileges it to edit it and insert the correct Station ID#, or email the shift details to info@vgate.net.au . Station ID #s are listed in Chapter 1.

I want to copy a shift to a new date but it says "cannot copy event because no Station ID".

Somehow the station # was lost or the record was created before station ids were implemented. To copy this event, you first need to edit the correct station id in the record (see above). Once you have saved the record and you re-open it, you will be able to copy it to a new date.

A training session for another station is showing up on my Station Summary page.

The station# for this training session was probably entered incorrectly. You need to first find the session using the "no station specified" month view www.vgate.net.au/calendars/month.php which shows every shift and every training session in every station. Once you have found the record, email the record details to info@vgate.net.au .

I work at more than one station. Do I need a separate user name and password for each station?

No, but you do need to get a BSO or the Volunteer Coordinator at the other station(s) to authorise you to view their roster and add shifts. They can do this by editing your User Profile.

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