First Look at Humanity's New Availability
Webinar Q&A

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New Availability Launch Dates and Data Transfer

When will we know when we'll get the new Availability module?
- **Can you remind us when this module will be available please?**
- **When are you rolling out the new interface?**
- **I'm sure you will answer this, but when will this be active? We are returning our staff shortly and would like to make sure that we can train them on the correct version.**

All customers should have received an email with the exact launch date for their organization. If you didn't receive this email, please email us at support@humanity.com

What happens with our existing weekly and future availability data?
We will transfer one-year's worth of availability records, that is, all approved availability requests from the date of the transfer/launch to one year in the future. This means all schedulers need to review and approve or reject all availability requests before the new Availability module is

enabled for your account.

How long will it take to transfer the data?
The transfer of your existing availability records will take less than an hour. We will be conducting it during the off-peak hours (Pacific Time Zone) which means minimal disruption to your business. Once the data has been transferred, we'll enable the Availability module for your organization. We will keep you posted on the progress via email and in-app notifications as to both when the transfer started and when it has been completed.

Will the data transfer cause any app downtime? If yes, how long will it last?
The app will work as usual, with only the Availability module being affected. This does mean that your staff will not be allowed to edit their availability. We don't expect the transfer will take more than an hour and we will keep you posted on the progress as previously mentioned via email and in-app notifications.

Can my staff edit their availability during the data transfer?
No, your staff can't edit their availability during the transfer. We hope this won't cause too much inconvenience, as the transfer should not take longer than an hour and will be conducted during off-peak hours.

What happens with past availability records?
Past availability records will be available in our Reports module. You will be able to view and download the reports for one year following the launch date.

Where in the reports, will previous data be?
You will be able to find both the old and the new reports in the same section. The new reports will be indicated as "(New)".

Can I switch back to current Availability after the new has been enabled?
No, you can't switch back to old Availability. We understand that might be a big change for your staff, and that's why our Support and Customer Success teams will be there to support you each step of the way and ensure the transition is as smooth as possible.

If a member of staff has already set up their future availability, will this be migrated to the new functionality? We use auto approval.
Yes! All approved requests, for both future and default weekly availability, will be migrated to the new module.

Will current requests, either pending or approved, be affected when the new module is enabled? Will staff have to log in and reset their time?
You will need to have all pending requests reviewed before the new module is enabled, so we can transfer that data and your staff members don't need to reset their time. Only approved (so, not pending or rejected) requests will be transferred to the new Availability.

So as long as the availability is approved past availability will be transferred over?
We will transfer all approved availability requests from the date of the transfer/launch to one year in the future. Past availability records will be available in our Reports module. You will be able to view and download the reports for one year following the launch date.

If we have multiple child accounts, will we need to repeat the data transferring (1 year of availability) for each child account? Also, since we have multiple accounts and use API, will that be a bit longer of a process?
Your data will be transferred in one go, for all child accounts. If you're using API, you should have received an email with the next steps and documentation. Please reach out to your Customer Success Manager or our Support team if you have any questions.

On the launch date, are employees advised there is a new availability feature available to them?
Yes, Employees will get an in-app notification about the new module.

Are employees required to update their app?
The web app doesn't need to be updated manually, however, all staff members need to update their mobile app to the latest version to be able to access the new Availability module.

Will employees need to re-submit their "set" weekly availability one year from now?
Employees can either re-submit their weekly (repeating) availability or delete existing transferred slots and submit new repeating slots.

Availability and Leave

How would you describe the differences between the set availability function + PTO/vacation time vs. the new one time availability?
  - **Is there a functional difference between availability function and leave function?**
  - **Does this include vacation requests or are those different than the availability piece?**
  - **For a one time unavailability, how does this differ from using the "leave request"?**
  - **What is the difference between the new availability module versus submitting a leave request?**
  - **How do Humanity suggest using Availability versus Vacation module? Seem there is cross over between the two modules.**

Availability and Leave are separate functions in Humanity. Availability status refers to when your staff members are available for work, while Leave refers to PTO, sick leave, and other requests.

For example, you might have a staff member who is a student. If they have classes on certain days, they may want to submit requests for those days in Availability so you, as an employer,

would know that they are not available for work. However, if the same staff member wants to request a vacation, they would submit a request in the Leave module.

Is this going to be taking the place of the Leave Request?
  ● **Is the Leave Function going away?**
No, Availability and Leave are separate modules in Humanity. You'll still be able to use the Leave module the same way you did before.

Will an employee's time off requests that they may have entered for the future (i.e: November) transfer over even if it hasn't been approved?
Employees' time off and other leave requests are not affected by the new Availability launch, meaning that they will all (pending and approved) still be visible after the launch.

Does the Availability launch affect Leave requests?
No, the Availability launch doesn't affect Leave requests.

Will requesting partial vacation days still be a feature on Humanity with the addition of these new availability features?
  ● **We use partial vacation requests for our organization. Does this eliminate that feature?**
You will still be able to use this feature, as the Availability launch doesn't affect Leave requests.

New Availability Features

Is there still a setting for automatic request approval?
Yes! The setting "Availability must be approved by management" can still be manually enabled or disabled, as you saw in the demo. If you want automatic request approval, you will keep that setting disabled. Note that if you had it disabled before the Availability launch, it will stay that way, and vice versa.

Will I be notified when an employee sends an availability request?
You won't be notified about every individual request – however, you'll get an email at the beginning of each day which summarizes all requests that came in the previous day. Also, you can always go to the Availability module or dashboard which is updated in real-time.

Can I manage availability requests on my mobile app?
Unfortunately, no. Right now you can approve and reject availability requests only from the web app. Employees, however, can submit requests from their mobile devices anytime, anywhere.

What are the Availability reports for?
You can use Availability reports to monitor staffing levels and notice patterns, so you can become even better at managing your staff's availability. You can also use reports to view historical availability data.

Can I submit availability instead of my employees?
Yes, you can! As shown in the demo, in case your employee is unable to set their own availability for whatever reason, you can easily set it for them within the web app.

Can you black out a date so that no staff can request off?
No, you can't do that in the Availability module. However, you can block leave requests for specific dates. See our Help Center article for step-by-step instructions.

Love the hourly availability view! Is the 'show low availability' highlight based on forecast data, or just low-staffed shift data?
We're glad you like it! The Unavailability Highlight option is based on actual, not forecast data and it highlights instances when the number of available staff members is above, below, or equal to demand.

Will this have any bearing on acknowledgments?
No, acknowledging shifts will work the same way it did before.

Can we restrict how much notice we must have when recurring availability changes are made?
- **Can you set a due date for availability? For example if I was doing this now - can I say "get availability requests in by Saturday, July 25 for the week of August 9-15"?**
- **Can I have a restriction on how far in advance requests need to be submitted?**
- **Can you set a deadline for staff to request their availability?**
- **Will the new module have a date limit when they can request for a specific date?**
- **Like Leave, can Availability requests be set to not be accepted X# of days in advance? For example, so that they cannot change their availability the day before.**

At the moment, you can't define notice or a deadline for submitting availability on the Humanity app, but we do have this feature in mind for future improvements.

With the Unavailability module, I may have overlooked it, but I did not see any possibility to filter employees based on Skills / Position. Is this something that is in the works?
We currently have filters for Locations and Positions, but not Skills.

Will our students be able to set future recurring schedules, for example the next semester's schedule - while keeping this semester's availability intact?
Yes! Your students will be able to set a start and end date for their repeating availability based on their schedules, so their previously entered data is intact.

I heard there may be a "preferred" work availability option available for employees as well. Is this correct? Or it simply available/ unavailable times for employees. Thank you!
Currently, the new module enables Employees to set only available and unavailable times, but we have the "preferred availability" option in the works for the future.

Is the option to not allow future availability still there? Will seasonal changes be a separate setting? At my work we only use weekly availability and leave requests for any time off.
There is only one setting for the entire Availability module, for both future and repeating (seasonal) availability, so you can't disable only a part of it. You can continue using weekly availability and leave requests as usual.

Are there any further updates to the availability module planned?
Yes! We'll pay close attention to how you respond to the new features and we'll plan improvements based on your feedback.

Is the unavailable calendar report printable?
You can't download the reports straight from the Humanity app, but you can export them as a CSV file and download them from your computer.

Is it possible to opt out of the daily availability emails per supervisor?
Yes, you can enable or disable this notification the same way you would other email notifications.

Will staff be able to update their availability differently for different locations?
- **Is it possible to set different availabilities for different locations?**

At the moment, staff members can't submit different availability based on their location. We're aware that many customers would find this feature valuable, so we have it planned for the future.

If we have multiple managers under a Humanity account, will each manager be notified on the number of conflicts that come up each morning?
Managers will not be notified about the conflicts themselves, but about the number of availability requests submitted the previous day. Managers will be notified only about requests for the Employees that they manage.

Can we disable the availability module for employees so that managers can enter the information themselves?
- **Is there a way to disable the availability module in the app for the staff? Our management prefers to adjust availability ourselves.**

No, but we're planning to implement this option in the future. Currently, when you disable the Availability module, none of the staff members (including Managers) can use it. However, Managers can currently set availability instead of Employees.

Are schedulers able to set any sort of maximum weekly or monthly availability requests? For instance, can we set a max amount of weekend or weekday day modifiers so staff prioritizes their requests?
No, you can't set a maximum number of availability requests per week or month. However, if you have the "Availability must be approved by management" setting enabled, all availability requests will be in the pending status until you approve them, so that you can keep track of your staff's availability.

Can an employee submit multiple requests on the same date? For instance, someone has a class from 9-10 am and they have class from 3-5 pm but want to work from 11-2 -- will we have that flexibility?
Yes, your staff members can submit multiple requests for the same date.

If our availability requests are set to auto-approve, will we be able to individually reject specific requests in order to give staff a heads up in advance while the schedule is still being built?
No, you have to enable the "Availability must be approved by management" setting to be able to reject requests. However, while you're building schedules, you'll get a conflict alert if you assign a shift to an unavailable employee, so you'll minimize the risk of understaffing.

Availability notification emails - will schedulers only see the staff they have permission to manage, or would they see all employees in the organization?
Schedulers can get email notifications and see requests only from staff members they have the permission to manage.

Availability and ShiftPlanning

What happens if my employee sets he's unavailable when he's already scheduled on the shift?
  ● **What happens if an employee sets unavailability for a day/ time but he/ she already has a shift scheduled for that day?**
You'll be able to see a conflict on that shift, so you can assign another Employee who is available for work.

Can I still schedule employees who are not available?
Yes, you can schedule unavailable employees, though that will trigger a conflict alert in the schedule (as seen in the demo) and, more importantly, it may lead to missed shifts. We suggest you allow employees to trade or release shifts, as to not impact shift coverage.

If you have set scheduled shifts, how will this availability affect this?
The new Availability module will affect shifts the same way you're used to. You'll still be able to see Employees' availability status when creating and assigning shifts. If an unavailable Employee has been assigned, you'll see it as a conflict in the existing shifts.

Will there be a way to view daily Unavailable requests *and* Leave requests all in one place?
- **Is there a way to see both the staff's availability and their leave/vacation simultaneously on the platform?**

Not yet, but we have this improvement in mind and plan to work on it in the future.

It sounds like employees will be able to change their availability after having been scheduled, without needing prior approval, is that correct?
- **Can an employee change their availability after the weekly schedule has been published? For example, if a shift has been published, can they change their availability after that?**

Your staff member can submit their availability after the schedule has been posted. The availability approval process is independent of the schedules and depends on your availability settings (if you require management approval or not). This means that your staff members can submit their availability after being scheduled, but you can still reject their request.

To clarify, if an employee has already been scheduled - and then they change their availability for that time - will it still keep them on that shift?
Yes, it will keep them on the shift, but you, as a user with scheduling permissions, will get a conflict alert in the schedule.

Will we be able, in the shift planning view, to view the overall availability in the 4 week view, rather than just the one week view?
For now, you can only see availability details in the Week view.

New Availability Onboarding

What about the onboarding process for my staff members (Employees and Managers)? How will they learn how to use the new Availability module?
You and your staff have multiple resources to assist in learning the new features of the new Availability module.
- You can use tutorials on our Help Center
- Upon launch, there will also be in-app tutorials for all users when they log into the new Availability for the first time
- We also encourage you to forward on the email you received after the webinar which includes a link to the recording, those helpful Help Center articles as well as this Q&A
- Reach out to our Support team via chat, phone or email