

FAQ

How many 'Accounts' should I set up?

Answer: 1 (keep it simple)

How many 'Contacts' should I have set up?

Answer: We recommend 30-40

How many 'Sites' should I create?

Answer: a minimum of 4 (you will need 4 sites to create the 'green', 'red', 'blue' and 'yellow' pins on the Sirenum Map)

What is a 'Contract'?

Answer: Think of contracts as to be like Cost Centres

Example: In a hospital you might have a 'Nurses Cost Centre', a 'Doctors Cost Centre', a 'Cleaners Cost Centre' etc

How many 'Contracts' should I create?

Answer: 2 or 3

How many 'Job Roles' should I create?

Answer: 4-6 (makes the Scheduler look more interesting and varied)

What is a 'Competency'?

Answer: ID check, Qualifications, skills required, experience required etc. We call our competencies 'Tickets'

How many 'Competencies' should I create?

Answer: 2 to 4 (keep it simple)

Tip: When you are creating 'Competency Conditions' - you can only select one field. I.e 'Job Role' or 'Account'

Why are the pins in my Sirenum Map not working?

Answer: You need to make sure that all shifts on the day before the demo finish at 5pm. You need to follow the demo set up instructions. Each pin represents a different site.

Site A: Green - create the shift to be scheduled before the demo starts and an 'actual' start time needs to be applied to the shift (tip - left click on the shift)

Site B: Red - create the shift to be scheduled before the demo starts and publish, leave as be

Site C: Blue - create the shift to be scheduled to start 1.5 hours after the demo starts. In the 'Shift' click on 'Details' and add a 'Confirmed Time'

Site D: Yellow - create the shift to be scheduled to start 1.5 hours after the demo starts, leave as be.

‘Find Replacement’ in my Map is not working?

Answer: Check that you have available workers in the vicinity of your ‘yellow pin’ work location

Shifts Tip - Don’t forget you ‘schedule’ shifts, but then need to ‘publish’ them

What is the difference between ‘New Shift’ and ‘New Shift Demand’ in the Requirements bar?

Answer: ‘New Shift’ is for 1 ad hoc shift and ‘Shift Demand’ is for multiple worker requirements

In the Requirements bar what is ‘Quick-Create’?

Answer: You can create quick-create templates via ‘Shift Templates’

‘Find Resource’ and ‘Open Shift’ are not working?

Answer: Make sure that you have workers available on the date of the job requirement

When I action ‘Find Resource’ or ‘Open Shift’ all my workers get 100% - how do I see differences in %?

Answer: Go into a few on the ‘Contacts’ and give them different ‘Ratings’. Give a couple of workers 5 stars, 4 stars, 3 stars etc

How do I mirror my MySirenum app into my demo on my PC?

Answer: You will need to download and install a 3rd party app (e.g., AirDroid or Quicktime)