SHIFTBOARD OVERVIEW – To ease your use of Shiftboard, please make sure that you are following these three basic steps (details below for each):

1. **Log in** – Use your login (email address) and password to sign in. If you forgot your password or your temporary password has expired click on “Forgot Password” on the login page and Shiftboard will send you a new one.

2. **Join Teams** - Make sure you are a member of the teams whose schedules you want to see. If you need to join a team – go to TEAMS > To Join (in the top red navigation bar) and request entry.

3. **Select and Take a Shift in the Calendar** - After you are on the desired team(s), go to CALENDAR > Schedule to go to the calendar to see available shifts for teams you are a member of. Make sure you navigate to the correct dates on the calendar! In most cases, this will be July 14-16 for Market weekend shifts. Then click on and take the shift you want.

**Logging In**

1. Go to [https://www.shiftboard.com/folkartvolunteer/](https://www.shiftboard.com/folkartvolunteer/)
2. Enter email
3. Enter Password
4. Create a new password the first time you log in

*NOTE – The temporary password you received via password is only valid for 3 days from the time it is sent. If your temporary password expires, go to the link above and click “Forgot Password” (highlighted above) to get a new temporary password.
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Update your profile and REQUIRED fields—Please complete immediately after logging in for the first time

1. If your information profile does not automatically appear after logging in, select your name (located in the top right corner), then click the profile tab.
2. Enter values for Birth Date, Gender, Race, and Current Zip Code – THESE FIELDS ARE REQUIRED. You will not be able to navigate off this page until you complete all required fields.
3. Complete the waiver form at the bottom of the page. THIS IS ALSO REQUIRED.
4. Click on “Update” to save your information. (Located at the bottom left of the page)

Navigate To Your Teams & Contacting your Team Leader/Volunteer Chair

1. From the “Teams” Tab (at the top of your screen in the red navigation bar immediately under IFAA) select “My Teams.”
2. If you have worked on a team in 2015-16, the team should show up when you select “My Teams.”
3. Select your team from this list to view information about that team.
4. To contact the Team Leader/Volunteer Chair, click on CONTACT INFO to view their contact information. You can use the small contact bubble icon on the right-hand side of your screen (under TOOLBOX) to email your Team Leader/Volunteer Chair.

Joining New Teams

1. To join a new team, you will select “To Join” from the Red “Teams” Tab.
International Folk Art Market | Santa Fe
Volunteer How-To Guide for Shifts

2. This will display a list of teams that you may request to become a member of.
3. Once you select a team, you will be directed to an information page for that team.
4. Select “Add Me Now!” (on the right side of your screen) to become a member of this team OR Select “Send Request/Get Info” to request to become a member of this team.

*NOTE – The Team you have joined / requested to join will show up on the list of “My Teams,” once you add yourself or after your request is approved by the Team Leader/Volunteer Chair. Not all teams accept new members. Membership is at the discretion of Team Leader/Volunteer Chairs.

Selecting Shifts (After you Navigate to your Team – see above)

1. Click on CALENDAR in the top red navigation bar and then select Schedules from the dropdown menu.
2. Use the arrows at the top of the calendar (in black) to navigate to the correct date.

*NOTE -- You will see the shifts for ALL the teams you are a member of. If you want to adjust this, go to My Teams and cancel memberships you don’t want or see “Using Filters” below.

3. Calendar Color Key
   a. Shifts in Red = This shift is available for pick up or sign-up list.
   b. Shifts in Green = This shift is filled / unavailable to take or for sign-up list.
4. Click on the Shift you’d like to work and a gray box will appear on the right side of your screen.
5. Depending of the type of team, you will have one of two options to select a shift. “Take this Shift” or “Sign-up List”
   a. Take this Shift
      a.) Select the shift
      b.) Click “Take this Shift
      c.) Select “Yes, Confirm This Time”
   b. Sign-up List
      a.) Select the shift
      b.) Click “sign-up list”
      c.) Select “Sign-up” in the pop-up box
6. If you can select TAKE THIS SHIFT you should immediately receive an email confirmation. If you select “Sign-up list” you will receive an email confirmation if/when the Team Manager/Volunteer Chair selects you for that shift.

*NOTE – If you click on an available shift and you see “no pick up” in the box on the right-hand side of your screen, this shift is not available for sign-up at that point.

- **All-Day Shifts as an Artist Assistant or Cashier** - If you want to work all-day as either an Artist Assistant or Cashier sign-up for both a morning AND afternoon shift on the same. These are the only teams in Shiftboard that will allow any overlapping shifts.

- **Double-booking** - Shiftboard will not allow you to double-book yourself in the same time window.

**Navigating the Calendar**

Go to “Calendar” tab, and select “Schedule” from the drop-down menu

- Select desired calendar view (month, week, day, hour, list) from the top left of the screen. The default is “Week View”
  - If you navigate to another view and then back to “Week View” you will be prompted to select “Time View” or “Staff View” – Select “Time View”

**Using Filters to find an Artist Name in the Artist Assistant Schedule (until May 31st)**

- At the top right of the screen there is a drop-down menu titled “Filters.”
- This menu allows you to sort shifts based on the specific criteria, check “Client” from the dropdown menu
- Then select the Artist Name or Group Name from the dropdown menu that appears next to “Client” and select “APPLY.” (The list is alphabetical by the artist’s first name or first letter of the group name.)
- Please keep in mind that you must select the box titled “REMOVE FILTERS” to clear the filters and regain visual access to the entire schedule.
- Alternatively, you can select Keyword and type in a word (i.e. part of an artist name, but spelling must be accurate) and click APPLY to see if that returns the shifts you’re looking for. Again, be sure to click on REMOVE FILTERS when you’re done.
Working with a Partner

- To volunteer with one or more partners, you and your partner(s) are responsible for finding a shift that has 2 or more available positions.
- To find the shift your partner has signed up for:
  1. Toggle to “Shared View”
     - Shared view is the ability to view who is assigned to each shift in your teams’ schedules.
     - In the calendar, you will change the “Source” (drop down menu above calendar, to the right) from “Shift View” (your shifts) to “Shared View” (everyone in the team’s shifts).
  2. In “Shared View” find the name of the person you would like to work with and click on it.
  3. After selecting their name, the box on the right side of the screen will display the information of the shift they have chosen.
     - Date, location, time, team, and artist (if applicable).
  4. With this information, you will toggle back to “Shift View” and find a shift that matches that of your partner’s.
  5. Once you find the shift that matches that of your partners you can confirm the shift (see Confirming a Shift/Signing up for a Shift)

*NOTE – Please keep in mind that shifts are assigned on a first come - first serve basis. If you are unable to pair with your partner because there are no more available shifts, you can work at different times or locations or try to find a different shift with two available positions. Don’t forget to “unconfirm” the prior shift (if you had one), as Shiftboard will not allow you to double book yourself for any time-period.

Removing Yourself from a Shift if Needed

1. Click on the Calendar (in the Red bar at the top)
2. When a new window appears, use the arrows >> to scroll to the appropriate month (usually July)
3. Then in the COVERAGE window above the calendar, switch to green or “confirmed”
4. Click on the shift you want to remove and a box will pop up on the right side of the calendar.
5. Click on “Unconfirm” or “Details…” and then “unconfirm”
6. Select “Yes, Unconfirm”

*NOTE – This process will work up until 5 days before your scheduled shift. After that time, you must contact your Team Leader/Volunteer Chair to cancel. No-shows (i.e. not canceling and not showing up) will be tracked this year.

Reminder Email Schedule
• Reminder emails are sent out 48 hours before your shift(s)

Managing Notifications
1. Go to your account by clicking on your name (located in the top right corner of the screen)
2. Select “Notifications
3. Set your notification preferences
4. Click UPDATE on the right side of your screen.

If All Else Fails
Click on your name in the upper right-hand corner of your screen and logout and then log back in. This will refresh the system on your computer and often resolve any glitches.