



Schedule360 Quick Reference Frequently Asked Questions

How long is the implementation process?

A typical implementation can take roughly 4-6 weeks for larger-scale clients that would include multiple departments, chain pharmacies, or regional health system launch. However, it can also be as fast as 48 hours with our STAT package. (<https://schedule360.com/stat-package/>)

What does each phase require of us?

Phase 1: Customer Configuration & Site Build - A dedicated account representative will work with your team to gather your scheduling requirements and configure Schedule360 to meet your needs.

Phase 2: Employee Data Load 3- 5 days from receipt - You can provide your facility and employee data in excel format for uploading. This decreases manual entry for schedulers and speeds up the deployment process. Data can be loaded within two business days. Once the data has been loaded the site is live.

Phase 3: Scheduler Training (2-3 weeks with additional training as needed) - Following the data load, schedulers are trained via live web conferences. During these training sessions, department-specific configurations can be added instantly based on your feedback.

Phase 4 Employee Launch (1 week prior to schedule release) - Once the schedulers are trained and a Go Live date has been established, employees will receive individual launch letters. The employee launch letter provides training, login, and go-live information based on your requirements. Schedule360 will provide these letters in a PDF format for printing and distribution or the letters can be sent via email to the email account listed in each employee's profile.

Phase 5: Go Live (Based on 1st schedule date) - Once the system is live with your configured setup, you are ready to begin scheduling. Your first scheduling month is free and our expert support team is available to answer your questions 24/7. You will also continue to receive full support from your dedicated account representative for the entire length of your contract.

Phase 6: On-going Support (24/7 via 800 support number - on-going training as needed)

What is the cost?

Schedule360 pricing (<https://schedule360.com/pricing/>) is calculated by the number of employees and facilities. Schedule360 offers yearly contracts with various payment options. Free setup, training, and 24/7 ongoing support are included with your contract. Schedule360 also provides your first scheduling month free per our Schedule360 guarantee.

Schedule360 Guarantee: Unique in the software industry, Schedule360 provides a guarantee with every deployment. Our contracts include a 30-day guarantee following your go-live date that is absolutely free. There are never any hidden fees and your success is guaranteed.

Can you interface with --- (Kronos, ADP, Lightning Bolt, etc.)

Yes! We can interface with most other payroll or HR systems. Don't see yours listed? Ask us today about integrating your current platform or software with Schedule360. (<https://schedule360.com/integrations/>)

How do you interface?

Schedule360 uses ORDS (Oracle REST Data Services) to efficiently and securely transfer staff credentials, time off, schedule, and punch data between our application and third-party applications.

How often is the product updated?

We are constantly improving our scheduling software and adding new and requested features for our admins and scheduling teams. Don't see a feature or report your team needs? Reach out to your Schedule360 rep to find out more.

Do you offer training? / How steep is the learning curve for end-users?

Schedule360 includes online employee training in a flexible 24/7 learning environment. Our training modules are tailored to your specific goals and final setups to make them meaningful for your organization.

These online training modules can typically be completed in 15 minutes or less and provide an efficient way to train any number of employees. Training tutorials are also accessible from the Schedule360 website.

With our communication features like messaging via the platform, text, and email. Schedule360 end users have more transparency over their schedule and when they are scheduled to work.

Our support team is available for admins and schedulers at any time by phone or email with any questions or troubleshooting (<https://schedule360.com/about/customer-support/>).

How quickly can we expect responses from customer solutions?

With the best customer support in the industry, we try to respond as quickly as we can. Some responses may require further exploration but most questions are handled within hours.

Can we have additional training if needed?

Schedulers/Admins - Current Schedule360 admins and schedulers are always encouraged to reach out to our support team if they have any questions or concerns during/after implementation and onboarding.

We have training materials specific to your configuration of Schedule360 and invite you to download them from our website at any time.

Staff - Schedule360 has online training modules that staff can use to refresh how to view their current schedule and pick up shifts. We also have pdf versions available on our website.

Check Out

Nursing: <https://schedule360.com/tutorial-health/>

Pharmacy: <https://schedule360.com/tutorial-pharmacies/>

Clinic: <https://schedule360.com/tutorial-clinics/>

Is there going to be a true mobile app in the future?

Schedule360 works so well because the scheduling and events on our platform take place in real-time as they are updated. Current mobile technology is unable to support a direct consistent connection to the Schedule360 platform, without refreshing the application.

To maintain consistency and transparency, it's vital to log in via the mobile view Schedule360 application to see the most updated schedule and information.

Can we have multiple admins with log-ins for the same department?

Yes. Schedule360 offers the ability for multiple admins and schedulers per department with their own time-stamped approvals and notes for complete transparency over scheduling.

How much money would this save us? (Return on investment)

It can save money for units, departments, hospitals and health systems! The beauty of Schedule360 is our robust reporting features allow you complete transparency over your scheduling.

We help you make sure that all your employees are meeting their work targets saving you money in overtime and less reliance on agency nurses.