

Call Steward

IA Local 919 is now using a new labor dispatching system, CallSteward.com.
(This is adapted from Local 22's CS2, and updated to CS3 by Robin)

NOTE: If Call Steward texts you, do not reply! The BA will NOT see it! Text the BA's number directly to reply.

NOTE: Replying to emails from Call Steward DO get forwarded to the BA account.
iatse919.callsteward.com

DESKTOP:

To sign in and begin using CallSteward:

Log in with your email and password.

If this is your first time, there should be a "Get New Password" link to have it automatically reset and email you a new password. Consider this temporary! Make a newer password of your own, once you get in. You can also contact the BA or an Admin and we can set up your username and password, and send you a reset-password link. It is highly recommended to change your password for time to time, as it is with ALL passwords you have anywhere.

SIDEBAR MENU:

There are two views of the sidebar menu. The icons and names of menu items take up more space and show a black double-X in the upper right corner. Clicking on the double-X will reduce the sidebar menu to icons only. To see the full names again, click on the three lines now appearing in the upper right corner.

TECH SUPPORT:

The orange 'tear-drop' in the lower right corner is a chat box to the proprietor, Ed Hills. Please use it sparingly! He is there to help, but save his precious time for a serious stumper of a question that is NOT already answered here in this FAQ. The rest of the images will crop that out, but it IS there on almost all pages.

NOTE: If something is not working, for example, your schedule page is just showing a grey page with a spinning blue circle, that is a PERFECT thing to tell Ed about right away. He needs to go in and reset something to get it working again.

If you have a generic question, try to answer it yourself by looking in the knowledge base or online user manual here:

<http://support.callsteward.com/support/home>

SCHEDULE:

Login should bring you to your Schedule page. This is THE page to see YOUR calls. Your calls that are already confirmed will each show grey 'Confirm' checkmark.

If a call has been assigned to you, but NOT confirmed by you (or not yet manually confirmed by the Super Admin, Admins or job Steward) You will see that 'Confirm' is lit green, and Status is shown as 'Unconfirmed.'

You have three choices here:

1) Click on green Confirm to accept the job. This job would then look like the one above (confirmed).

2) Click yellow 'Pass' to turn down THIS call in the hopes you might get assigned a better call for that same day.

3) Click red 'Decline'. This refuses that call AND tells Call Steward you are not available for that day at all. No other work will be offered for that day.

Remember, once you confirm it here, that is the last you will be contacted about this job – unless there is a change. There is no other confirmation process. There is no mass email to the whole crew, for example.

PROFILE:

Click on "My Profile" in the upper right corner and 4 tabs are loaded.

It opens on Basic Information, Next is Skillset, then Availability & Vacation, and finally Settings. To edit these click on the Green pencil named 'Edit Profile' in the upper right corner.

'Basic Information'

You can edit your information and change your username and password. Please be sure to put in your cell phone number so the BA can text you job offers.

If you change your contact information, you must also contact the BA with the changes.

Changes in CallSteward.com DOES NOT update your information in our other records.

'Skillset'

Local 919 only: For a short time, for some of you, this will be editable. The first time you log in, *please check that your skills are correct.* If you can edit them, make corrections yourself. If not, contact the BA to edit them. Eventually the editing function will be locked out and only the BA can edit them.

'Availability & Vacation'

'Recurring Unavailability' is meant for ongoing, weekly times you are not available at all, such as getting kids off to school, for example. The lower two boxes are linked. The left one is 'Running' and 'Upcoming' and the right box is where you enter data for those. The software assumes you are available all the time, so if you are going out on tour, or aren't going to be free for the weekend, this is where you'd block out that time. Dates have to be tomorrow or later; Call Steward can't deal with vacations that start on the day you are entering them. Do not leave time boxes empty, as it will default to midnight, and thus block out the previous and following days! It needs to have something. It is suggested that 8am (0800) and 11pm (2300) be used.

'Save'

Be sure to click the green "**Save**" button in the upper right corner when you are done.

'Settings'

The 4th tab titled 'Settings' can be edited directly, and does not appear when you are in Edit mode.

- You can choose your year, month, date order preferences and if you want 12 or 24-hour time.
- The 'car pooling' function is NOT working right now in V 3.0; that didn't port over from V2)
- Below car-pooling is your personal ISC Calendar link. If you click 'Generate Link' and copy the URL that appears below into your computer's calendar app, your jobs will be shown on your personal calendar.
- Notifications is where you can tell Call Steward if you prefer email or text as your notification preference. You can also completely turn off the ability for Call Steward to contact you directly, and rely ONLY on the Schedule page to see and confirm your upcoming jobs.
- Notification History is where you can see all the times Call Steward sent you anything.

CALENDAR:

The Calendar tab shows ALL the calls for every month – regardless of your assignments to them! Calls should be color coded by employer. Clicking on a job in the calendar activates a pop-up with basic info about that call. Note this calendar is not the same one you will see if you load the ISC Calendar link to your personal calendar app.

There are three buttons here:

View Calls: Clicking on this calls up a new page with all the calls on all the dates for that job. If you see a call where the employee name area says "Unassigned", that call is still open, and if you want it, go back and Wishlist it!

Cancel: Is the same as the big red X in the upper right corner, and closes the box

Wishlist: This is how you ask to be put on certain jobs. If you see something you want to be on, you can use the 'Wishlist' function to notify the BA via Call Steward. Clicking on the Wishlist button loads a new page. To indicate your desire to work a job, find the job in the box on the left and simply drag the call from the left box to the middle box, labelled 'Add jobs to your wishlist'. You can also indicate you don't want a job by dragging the call to the rightmost box, 'Jobs you want to ignore.'

REPORT; NOTIFY; SUPPORT

These buttons will be discussed in the future, but they do not pertain to your calls and how to use the basic functions of CS3.

MOBILE VERSION COMING LATER!

Add a job to my Wishlist:

Select all the calls to be wishlisted, then tap the three vertical dots in the upper right corner and choose where you want those moved: Wishlist or Ignore.

To remove jobs from Wishlist or Ignore, click on the trashcan icon shown on the call, and it will revert back to the Scheduled column.

HOW DO I:

Enable text messaging, or switch between email and text default:

- Log in and click on "My profile", then "Settings"
- In the right-most box click the 'SMS (cell)' radio button.
- Note that you can shut off both notifications and never work again...

I was sent a notice by Call steward, how do I confirm/deny a job :

If you get a text or email about an upcoming job you have three options.

- If by email, the link in the email will take you directly to your 'Schedule' page, where you will see all the jobs you are on, and the ones offered will have 'Confirm,' 'Pass' or 'Decline' (Again, carpool opinion is NOT working).
- If by text, click on the text that shows the Call Steward icon that says "Call Steward, cs3.me". That will open a browser window where you can login (if your phone doesn't remember you already) and you can confirm, etc there.
- You can text or call or email the BA to confirm or decline the job.

If you are responding late to a job offer sent out much earlier, the position might have already been filled. Some job offers will have a maximum time for you to respond before it's offered to someone else.

Skillset:

Everyone was assigned the basic skills of our crafts. We are continuing to update skills. If you have certain skill not listed in your profile, or do not want to be assigned certain types of work, please contact the office. For a limited time you should have the power to edit your skillset. Ensure your profile has your proficient skills checked, for that is how the BA assigns you to calls! The ability to edit your own skillset will be turned off soon and you'll need to contact the BA to change them.

Below are the skills that Local 919 currently has listed in CallSteward.com. This list will continue to be updated over time.

Carp/Loader

Carpenter

Crew Chief

Deck Sound

Down Rigger

Dress Circle

Electric

Flyman

Follow Spot

Forklift Operator

Hair/Makeup

Head Loader

Laundry

Light Board Operator

Loader

Master Carpenter

Master Electric

Master Props

Master Sound

Master Video

Master Wardrobe

Monitors

Projectionist

Props

Pusher

Recordist

Sound

Stage Hand

Steward

Up Rigger

Video

Wardrobe

Wireless Technician