On-call lists

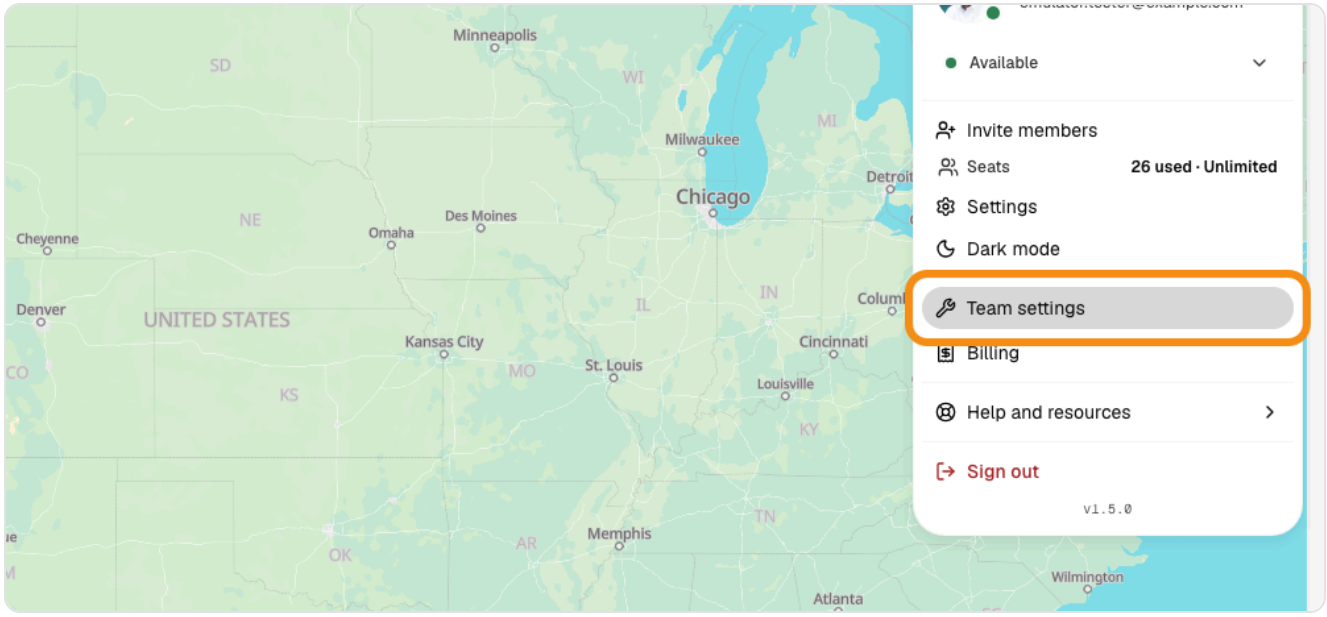
When a guard calls off, their shift goes to your on-call lists in order. Your Interior list hears first. If nobody asks for it in time, your Exterior list hears. You approve who takes it.

Before you start

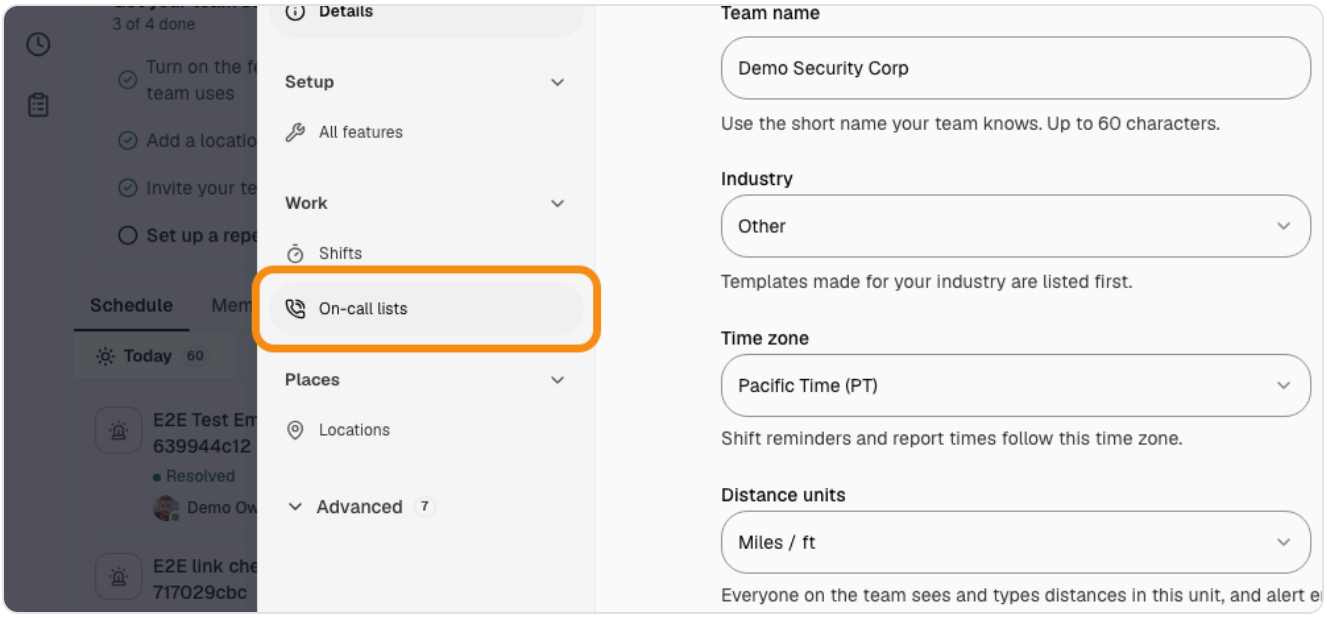
- Make the lists once, on a computer at app.teammap.co. After that you can run everything from the TeamMap app on your phone.
- Your guards on the TeamMap app. That is where they call off, hear about a shift, and ask for it.
- Who goes on your Interior list and who goes on your Exterior list.

1 Make your Interior list

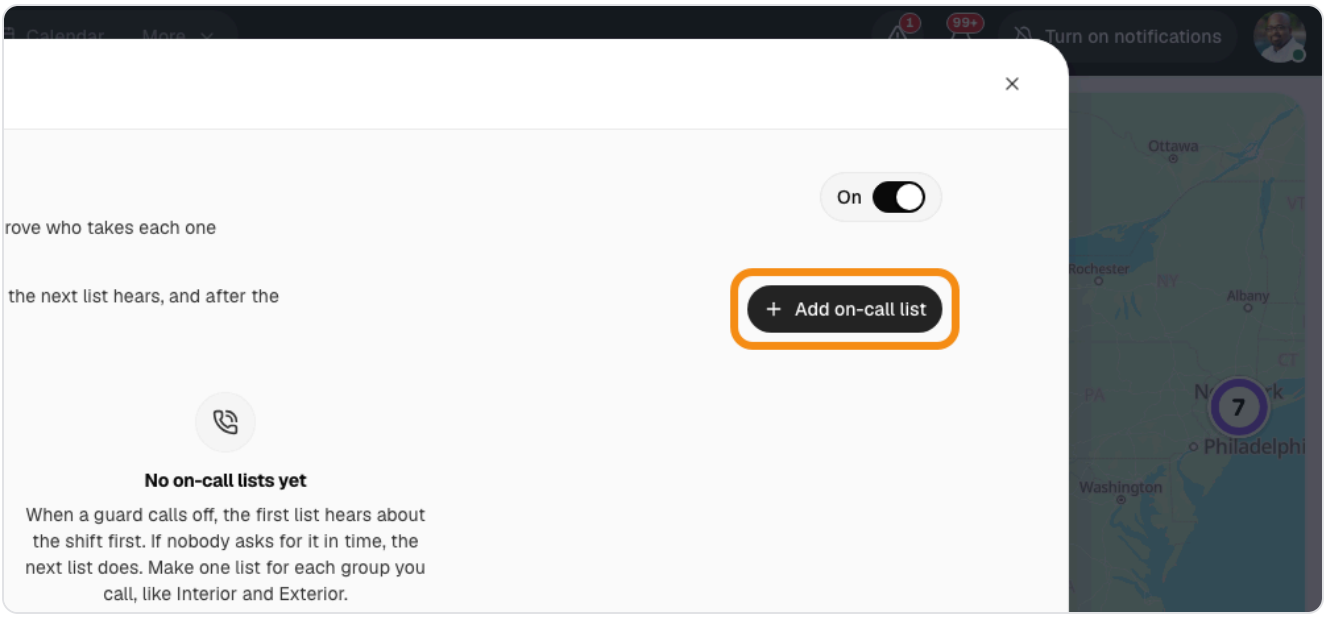
1. Click your picture at the top right, then Team settings, then On-call lists (under Work).
2. Click Add on-call list and name it Interior.
3. Time to answer: how long Interior has to ask for the shift before Exterior hears. 15 minutes to start; pick anything from 5 minutes to 2 hours.
4. Click Select team members, pick your Interior guards, then click Done.
5. Click Create on-call list.



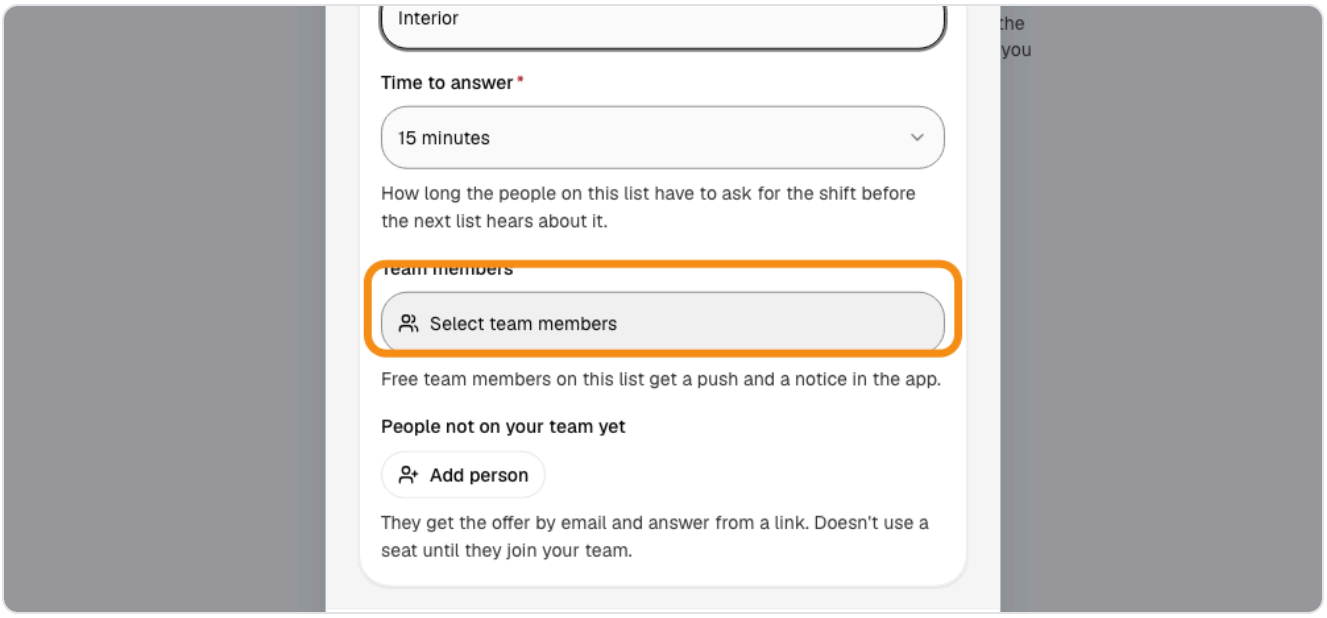
Click your picture at the top right, then Team settings.



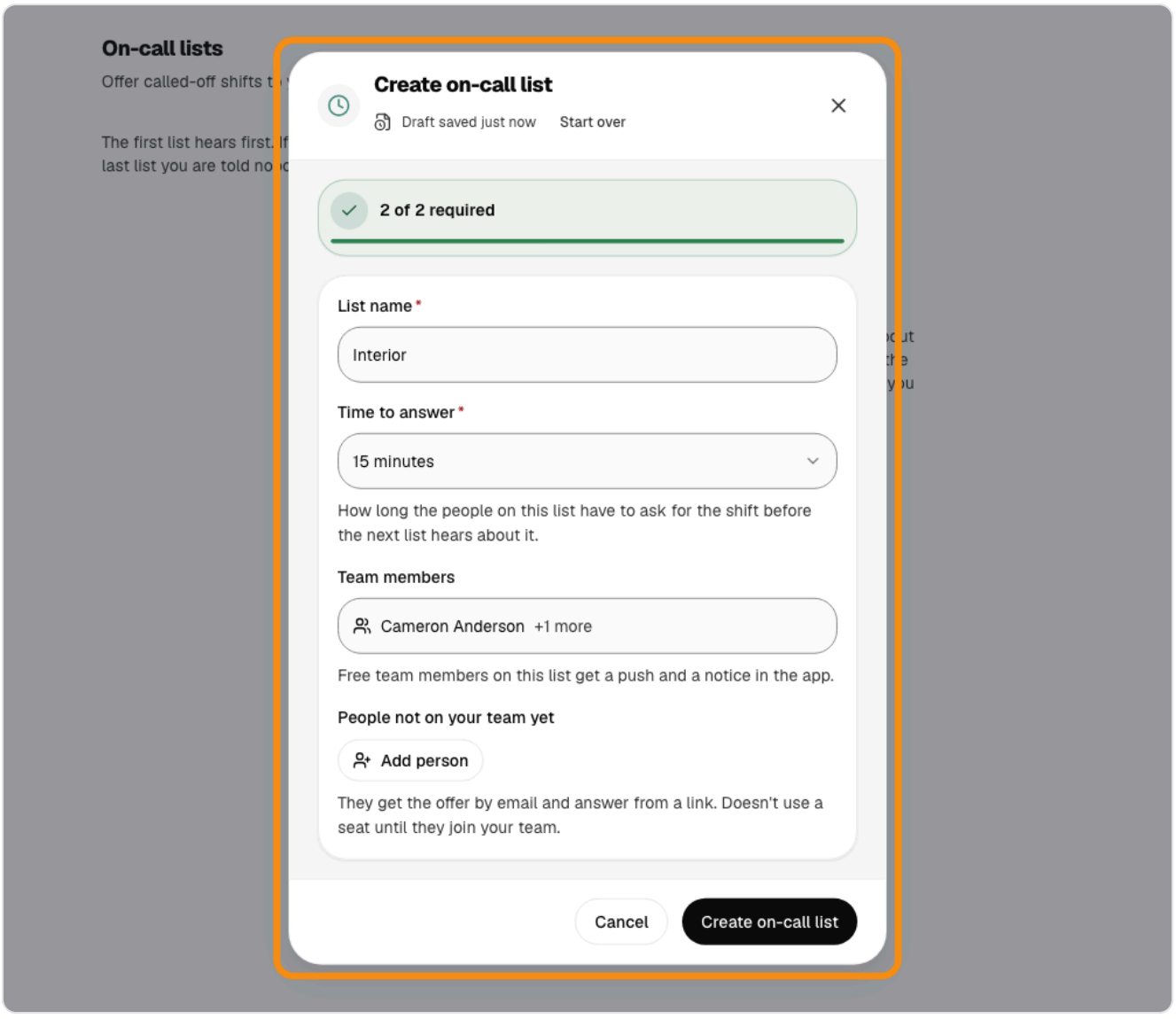
Open On-call lists, under Work.



Click Add on-call list.



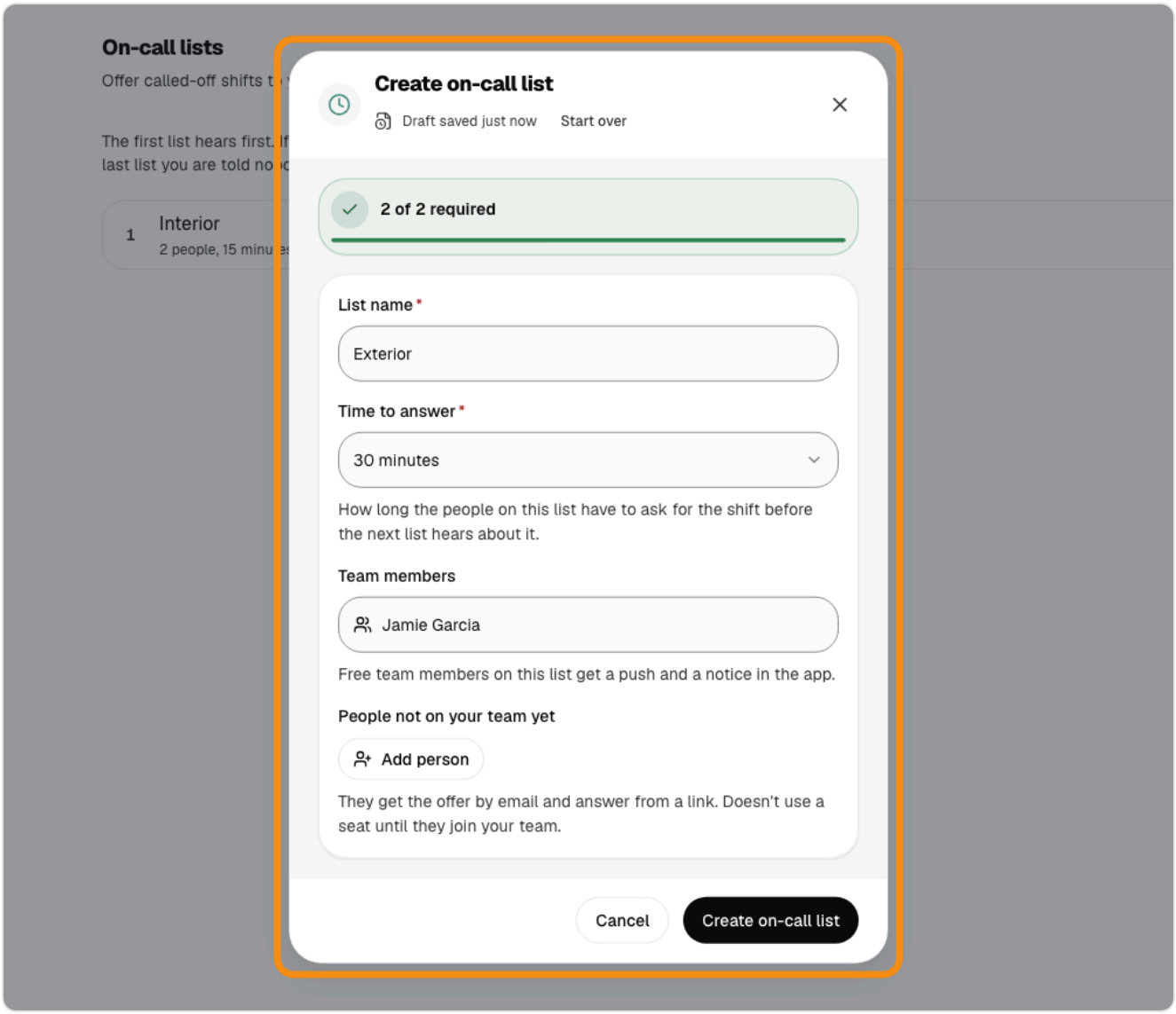
Click Select team members and pick the guards on this list.



The Interior list, ready: click Create on-call list.

2 Make your Exterior list

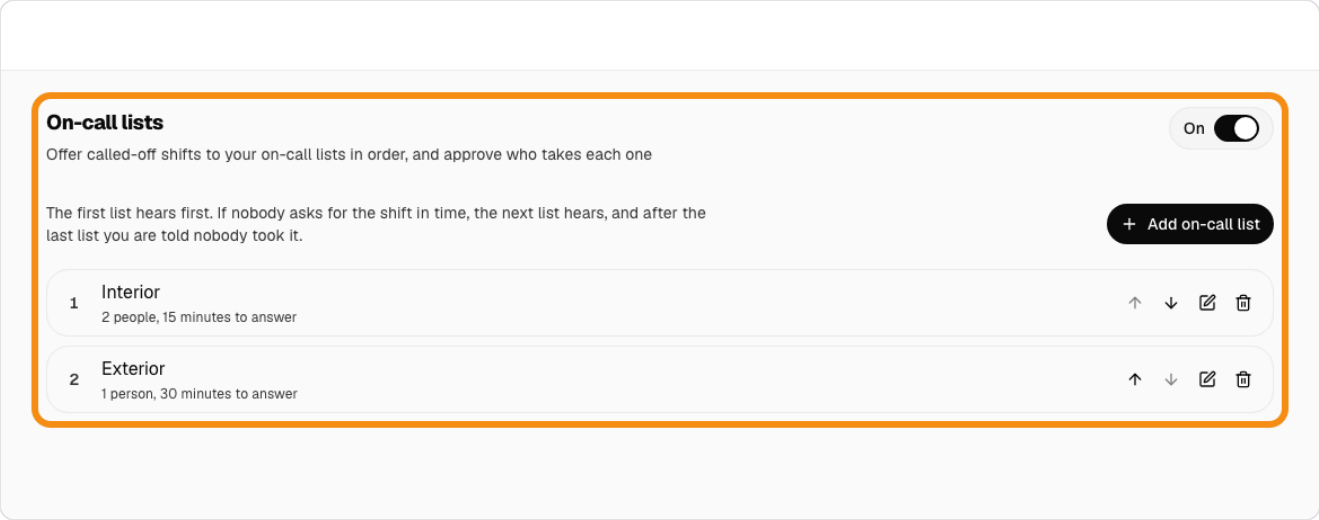
1. Click Add on-call list again and name it Exterior.
2. Pick its time to answer, for example 30 minutes.
3. Pick your Exterior guards, then click Create on-call list.



The Exterior list, ready: click Create on-call list.

3 Check the order

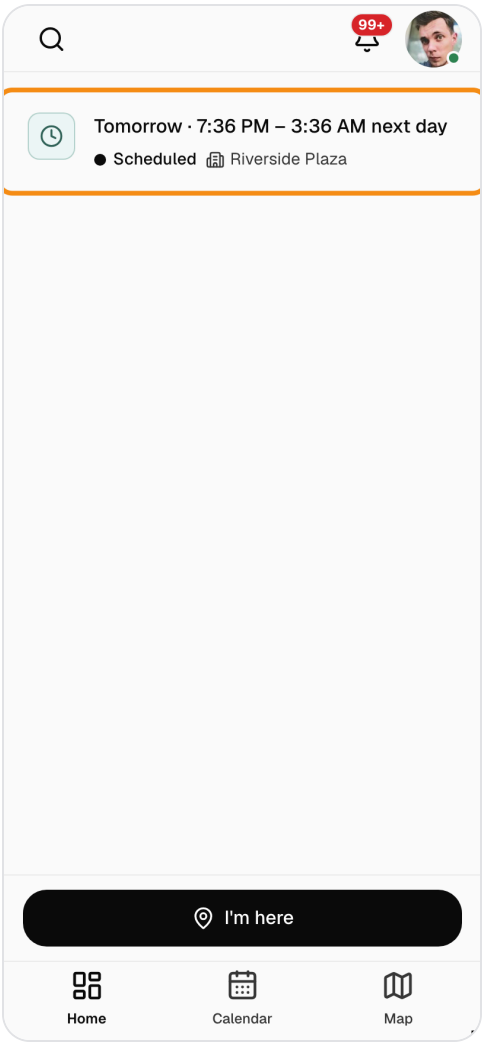
1. The list at the top hears first. Keep Interior on top.
2. Use the up and down arrows on a list to move it.



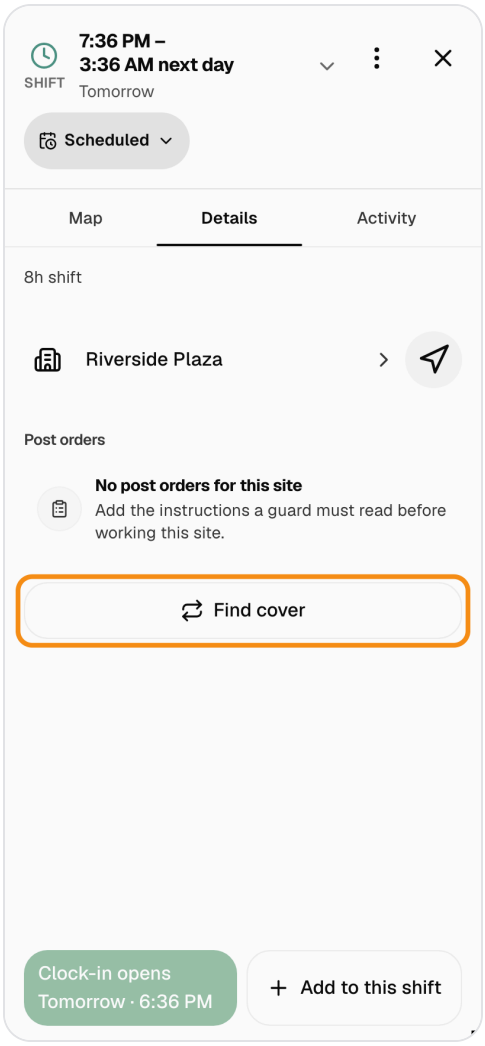
Interior on top hears first, then Exterior. Each list shows its people and its time to answer.

4 A guard calls off

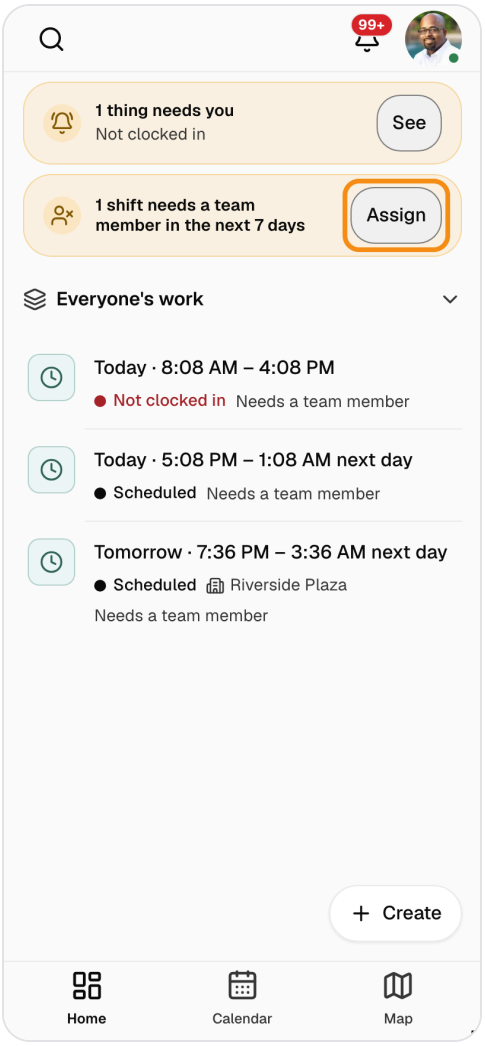
1. In the TeamMap app, the guard taps their shift on Home, then Find cover.
2. The free guards on your Interior list get a push right away.
3. On your phone, Home shows the shift that needs cover. Tap it to see which list has it. (On a computer: Open shifts, in the top bar.)



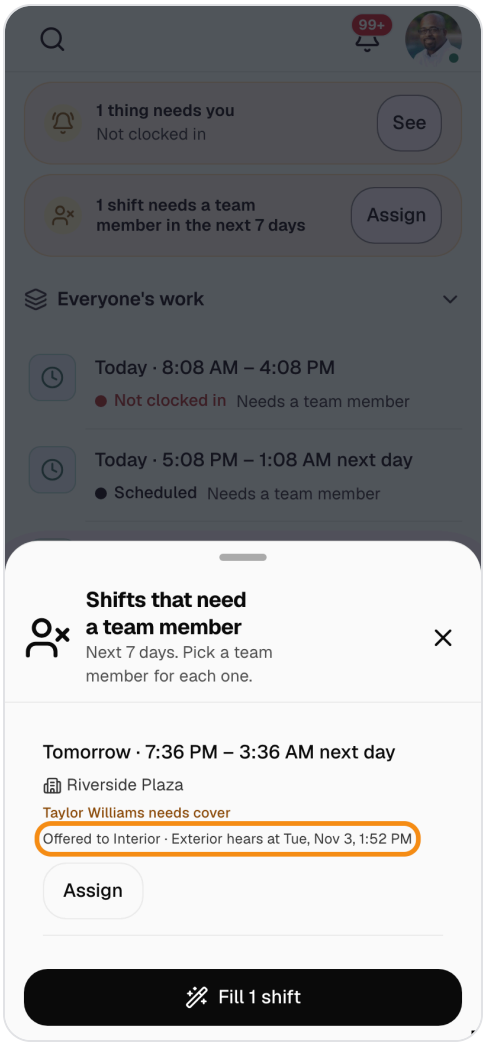
The guard taps their shift on Home.



Then taps Find cover.



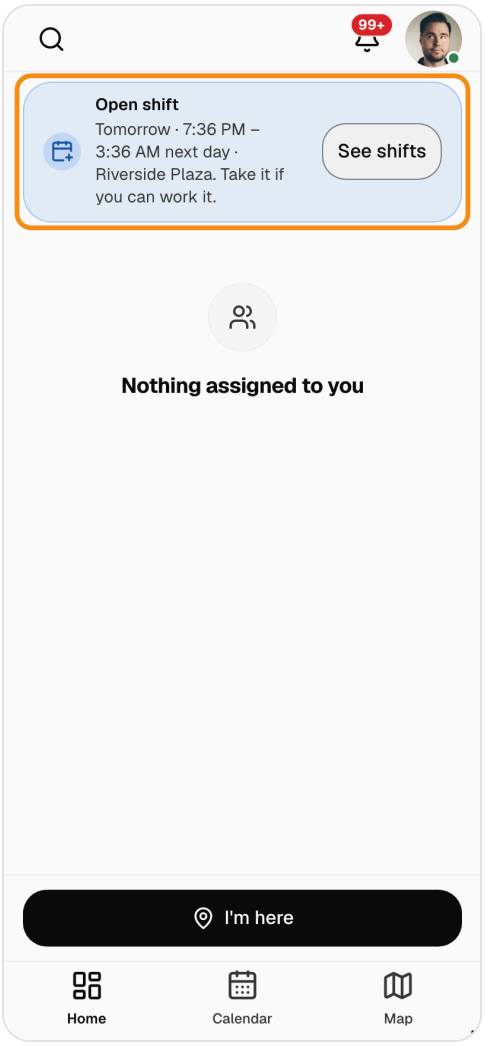
Your phone: Home shows the shift that needs cover.



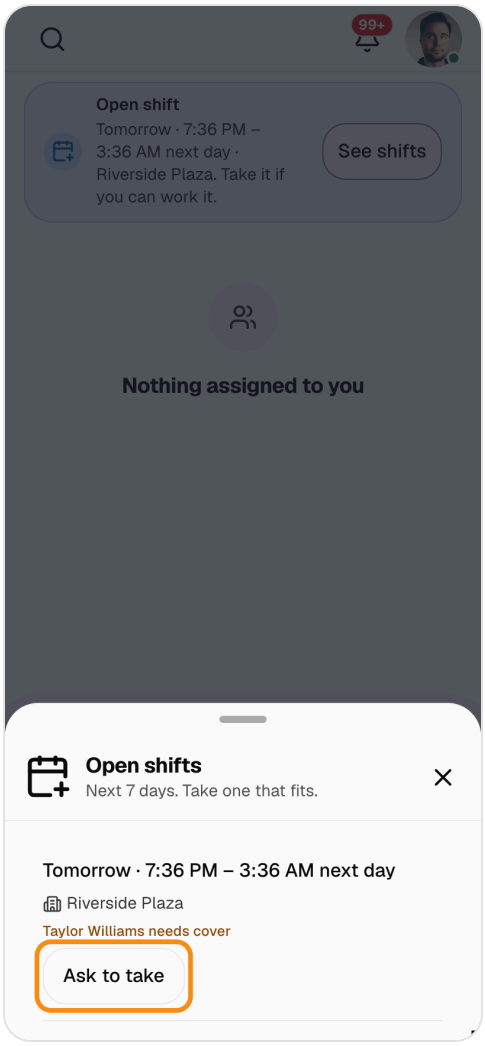
Which list has it, and when the next list hears.

5 Interior guards see it in the app

1. Each free Interior guard gets a push, and the shift shows on their Home.
2. They open it and tap Ask to take. Guards on a list that has not heard yet cannot ask.



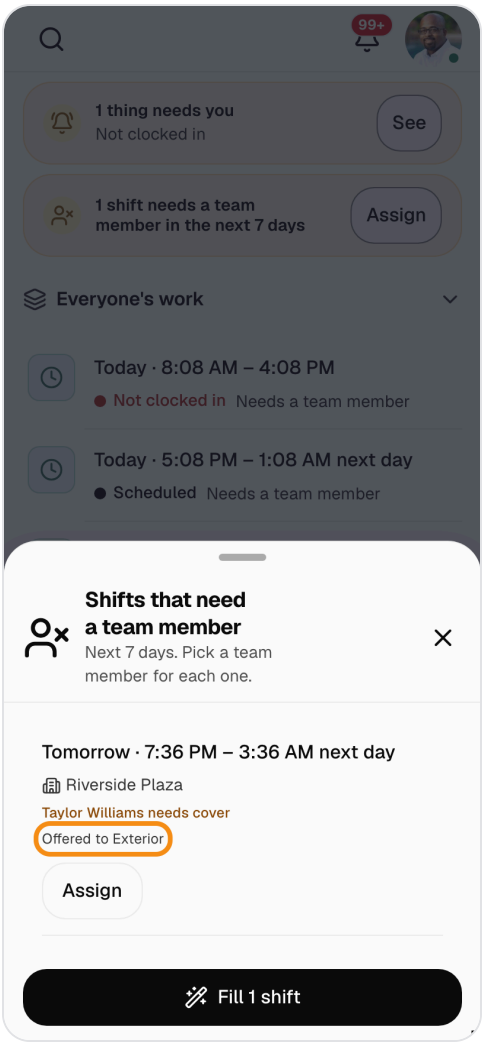
The shift on an Interior guard's Home.



They tap Ask to take.

6 Nobody asked in time? Exterior hears

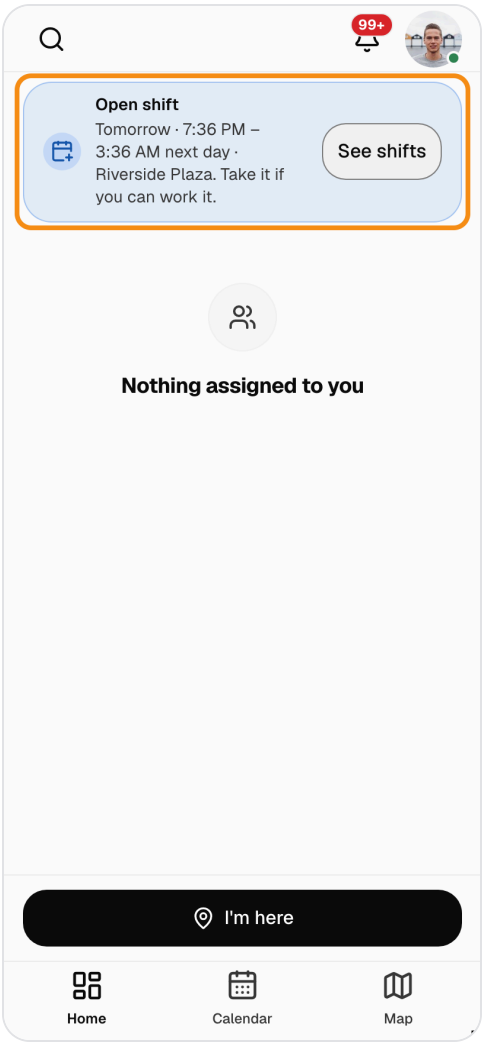
1. When Interior's time to answer runs out and nobody asked, your Exterior guards get the push.
2. After the last list, you are told nobody took it, and the shift opens to every guard.



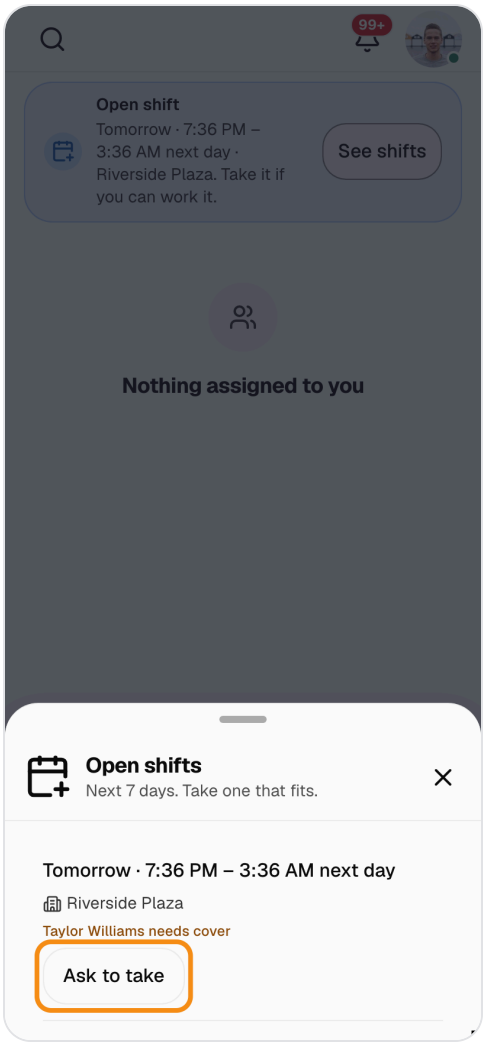
Now Exterior has it.

7 A guard asks to take it

1. The Exterior guard opens the shift from Home and taps Ask to take.



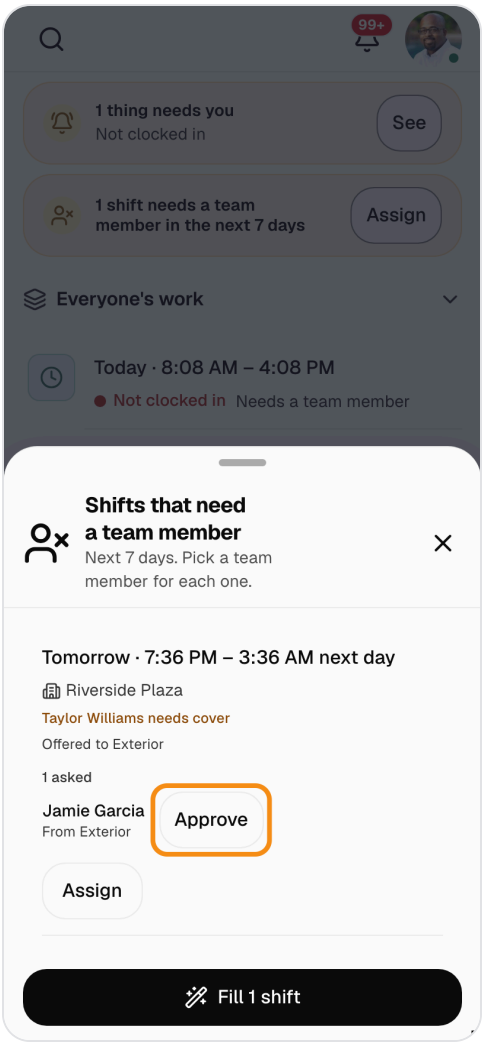
The shift on an Exterior guard's Home.



They tap Ask to take.

8 Approve who takes it

1. On your phone, the shift now shows who asked and the list they came from.
2. Tap Approve. The shift is theirs.



Tap Approve next to the guard who asked.

Good to know

Who hears	Only the free guards on a list. Anyone already working then, and the guard who called off, is skipped.
You approve	A guard cannot just take an on-call shift. They ask, and you pick who gets it.
Changing a list	Team settings > On-call lists: edit a list to change its guards or its time to answer.

If something looks wrong

No On-call lists in Team settings	Turn it on in Team settings > All features. It needs Shifts turned on, on Pro or higher.
A guard on the list got nothing	They were not free during that shift, or their list had not heard yet. If TeamMap notifications are off on their phone, the shift still shows on their Home.
"Nobody took the shift"	Both lists heard and nobody asked in time. The shift is now open to every guard; assign it from Open shifts.

Questions, or want TeamMap set up your way? Book a demo or contact us, and we will customize your account.

Book a demo | Contact us