

Approve shift swaps or day off swaps

Approving shift swaps or day off swaps within the agent portal as a supervisor

1. When logged in to the agent portal, click the hamburger symbol at the top left of screen and click on **Request Management**
2. Click on **Shift Swap Authorisation** at the top of screen.
3. You will see a list of shift swap requests made by agents. Dates, Names, Skills and current Shifts will be viewable along with proposed shifts.
4. Click the tick to approve the swap, or the cross to decline.
5. Any approvals will be instantly changed within the schedule.
6. Agents will get a notification stating if the request has been approved or declined.