

# DUHS DukeShift

## Frequently Asked Questions

1. What do I have to do in order to get access to DukeShift?
  - Your job code needs to be in scope for DukeShift – currently this includes health system nursing in the inpatient and outpatient setting.
  - Your manager needs to request your access by using the Account Request Form found at <https://finance.duke.edu/systems/work/api/dukeshift/managers> and sending it to [apiresourcebox@duke.edu](mailto:apiresourcebox@duke.edu). Note that managers are responsible for your actions and your timecard for the DukeShifts and they have the option to choose not to participate
  - University and PDC employees (ie, company 10) are not eligible
  - For more information on who is eligible got to <https://finance.duke.edu/systems/work/api/dukeshift>
2. How do I log in to the DukeShift webpage?
  - Web Address: dukebid4health.com. You can access dukebid4health.com from any computer, any web browser – including tablets and phones. You do not have to be on the Duke Intranet, but there is a link on the intranet page.
  - Log in: use your NETID and NETID password
3. What should I do if I do not know my NetID and password?
  - Click on either of the help links on the bottom of the login screen and follow their directions OR call the DHTS helpdesk at 919-684-2243
4. I logged in and got a message saying that my account had not been activated. What should I do?
  - First, verify that you went to the correct website – dukebid4health.com
  - See #1
5. How do I view available shifts?
  - Click on Shifts by Health system and filter down to see the facility and units where you are interested in working. If shifts are available, they will be listed below.
  - Click on the Request Now button to enter your request. You will receive an email letting you know that your request was delivered. You can see a copy of that email in the My Messages tab.
6. Are there limitations on which shifts I can request?

- Only pick up shifts for roles in your current scope of practice (matches the job you perform for your primary work). A Financial Care Counselor can not pick up an HUC shift or an NA shift – even if they have a NA listing
- Only pick up shifts in facilities you are oriented to work
- Don't pick up too many shifts – stick to 12 hours/day, 60 hours in a 7 day period
- For more information on scope of practice, see this PPT  
<https://finance.duke.edu/sites/default/files/DukeShift%20or%20Secondary.pdf>

7. How will I know if I have been awarded a shift?

- There are two ways to see that you have been awarded a shift. 1) you will receive an email at the email address you entered on your profile or 2) there will be a message for you in the My Messages section of the website. You need to accept the award to complete the process.

8. Can I decline my request?

- Yes. Click the DECLINE OFFER NOW and the shift will be reopened to be awarded to someone else. If you cannot work the shift, please DECLINE as soon as possible so the shift can be filled by someone else.

9. Since I may not be awarded all the shifts I request, can I request more than 1 shift with the same date and time but on different units?

- Yes, but once you confirm the award for a shift, your requests for other shifts on different units for this same date and time will be cancelled.

10. Am I able to see who else is requesting the shift?

- No, but you can see how many other people have requested the shift by looking in the column called Requests on the Shifts by Health System List

11. What should I do if I have a question about the shift?

- DukeShifts are an agreement between the unit and the staff that volunteer to work. Ideally, a shift will list a contact person and phone number in the shift details. If not, contact the unit directly for more information. The Message Admin button will send an email to the person who created the shift. This may or may not be the shift contact.

12. What should I do if I need to call out for the shift

- DukeShifts are an agreement between the unit and the staff that volunteer to work. Ideally, a shift will list a contact person and phone number in the shift details. If not, contact the unit directly to call out for the shift. If you are working at DUH, also call the Staffing Office at 919-681-2474, press 6

13. How do I swipe in and out for my DukeShift shift?

- If you are working in a department other than your home department, swipe in and out just as if you were floating to that department.
- The first prompt is for special code -- you can enter up to 4
  - \*Special Code 30 is for a CV shift
  - \*Special Code 14 is for a patient attendant
  - \*Special Code 12 is for a DukeShift
- Press enter once to enter more than one special code. Press enter TWICE to move to the next prompt
- The second prompt is for department number – enter 2799
- Third prompt is for facility – if you are working in a different facility than your primary home department, enter the facility for the DukeShift department here
  - \*1=DUH
  - \*7=PRMO
  - \*21=DHCH
  - \*26=Labs
  - \*50=DRH
  - \*51=DASC/Arrington
  - \*60-DRAL
- Press enter until you see Transaction Accepted on the screen

14. When I logged in for the first time, I agreed to a set of rules related to DukeShift. How can I see that agreement again?

- Please click the link below for user agreement.

<https://finance.duke.edu/sites/default/files/DukeShift%20UserAgreement%20March%202021.pdf>

15. How am I paid for my DukeShift?

- You are paid at your regular rate of pay plus any shift premium or staffing incentive you may qualify for
- Your primary manager will be responsible for approving the time for your DukeShift on your API timecard
- If you are working outside of your regular job scope you need to be set up as a Secondary Employee and fill out a secondary time card to receive your pay. See this PPT for more information. Most secondary employees do NOT use DukeShift
- <https://finance.duke.edu/sites/default/files/DukeShift%20or%20Secondary.pdf>