



HUMANITY SCHEDULING

A GUIDE TO HUMANITY SCHEDULING FUNCTIONS FOR
RETAIL AND WAREHOUSE LEADERS

GOODWILL

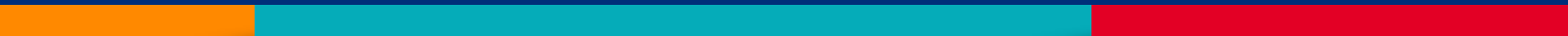


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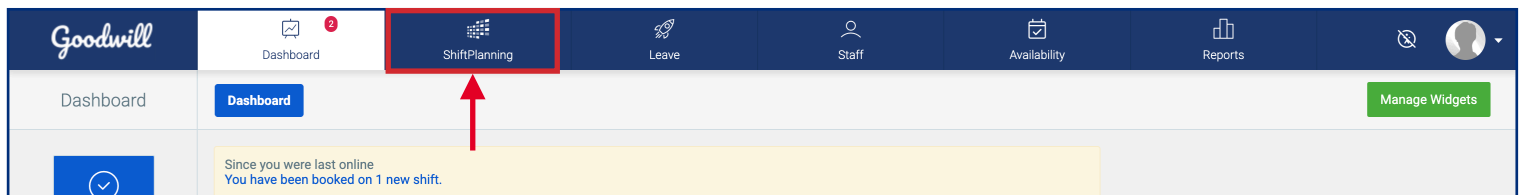
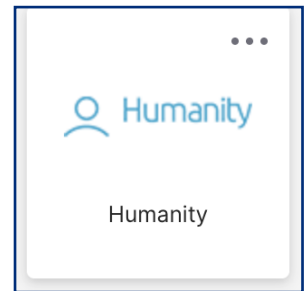
BASIC HUMANITY OVERVIEW

Note: Workday feeds updated employee data, time off data, and leave of absence data to Humanity. Humanity feeds schedule data to Workday. Workday and Humanity “speak” to each other through a regular system sync. It is important to note that although the two systems work in tandem, Workday is the source of truth for anything related to employee data, and Humanity is the source of truth for scheduling data. Furthermore, data synced from Workday to Humanity should not be changed in Humanity, nor should data synced from Humanity to Workday be changed in Workday. For example, employee information should not be updated in Humanity, and schedule updates should not be made through Workday.

1. Navigate to the employee portal at my.goodwillaz.org > Select the Oka tile > Select the Humanity tile

2. Log in using your employee details.

3. Click Shift Planning in the blue banner.



4. Select either Employee View **OR** Position View to access the scheduling calendar

Position View ^

Employee View

Position View

Tag View

Calendar View

List View

Time Off View

Week v

<

Today

>

IMPORTANT! Position View shows all roles at the location in the left column on the scheduling calendar. This allows managers to create shifts per position and assign the appropriate team members to shifts. Employee View shows all team members at the location and allows managers to create shifts for individual team members. Schedules can be created using either Position View or Employee View based on the manager's preference. Many managers toggle back and forth between views while creating schedules to identify any overlaps or gaps.

Note: Use the arrows to toggle forward or backward on the scheduling calendar.

5. Select the desired calendar view (ie, Day, Week, 2 Week, or 4 Week)

Note: It is often easiest to view the scheduling calendar by Week.

HOW TO VIEW TEAM MEMBER LEAVE AND CONTACT INFORMATION

IMPORTANT! All absence/time off requests and approvals are submitted and completed in Workday. Pending Leave of Absence (LOA) requests and all other absence/time off requests (e.g, sick, vacation, unpaid time off, etc.) will **NOT** appear in Humanity unless approved in Workday.

1. To view approved team member LOA and/or time off, Select **Employee View** > Select the **Show Leave** filter.

The screenshot displays the Goodwill ShiftPlanning interface. The top navigation bar includes 'Dashboard', 'ShiftPlanning', 'Leave', 'Staff', 'Availability', and 'Reports'. The 'ShiftPlanning' tab is active, and the 'Employee View' dropdown is selected. The main area shows a calendar grid for February 2026, with shifts for 'Pebble Creek Store' and 'Retail Sales Associate'. The left sidebar contains a 'Filter Preset' dropdown with 'Reset to Full Schedule' highlighted, and a 'Show Leave' checkbox that is checked. The 'Show Availability' checkbox is unchecked. The calendar grid shows various shifts, including 'Empty Shifts' and 'All Day' shifts, with some shifts marked as 'Approved'.

2. Click **Reset to Full Schedule** to remove the *Show Leave* filter.

HOW TO VIEW TEAM MEMBER CONTACT INFORMATION:

1. Click the **Staff** option in the blue banner to view your team member's contact information.

The screenshot displays the Goodwill Staff interface. The top navigation bar includes 'Dashboard', 'ShiftPlanning', 'Leave', 'Staff', 'Availability', and 'Reports'. The 'Staff' tab is active, and the 'Dashboard' button is highlighted. The main area shows a message: 'Since you were last online You have been booked on 1 new shift.' The 'Manage Widgets' button is visible in the top right corner.

HOW TO VIEW AND ENTER TEAM MEMBER AVAILABILITY

1. To view team member availability, Select **Employee View** > Select the **Show Availability** filter.

The screenshot shows the ShiftPlanning interface. On the left, there's a calendar for February 2026. The main area displays a grid of shifts for the week of 02/15/2026 to 02/21/2026. A red box highlights the 'All Day' filter, and a red arrow points to a modal window titled 'Unavailability Slot'. The modal window shows the employee's name, the date 02/16/2026, and the filter 'All Day'.

2. Click the alert to view details > Click **Reset to Full Schedule** to remove all filters.

3. To enter a team member's availability on their behalf, click **Availability** in the blue banner > locate the appropriate team member > Click the appropriate space in the date column > Enter the availability details > Click **Save**



The 'New Unavailability Slot' form is shown. It includes fields for the employee's name, the date (02/11/2026), the time (01:00PM - 02:00PM), and a toggle for 'All Day'. There is also a toggle for 'Overwrite Overlapping Slots', a dropdown for 'Does not repeat', and a text area for 'Add note'. At the bottom, there are 'Cancel' and 'Save' buttons. Red arrows point to the date, time, 'Overwrite Overlapping Slots', 'Does not repeat', and 'Add note' fields.

Note: Team Members are encouraged to submit their own availability in the Humanity App, but managers can submit it on their team members' behalf if necessary.

HOW TO CREATE SCHEDULES IN HUMANITY (EMPLOYEE VIEW)

Note: Employee View shows all team members at the location and allows managers to create shifts for individual team members. Schedules can be created using either Position View or Employee View based on the manager's preference. Many managers toggle back and forth between views while creating schedules to identify any overlaps or gaps.

1. Click **Shift Planning** in the blue banner.
2. Select **Employee View**.
3. Select the desired calendar view (i.e, Day, Week, 2 Weeks, or 4 Weeks).
4. Select the **Show Availability** and **Show Leave** checkboxes to view any approved LOAs, time off, and availability for team members.

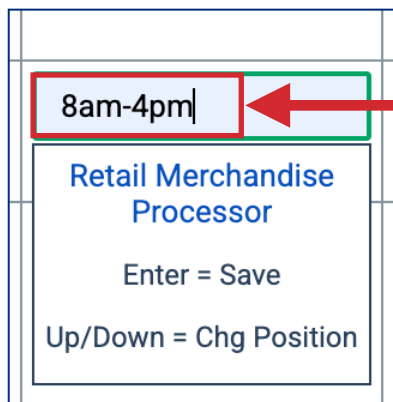
OPTIONAL: To view team members by position, select the Location > Select the desired location > Select the desired role. Click *Reset to full Schedule* to remove all filters.

The screenshot displays the Goodwill ShiftPlanning interface. At the top, the 'ShiftPlanning' tab is selected in the blue banner. Below the banner, the 'Employee View' and 'Week' calendar view are selected. The left sidebar shows filters for 'Locations' (Pebble Creek Store), 'Skills', 'Shift Types', and 'Remote Sites'. The main area is a calendar grid for the week of 04/26/2026 to 05/02/2026. A red box highlights the left column of team members, and another red box highlights a specific date cell (Mon 04/27). A red arrow points from the team member list to the date cell. Numbered callouts 1 through 6 are placed on the interface to guide the user through the steps.

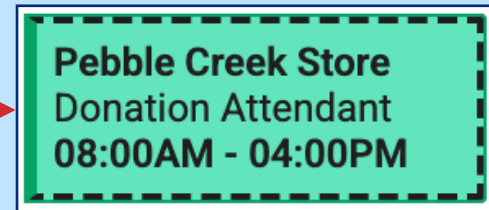
5. Locate the appropriate team member in the left column.
6. Locate the desired day that you would like to schedule a shift for the team member > Click the space in the appropriate date column.

HOW TO CREATE SCHEDULES IN HUMANITY (EMPLOYEE VIEW)

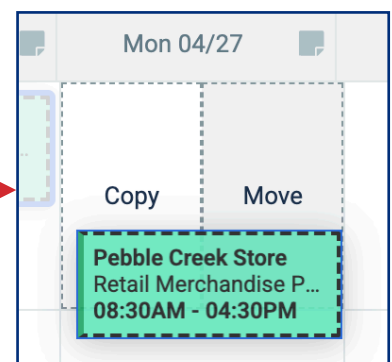
7. Type the **Shift Start and End Time** with AM and PM details > Click **Enter** on your keyboard.



IMPORTANT: The shift will have a dotted border. A dotted border means that the shift is **NOT** published and is not visible to the team member(s).



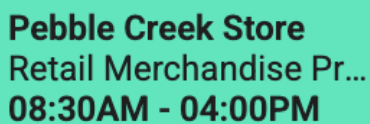
OPTIONAL: To copy or move a single shift, click the shift and drag it to the desired space on the calendar > release over the desired action (i.e., Copy or Move). This action can be done before assigning a team member to the shift or afterward if you would also like the shift assignment to be moved and/or copied as well.



8. Repeat steps 5-7 as necessary. For options to make creating schedules quicker, review the processes for **creating repeating shifts**.

9. Review the completed schedule and identify and resolve any **conflict alerts** that need to be resolved.

10. Click the green **Publish** button in the upper-right corner of the screen when the schedule is finalized.



Note: Published shifts will have a solid border. Shifts can be edited, deleted and republished as necessary.

IMPORTANT: Team Members will not be able to view the schedule unless the schedule is published. Schedules should update in Workday within an hour of being published or possibly overnight. Team Members can view published schedules immediately in the Humanity App.

HOW TO CREATE SCHEDULES IN HUMANITY (POSITION VIEW)

Note: *Position View* shows all roles at the location in the left column. This allows managers to create shifts for each position and assign the appropriate team members to them. Schedules can be created using either *Position View* or *Employee View* based on the manager's preference. Many managers toggle back and forth between views while creating schedules to identify any overlaps or gaps.

1. Click **Shift Planning** in the blue banner.
2. Select **Position View**.
3. Select the desired calendar view (i.e, Day, Week, 2 Weeks, or 4 Weeks).
4. Locate the desired position in the left column.

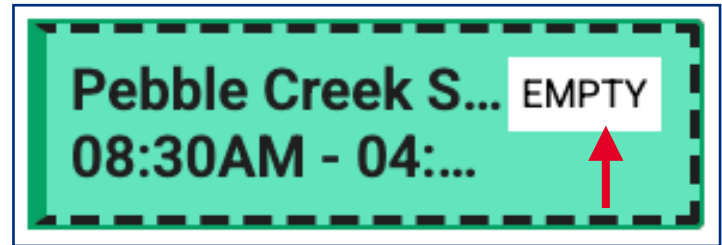
The screenshot displays the Goodwill Shift Planning interface. The top navigation bar includes 'ShiftPlanning', 'Leave', 'Staff', 'Availability', and 'Reports'. The 'ShiftPlanning' dropdown menu is open, showing 'Position View' and 'Week'. The 'Week' view is selected. The left column lists positions for 'Pebble Creek Store': Assistant Store Manager, Customer Service Manager, Donation Attendant, Retail Merchandise Processor, Retail Sales Associate, Retail Sales Cashier, and Retail Store Manager. The right column shows a calendar grid for the week of May 24th to 30th, 2026. A red box highlights the 'Retail Merchandise Processor' position, and a red arrow points to the empty space in the calendar grid for Tuesday, May 26th.

5. Locate the desired day that you would like to schedule a shift for the position > Click the space in the appropriate date column.
6. Type the **Shift Start** and **End Time** with **AM** and **PM** details > Click **Enter** on your keyboard.

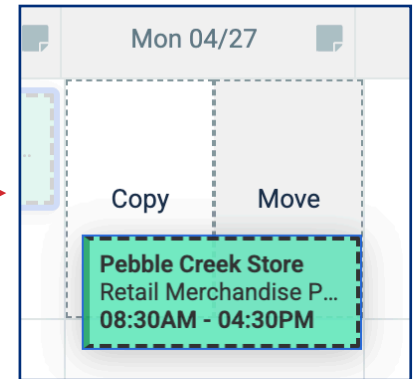
The diagram shows the process of creating a shift. On the left, a red box highlights the 'Retail Merchandise Processor' position and the time '8:30am-4:30pm' entered in the calendar grid. A red arrow points to the resulting shift entry in the calendar grid, which shows 'Pebble Creek S... EMPTY' and '08:30AM - 04:...'.

HOW TO CREATE SCHEDULES IN HUMANITY (POSITION VIEW)

IMPORTANT: The shift will have a dotted border. A dotted border means that the shift is NOT published and is not visible to team members. The shift will also have an *Empty* alert, which means that the shift has NOT been assigned to a team member.



OPTIONAL: To copy or move a single shift, click the shift and drag it to the desired space on the calendar > release over the desired action (i.e., Copy or Move). This action can be done before assigning a team member to the shift or afterward if you would also like the shift assignment to be moved and/or copied as well.



7. To assign a shift to a team member, Click the desired shift > Click the green plus sign next to the appropriate team member's name > Click the green Update button.

A screenshot of the "Employee Assignment" interface. The left sidebar contains options like "Add Title", "Repeat Option", "Manage Breaks", "Add shift tags", "Add open slots", "No remote site", and "Add new note". The main area shows a search bar "Search by Employee Name" and a list of available employees (21) with a green plus sign next to each name. A red arrow points to the plus sign. At the bottom, there are buttons for "Cancel", "Update & Publish", and "Update".

Note: Use the Search tool to locate the appropriate team member quickly.

Note: Scroll down and click Show All to view all eligible team members for the shift at your location. Team Members are only available for selection if they are in the appropriate role.

HOW TO CREATE SCHEDULES IN HUMANITY (POSITION VIEW)

8. Repeat steps 4-7 as necessary. For options to make creating schedules quicker, review the processes for **creating repeating shifts**.

OPTIONAL: To filter your calendar view by specific position(s), Click **Location** > Select the checkbox of your location > Deselect the desired position(s) to remove from your calendar view.

Note: Click Reset to Full Schedule to remove all filters.

9. Review the completed schedule and identify and resolve any conflict alerts that need to be resolved.

10. Click the green **Publish** button in the upper-right corner of the screen when the schedule is finalized.

Publish [10]

Pebble Creek Store
Retail Merchandise Pr...
08:30AM - 04:00PM

Note: Published shifts will have a solid border. Shifts can be edited, deleted and republished as necessary.

IMPORTANT: Team Members will not be able to view the schedule unless the schedule is published. Schedules should update in Workday within an hour of being published or possibly overnight. Team Members can view published schedules immediately in the Humanity App.

SCHEDULING CONFLICT ALERTS

1. Click the **Conflicts** alert in the banner to review all flagged conflicts.

The screenshot shows the Goodwill ShiftPlanning interface. At the top, a banner indicates '25 Conflicts'. A red arrow points to this banner. Below the banner, a calendar view shows shifts for various employees. A note box states: **Note:** The number that appears in the alert is the number of conflicts flagged in the schedule. Conflict alerts are also flagged next to the team member's name.

2. Hover over the alert on the shift to view more details.

The screenshot shows a hover tooltip over a conflict alert on a shift. The tooltip displays 'Is on vacation this day'. A red arrow points to the alert icon on the shift. A note box states: **Note:** Shifts can be edited to resolve conflicts and schedules will need to be republished.

3. Review Conflicts, Resolve and Republish schedules as needed.

The screenshot shows the Goodwill ShiftPlanning interface in Conflict Mode. A red bar at the top contains an 'Exit Conflict Mode' button. A note box states: **Note:** Click to exit Conflict Mode. Below the bar, a summary of conflicts is shown: 'Vacation (1)' and 'Multiple conflicts (24)'. A note box states: **Note:** Summary of conflict(s). Another note box states: **IMPORTANT!** Managers will most likely always have conflict alerts on their schedules because they are typically scheduled for more than 8 hours. Schedules with unresolved conflicts can still be published.

HOW TO CREATE REPEATING SHIFTS

1. Click on the desired shift
2. Select **Standard**
3. Under *Repeats every*, Select 1 and **Week**
4. Select the desired days of the week

Note: Days of the week do not need to be consecutive.

5. Enter the desired end date > Click **Set Repeat Option**
6. Confirm the shift details

The screenshot shows the 'Employee Assignment' interface. On the left, the 'Add Title' section shows a shift from 04/20/2026 08:30AM to 04/20/2026 04:30PM, duration 8h 0m. The 'Repeats every' section is set to 'Every week on Sunday, Monday, Tuesday, Wednesday, Friday until 05/20/2026'. The 'Repeats On' section shows days Su, Mo, Tu, We, Th, Fr, Sa. The 'Repeats Until' section shows 05/28/2026. The 'Who Is Working (0)' section is empty. The 'Available (18)' section shows a list of employees with a green plus sign next to each name. The 'Update & Publish' button is highlighted. The 'Repeat Options' panel on the right shows the 'Frequency Type' set to 'Standard', 'Repeats every' set to '1' and 'Week', 'Repeats On' set to 'Su, Mo, Tu, We, Th, Fr, Sa', and 'Repeats Until' set to '05/28/2026'. The 'Set Repeat Option' button is highlighted.

1 Standard

2 1 Week

3 Su Mo Tu We Th Fr Sa

4 05/28/2026

5 Set Repeat Option

6 Every week on Sunday, Monday, Tuesday, Wednesday, Friday until 05/20/2026

7 Available (18)

8 Update & Publish

7. Click the green plus sign next to the appropriate team member's name to assign the team member to the shift.

IMPORTANT! If you assign a team member to a repeating shift, they will be assigned to all shifts in the series.

8. Click **Update** OR Click **Update & Publish**
9. View the calendar to confirm that the repeating shifts are populated as expected.

Pebble Creek Store
Donation Attendant
08:30AM - 04:30PM

Note: Repeating shifts are indicated with the circular arrow icon.

HOW TO EDIT, DELETE AND REASSIGN A SHIFT

1. Click on the desired shift
2. Click the red X to remove the team member from the shift assignment.
3. Click the green plus sign next to the appropriate team member's name to assign the team member to the shift.
4. Click to select and update the shift start time, end time, or date
5. Click **Update** OR Click **Update & Publish/Republish**
6. Click the trash can icon to delete the shift

Pebble Creek Store
Retail Merchandise Pr...
08:30AM - 04:00PM

1

 Add Title

4

Duration: 8h 0m

 03/09/2026 08:00AM 04:00PM 03/09/2026

 Repeat Options

 Retail Merchandise Processor

 Manage Breaks

Breaks are automatically assigned to employees due to break rule.

 Add shift tags

 Add open slots

You can set a maximum of 21 open slots for the assigned Position

 No remote site

 Add new note

6

 Delete Shift

Employee Assignment

Sorted Alphabetically 

Search by Employee Name

Who Is Working (1)

2



Available (20)

3



Show All 20 Employees

5

Update & Publish

Update

GOODWILL

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HOW TO PRINT SCHEDULES (ALL POSTIONS)

1. Click **Reports** in the blue banner.

2. Click **Schedule Summary**

Schedule Summary
View the shifts & number of hours scheduled per employee by position, location & day.

2

3. Confirm the *Timeline* and the *Start Date* and *End Date*; Click to edit, if necessary.

4. Confirm the **Location**. **Note:** Some leaders (e.g., *District Managers*) can select multiple locations. If a leader is assigned to only one location, the appropriate location will automatically default.

5. Click **Apply**.

The screenshot shows the Goodwill Reports interface. The 'Reports' tab is selected in the top navigation bar (1). The 'Schedule Summary' report is chosen from the left sidebar (2). The filter section includes a 'Timeline' dropdown set to 'This Week' (3), 'Start Date' (02/08/2026) and 'End Date' (02/14/2026) fields, and a 'Location Filter' dropdown set to 'Pebble Creek Store' (4). Other filters for Schedule, Employee, Skill, and Tag are also present. The 'Apply' button is highlighted (5). Below the filters, a message says 'Please select filters above.'

6. Click the arrow on the **Print** button > **Small Format**

The screenshot shows the 'Print' and 'Export' buttons. The 'Print' button has a dropdown arrow, and the 'Small Format' option is selected from the dropdown menu (6). The 'Export' button is also visible.

7. Select **Landscape** for layout options > **Print**

The screenshot shows the 'Print' settings dialog box. The 'Layout' dropdown is set to 'Landscape' (7). Other settings include 'Destination' (FindMe), 'Pages' (All), 'Copies' (1), and 'Color' (Black and white). The 'More settings' dropdown is also visible.

HOW TO PRINT SCHEDULES FOR EACH POSITION

1. Click **Reports** in the blue banner.

2. Click **Schedule Summary**

Schedule Summary
View the shifts & number of hours scheduled per employee by position, location & day.

2

3. Confirm the *Timeline* and the *Start Date* and *End Date*; Click to edit, if necessary.

4. Confirm the **Location**. **Note:** Some leaders (e.g., *District Managers*) can select multiple locations. If a leader is assigned to only one location, the appropriate location will automatically default.

5. Select the desired position(s)

6. Click **Apply**

The screenshot shows the Goodwill Reports interface. The top navigation bar includes Dashboard, ShiftPlanning, Leave, Staff, Availability, and Reports (highlighted with a red box and number 1). The left sidebar lists various reports, with Schedule Summary highlighted (number 2). The main area shows filter options: Timeline (This Week, number 3), Start Date (02/08/2026), End Date (02/14/2026), Location Filter (Pebble Creek Store, number 4), Schedule Filter (Select Positions, number 5), Employee Filter (Select Employees), Skill Filter (Select Skills), Tag Filter (Select Tags), and Report Options (Options, number 6). The Apply button is highlighted with a red box and number 6.

7. Click the arrow on the **Print** button > **Small Format**

8. Select **Landscape** for layout options > **Print**

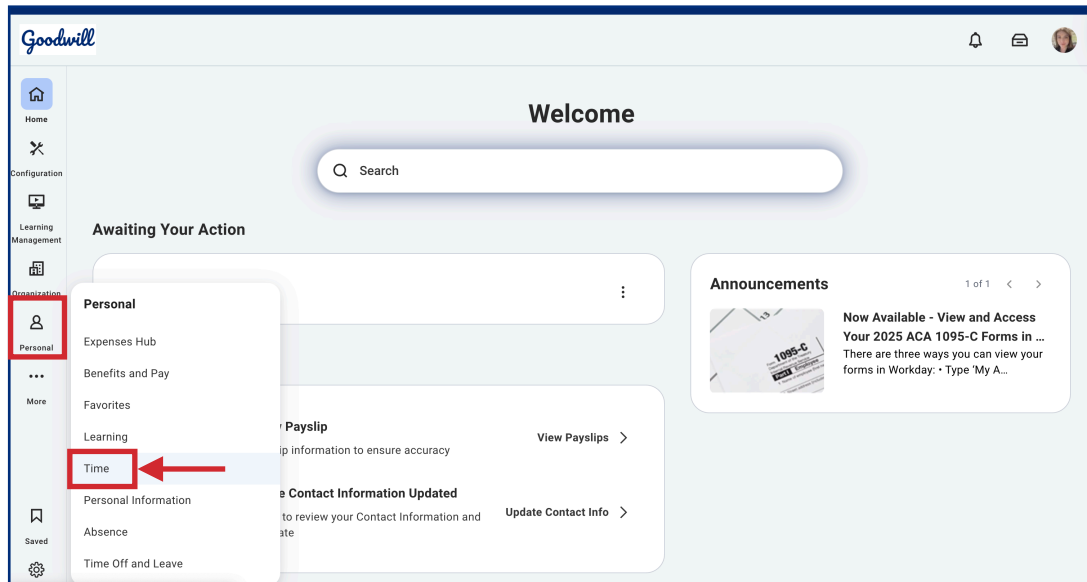
9. Repeat steps for each position

The screenshot shows the Print button dropdown menu. The Print button is highlighted with a red box and number 7. The dropdown menu shows two options: Small Format and Large Format. The Small Format option is highlighted with a red box and number 7.

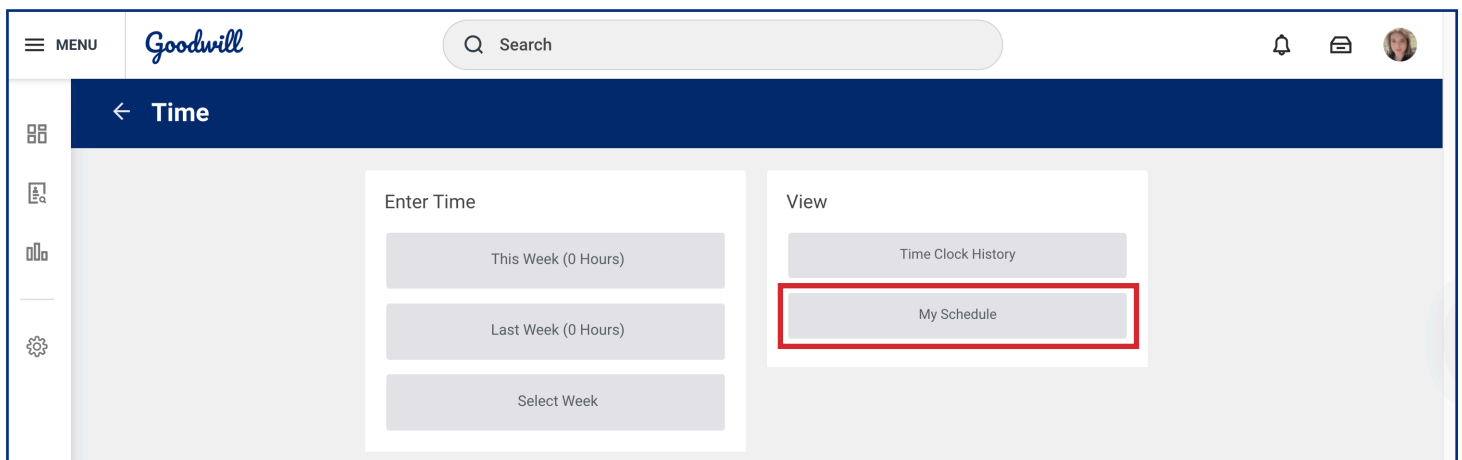
The screenshot shows the Print settings dialog box. The Print button is highlighted with a red box and number 8. The dialog box shows the following settings: Destination (FindMe), Pages (All), Copies (1), Layout (Landscape, highlighted with a red box and number 8), Color (Black and white), and More settings (dropdown arrow).

HOW TO VIEW YOUR SCHEDULE IN WORKDAY

1. Log in to Workday > Hover over the *Personal* icon > Select Time



2. Click My Schedule



3. View your schedule

