



# Humanity

## **Workforce Scheduling Guide** **for Managers**



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## WELCOME

Welcome to Humanity, an online scheduling platform that optimizes employee scheduling and time off management in conjunction with WorkDay.

- 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.

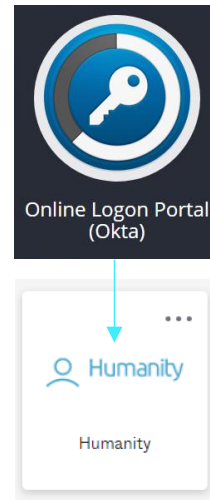
## LOGGING ON

Let's get started by accessing and logging into Humanity. Humanity can be accessed from either:

**The Gazette home page  
> Web Applications >  
Humanity Scheduling**

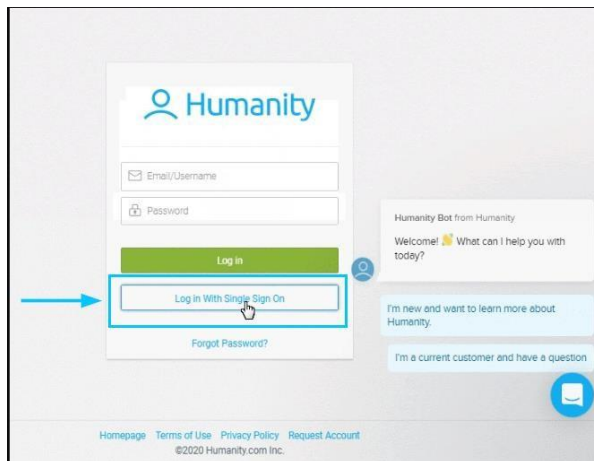
OR

**my.goodwillaz.org >  
Online Logon Portal  
(Okta) > Humanity**



You can log into Humanity through your OKTA Single Sign-On.

**OKTA Single Sign-on landing:**



Google Chrome is recommended for the best performance. Although Humanity can be accessed using other browsers, users may experience lesser performance and/or usage issues.

## DASHBOARD

After logging in, you'll be brought to the Humanity homepage, which is referred to as the Dashboard. Let's get familiar with the Dashboard and the Widgets and Action Items within it.

### Widgets

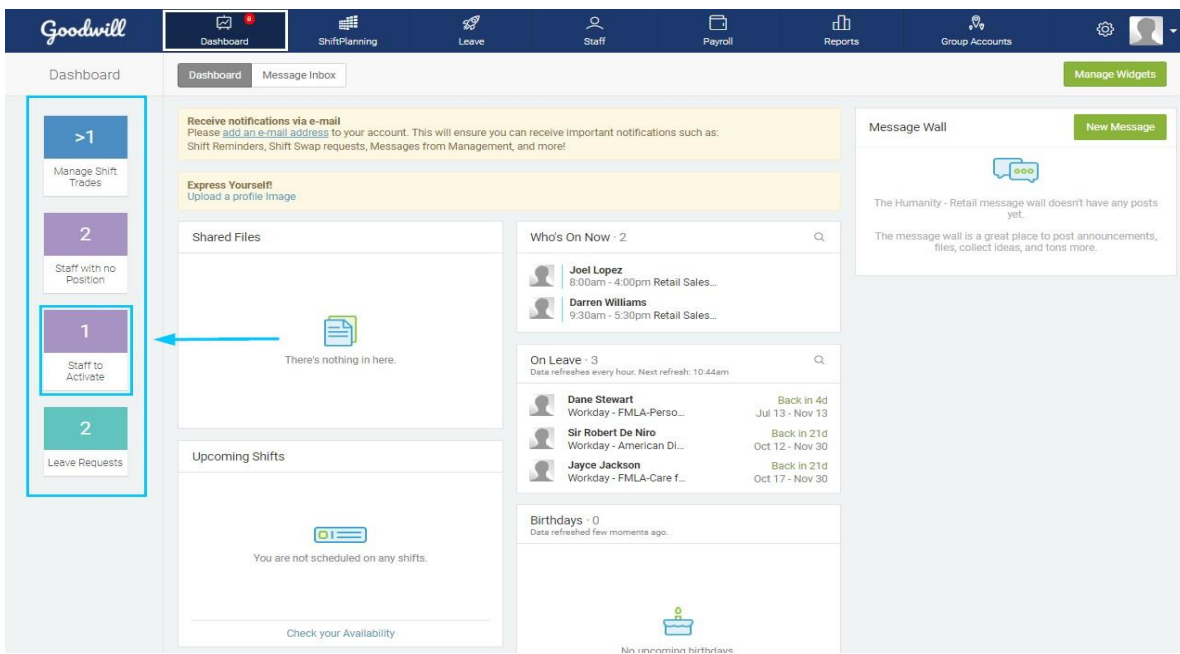
Widgets are the easiest and quickest way to view information about your staff. It is a shortcut to other functions which allow you to perform an action efficiently.

### Action Items column

The action panel brings up the notifications for all any Humanity tasks that need resolution. In the graphic below, our Action Items tell us that we have more than one shift trade, two staff members with no position assigned, one staff member to activate, and two leave requests that need our attention.

*Let's see how to use widgets and action items to activate and add a position to our new employee Nelson Reese.*

1. Click the "Staff to Activate" widget to go directly to the task as shown in the following Image.



The screenshot displays the Goodwill Humanity dashboard interface. The top navigation bar includes the Goodwill logo and several menu items: Dashboard, ShiftPlanning, Leave, Staff, Payroll, Reports, and Group Accounts. Below the navigation bar, the dashboard is divided into several sections. On the left, there is a vertical sidebar with four widgets: 'Manage Shift Trades' (with a '>1' indicator), 'Staff with no Position' (with a '2' indicator), 'Staff to Activate' (with a '1' indicator and a blue arrow pointing to it), and 'Leave Requests' (with a '2' indicator). The main content area features a 'Message Wall' on the right, a 'Who's On Now' section listing staff members like Joel Lopez and Darren Williams, and an 'On Leave' section listing staff members like Dane Stewart and Sir Robert De Niro. There are also sections for 'Shared Files', 'Upcoming Shifts', and 'Birthdays'.

2. Activate employee Nelson Reese by complete the pending request.

The screenshot shows the Goodwill HR system dashboard. The top navigation bar includes links for Dashboard, ShiftPlanning, Leave, Staff, Payroll, Reports, and Group Accounts. The main content area displays a list of employees. A sidebar on the left contains several action buttons: 'Manage Shift Trades' (>1), 'Staff with no Position' (2), 'Staff to Activate' (1), and 'Leave Requests' (2). The 'Staff to Activate' button is highlighted with a blue arrow. The main table shows one employee, Nelson Reese, with a status of 'Not Activated'.

Name	Cell Phone	Home Phone	Email	Permission	Status
Nelson Reese				Employee	Not Activated

3. Complete Nelson Reese's activation by assigning his position.

The screenshot shows the employee profile for Nelson Reese. The profile includes sections for Employee Details, Admin Actions, Position Assignments, Upcoming Shifts, Recent Shifts, Statistics, and Employee Files. The 'Position Assignments' section is highlighted with a blue box and shows a list of available positions for assignment.

**Employee Details**

- Full Name: Nelson Reese
- Username: 27a6071ea203ba6638eacc3a6217c0f
- Mobile: Un-confirmed
- Home:
- Email:
- Wage: \$0.00
- Positions:

**Admin Actions**

- Status: User account is not activated. Print Activation Instructions · Manually Activate
- Activation: User Account is Enabled. Disable It
- Delete: Click Here to delete this Employee.

**Position Assignments (0)**

- 15th Ave Store
  - Retail Sales Associate
- 19th Ave Store
  - Assistant Store Manager
  - Customer Service Manager
  - Donation Attendant
  - Retail Merchandise Processor
  - Retail Sales Associate

**Upcoming Shifts**

Nelson Reese is not scheduled on any upcoming shifts.

**Recent Shifts**

Nelson Reese hasn't worked any shifts yet

**Statistics**

Total Shifts	Total Hours
	0.00
Late	Absent
Karma %	

**Employee Files**

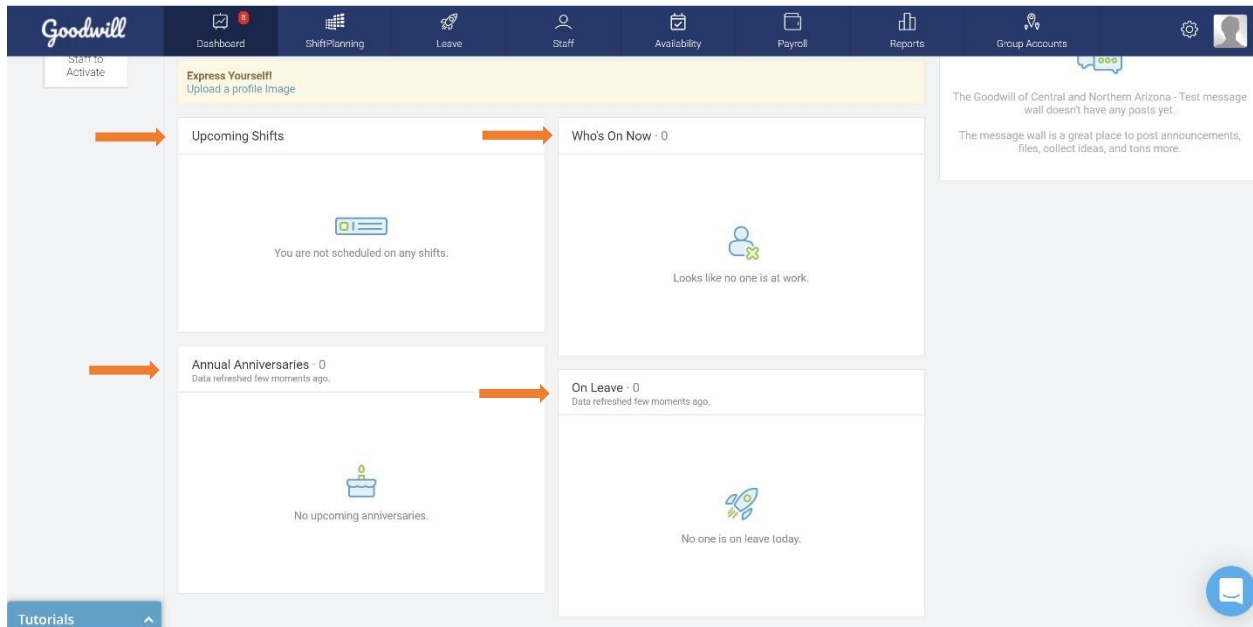
No files found

Upload File

## DASHBOARD NAVIGATION

The Dashboard provides you with an overview of all activities associated with your account, including updates and a list of pending actions waiting for your review. Let's review each of the widgets within this view.

### WIDGETS



### Upcoming Shifts

This widget allows you to view your own upcoming schedule, if applicable.

Upcoming Shifts		
Oct 19	4:00pm - 12:00am Retail Sales Associate - 15th Ave Store	<a href="#">Details</a>
Oct 20	4:00pm - 12:00am Retail Sales Associate - 15th Ave Store	<a href="#">Details</a>
Oct 22	4:00pm - 12:00am Retail Sales Associate - 15th Ave Store	<a href="#">Details</a>
Oct 24	8:00am - 4:00pm Retail Sales Associate - 15th Ave Store	<a href="#">Details</a>

## Annual Anniversaries

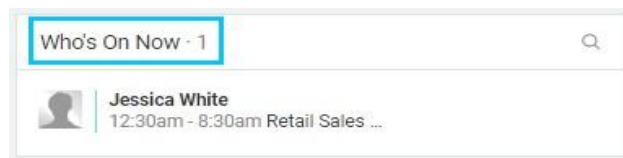
This widget displays any team member work anniversaries for the next 7 days.



## Who's On Now

This widget will show you:

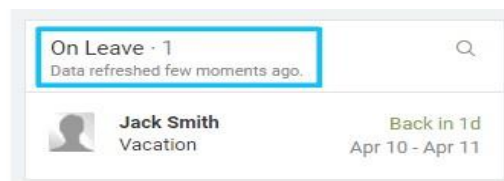
1. Information about the shift, position, and time when a user clocked in.
2. Position colors for each of your employees.
3. Detail information about employee break ('coffee cup' icon).



## On Leave

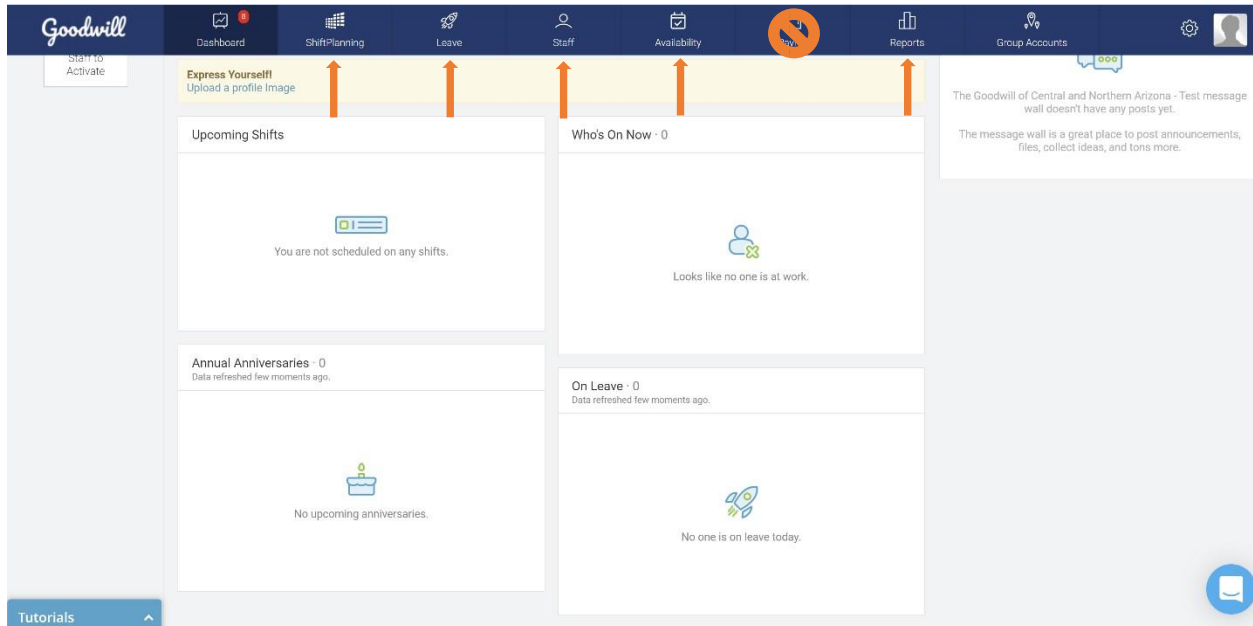
This widget offers information about current team member leaves. You can also view how many employees are on leave.

1. Employee name and leave type are displayed.
2. Leaves dates and return dates: Partial leave - countdown in hours and minutes.
3. Daily leave countdown: counts down leave in days until it reaches 1 day, then continues in hours and minutes.





## MODULES



### Shift Planning Module

The 'ShiftPlanning' module is a central hub where you can create or manage your staff schedules. Whether you have a single location or multiple, ShiftPlanning has robust views that make it easy to visualize and plan your staffing needs.

### Leave Module

The Leave module shows all approved time off, for you as well as your team members, at a glance.

### Staff Module

The Staff module gives you visibility to details about your individual team members, provided through Workday.



## **Availability Module**

The Availability module allows you to see each of your team member's ability to be scheduled at a glance. The availability data you see is submitted by the team member, approved by you, and then published - giving you control and visibility to plan schedules.

## **Payroll Module**

The Payroll tab is a ghost function for Goodwill's purposes; it comes programmed into the Humanity interface and cannot be disabled, but for our purposes, it's not used. Our Payroll functions will be managed through Workday, so please ignore the Payroll tab and its functions.

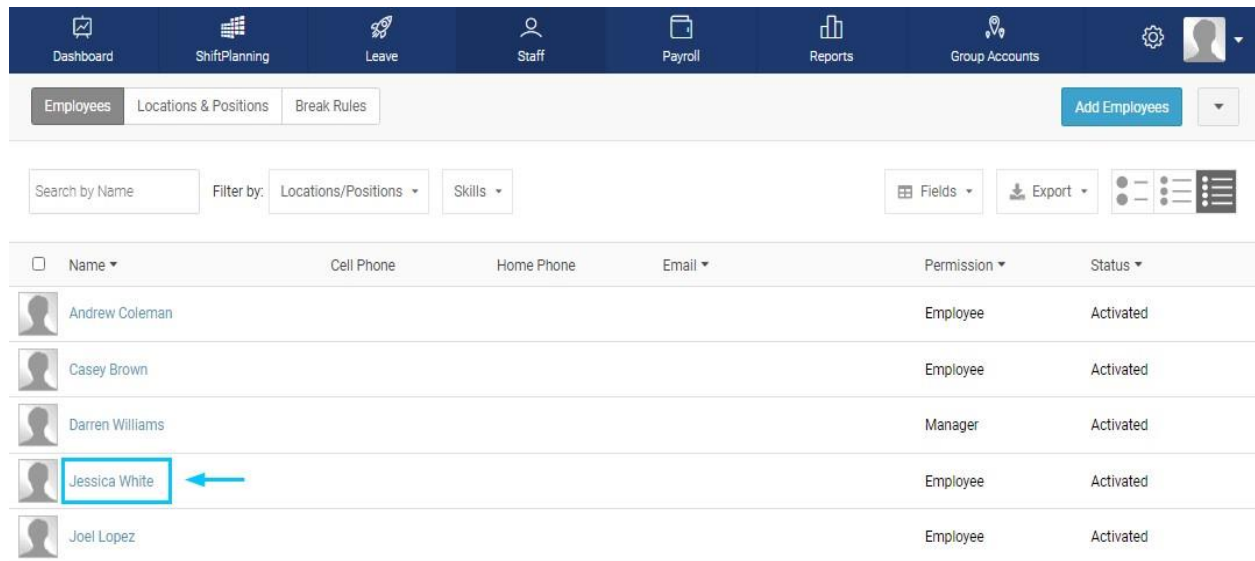
## **Reports Module**






The 'Reports' tab quantifies your workforce scheduling as data. It has various report types which make it easy to produce information that helps drive business decisions. Manager functions allow you to create 'Custom Reports' as well.

## STAFF MODULE: TASKS

A staff member's profile shows different tabs that you can use to customize their personal and professional details. The visibility of the tabs varies according to the permission level given by the Manager in Humanity.

You can access a staff member's profile by going to the Staff module > Employees.

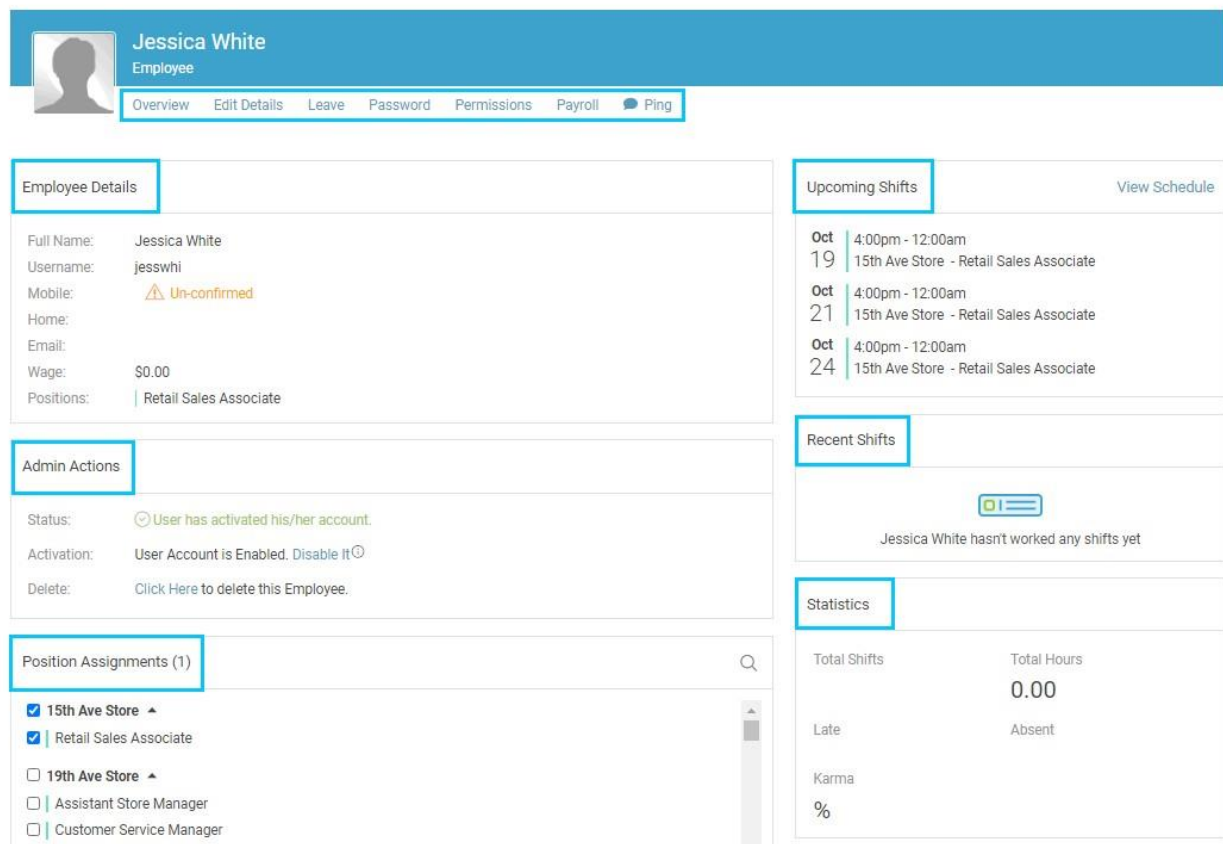


<input type="checkbox"/>	Name ▼	Cell Phone	Home Phone	Email ▼	Permission ▼	Status ▼
	Andrew Coleman				Employee	Activated
	Casey Brown				Employee	Activated
	Darren Williams				Manager	Activated
	Jessica White				Employee	Activated
	Joel Lopez				Employee	Activated

## Profile overview

Profile **Overview** works as an access point to employee details. It contains different sections with information on employees' personal information, assignments, and schedules.

"**Overview**" is visible to Manager, Supervisor, and Scheduler permission levels; however, the amount of information varies according to the permission level.



**Jessica White**  
Employee

Overview Edit Details Leave Password Permissions Payroll Ping

**Employee Details**

Full Name: Jessica White  
 Username: jesswhi  
 Mobile: ⚠ Un-confirmed  
 Home:  
 Email:  
 Wage: \$0.00  
 Positions: Retail Sales Associate

**Admin Actions**

Status: ✔ User has activated his/her account.  
 Activation: User Account is Enabled. Disable It ⓘ  
 Delete: [Click Here to delete this Employee.](#)

**Position Assignments (1)**

15th Ave Store ↕  
 Retail Sales Associate

19th Ave Store ↕  
 Assistant Store Manager  
 Customer Service Manager

**Upcoming Shifts** View Schedule

Oct 19	4:00pm - 12:00am	15th Ave Store - Retail Sales Associate
Oct 21	4:00pm - 12:00am	15th Ave Store - Retail Sales Associate
Oct 24	4:00pm - 12:00am	15th Ave Store - Retail Sales Associate

**Recent Shifts**

✔ ⓘ  
 Jessica White hasn't worked any shifts yet

**Statistics**

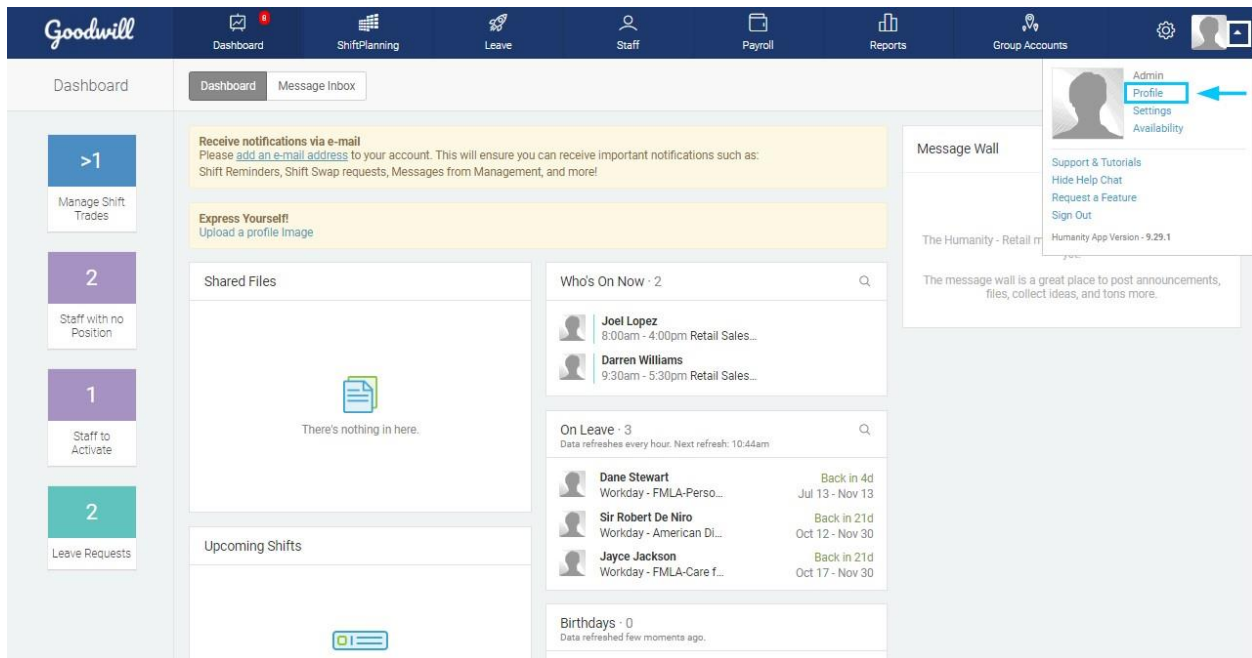
Total Shifts	Total Hours
	0.00
Late	Absent
Karma	
%	

- Password section can be used to set up a password for individual users.
- Permission section is available to manager/admin access only. (Permission level is assigned to the staff member based on business and operational requirements.)

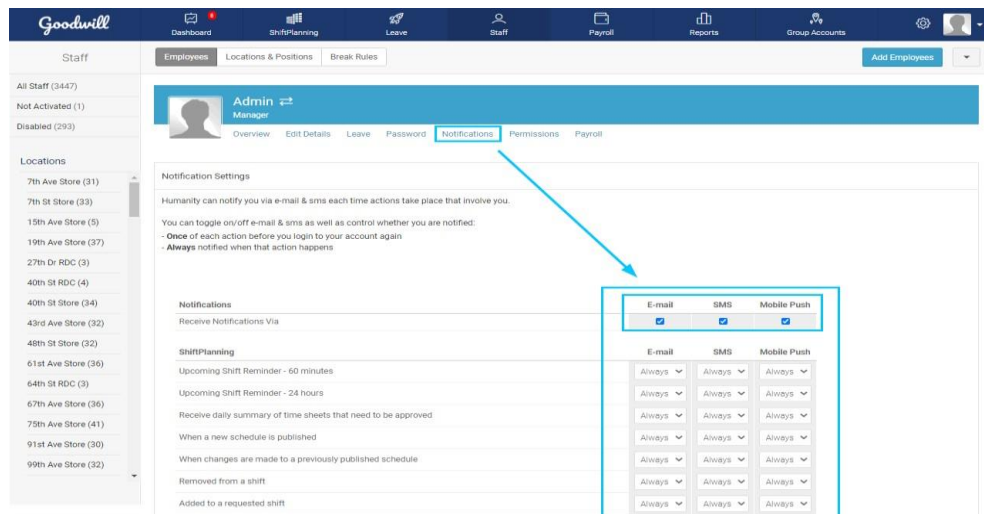
## Notifications

Each user has the option to customize or restrict settings for receiving notifications under his/her profile which will overwrite the global settings. Let's practice managing notifications.

1. Go to your profile from the top-right corner.



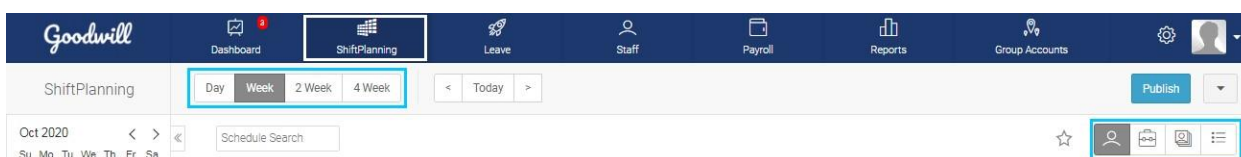
2. Go to the notification section. Here you can select how you prefer to be notified and when.



## SHIFTPLANNING MODULE: TASKS

### Overview

Whether you have a single location or multiple locations to manage, ShiftPlanning has robust views that make scheduling simple and efficient. The 'ShiftPlanning' tab is a central hub where you can create or manage staff schedules.



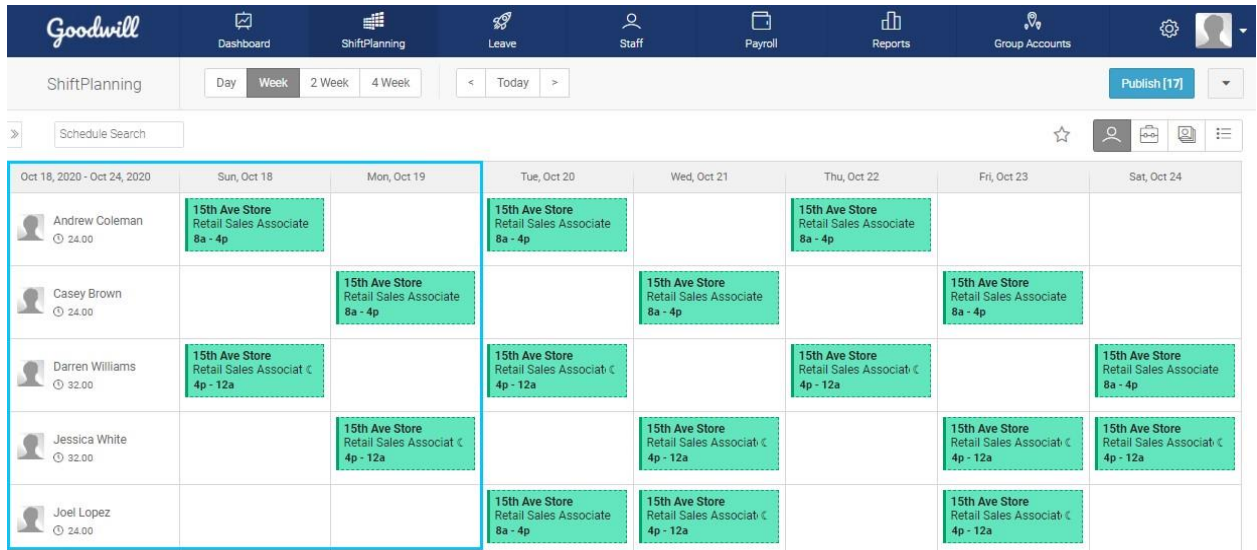
### Timeline

ShiftPlanning tab will open up in the "**week**" view as a default, but you can select your preferred view from the top right side of the schedule.

\*Timeline options are equally available to managers/supervisors and schedulers.

## Employee view

Employee view lists your **staff names** to the left with their corresponding shifts on the calendar.

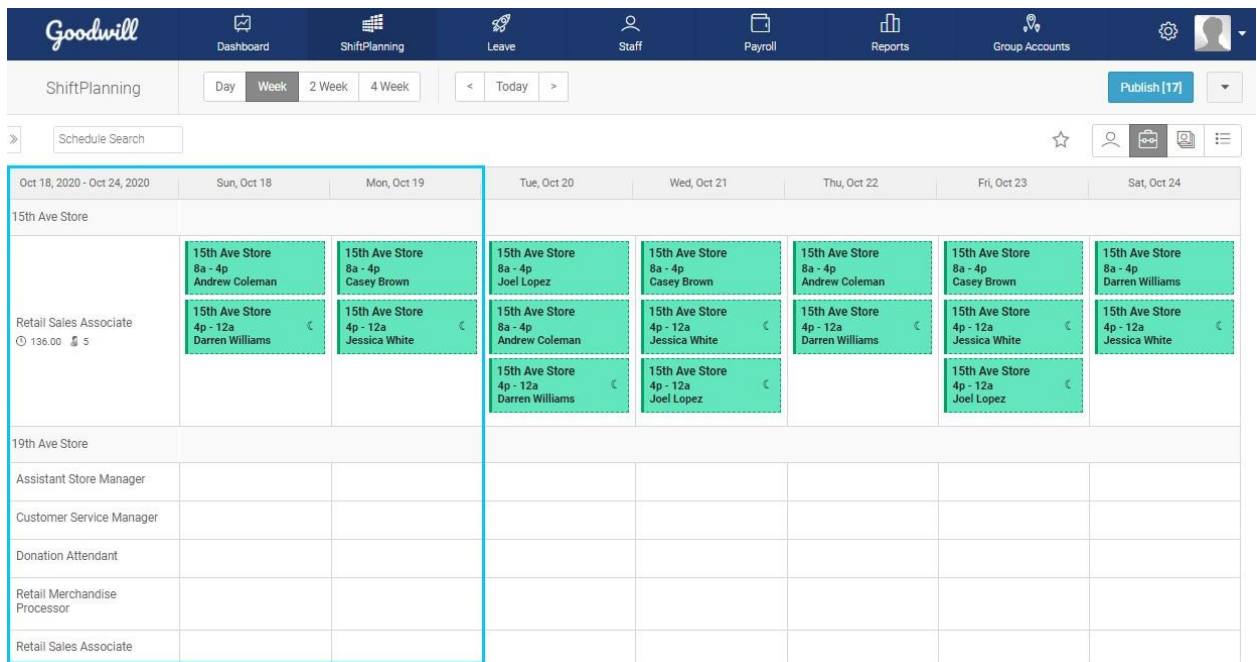


The screenshot shows the 'Employee view' in the Goodwill ShiftPlanning system. The interface includes a top navigation bar with icons for Dashboard, ShiftPlanning, Leave, Staff, Payroll, Reports, and Group Accounts. Below the navigation bar, there are tabs for 'Day', 'Week', '2 Week', and '4 Week', along with a 'Today' button and a 'Publish [17]' button. A 'Schedule Search' input field is also present. The main calendar area displays a grid for the week of October 18, 2020, to October 24, 2020. The rows represent individual staff members, and the columns represent the days of the week. Each cell in the grid contains a shift assignment for a specific staff member on a specific day, including the store name, position, and shift times.

Oct 18, 2020 - Oct 24, 2020	Sun, Oct 18	Mon, Oct 19	Tue, Oct 20	Wed, Oct 21	Thu, Oct 22	Fri, Oct 23	Sat, Oct 24
Andrew Coleman 24.00	15th Ave Store Retail Sales Associate 8a - 4p		15th Ave Store Retail Sales Associate 8a - 4p		15th Ave Store Retail Sales Associate 8a - 4p		
Casey Brown 24.00		15th Ave Store Retail Sales Associate 8a - 4p		15th Ave Store Retail Sales Associate 8a - 4p		15th Ave Store Retail Sales Associate 8a - 4p	
Darren Williams 32.00	15th Ave Store Retail Sales Associat c 4p - 12a		15th Ave Store Retail Sales Associat c 4p - 12a		15th Ave Store Retail Sales Associat c 4p - 12a		15th Ave Store Retail Sales Associate 8a - 4p
Jessica White 32.00		15th Ave Store Retail Sales Associat c 4p - 12a		15th Ave Store Retail Sales Associat c 4p - 12a		15th Ave Store Retail Sales Associat c 4p - 12a	15th Ave Store Retail Sales Associat c 4p - 12a
Joel Lopez 24.00			15th Ave Store Retail Sales Associate 8a - 4p	15th Ave Store Retail Sales Associat c 4p - 12a		15th Ave Store Retail Sales Associat c 4p - 12a	

## Position view

Position view lists your **staff positions** to the left with their corresponding shifts on the calendar.

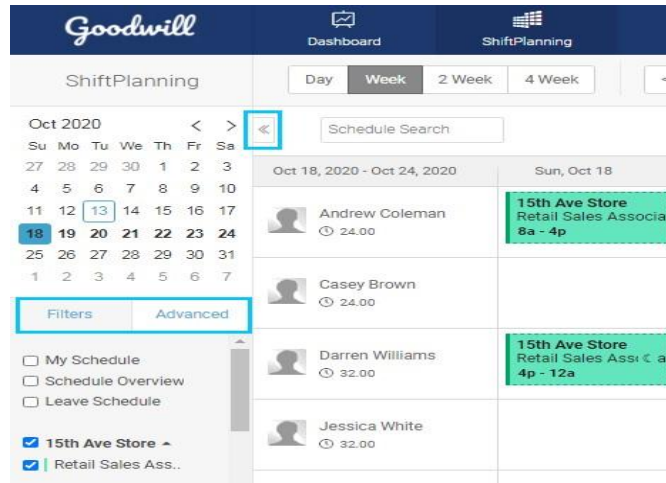


The screenshot shows the 'Position view' in the Goodwill ShiftPlanning system. The interface is similar to the Employee view, but the rows represent different staff positions instead of individual staff members. The main calendar area displays a grid for the week of October 18, 2020, to October 24, 2020. The rows represent different staff positions, and the columns represent the days of the week. Each cell in the grid contains a shift assignment for a specific position on a specific day, including the store name, position, and shift times.

Oct 18, 2020 - Oct 24, 2020	Sun, Oct 18	Mon, Oct 19	Tue, Oct 20	Wed, Oct 21	Thu, Oct 22	Fri, Oct 23	Sat, Oct 24
15th Ave Store	15th Ave Store 8a - 4p Andrew Coleman	15th Ave Store 8a - 4p Casey Brown	15th Ave Store 8a - 4p Joel Lopez	15th Ave Store 8a - 4p Casey Brown	15th Ave Store 8a - 4p Andrew Coleman	15th Ave Store 8a - 4p Casey Brown	15th Ave Store 8a - 4p Darren Williams
Retail Sales Associate 136.00 5	15th Ave Store 4p - 12a Darren Williams	15th Ave Store 4p - 12a Jessica White	15th Ave Store 8a - 4p Andrew Coleman	15th Ave Store 4p - 12a Jessica White	15th Ave Store 4p - 12a Darren Williams	15th Ave Store 4p - 12a Jessica White	15th Ave Store 4p - 12a Jessica White
19th Ave Store			15th Ave Store 4p - 12a Darren Williams	15th Ave Store 4p - 12a Joel Lopez		15th Ave Store 4p - 12a Joel Lopez	
Assistant Store Manager							
Customer Service Manager							
Donation Attendant							
Retail Merchandise Processor							
Retail Sales Associate							

## Filter

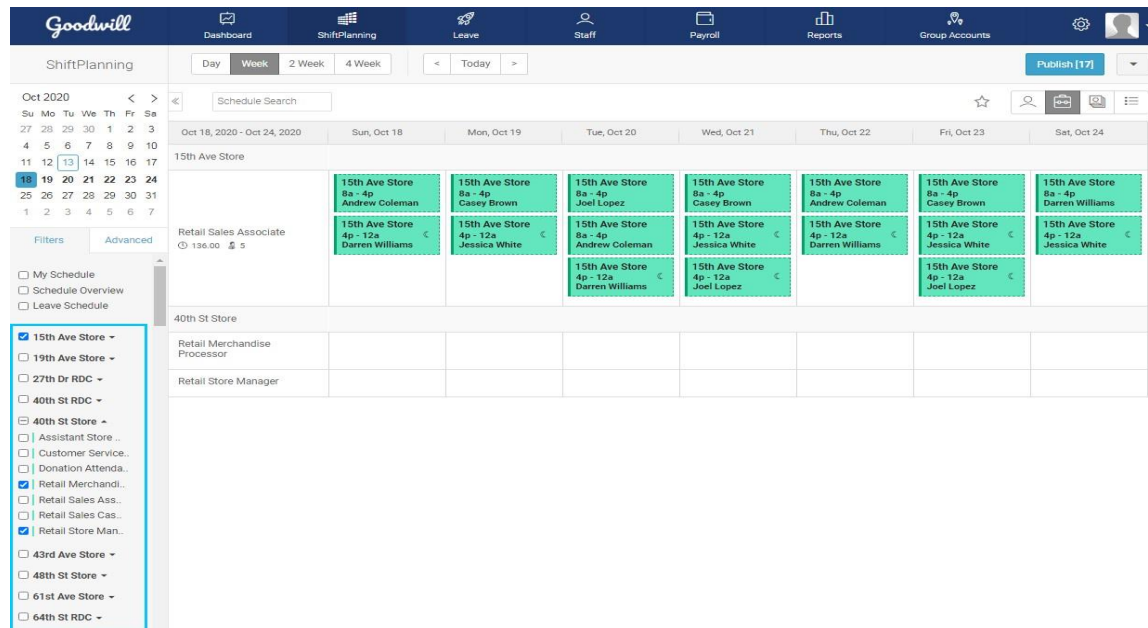
On the left side of the ShiftPlanning tab, you will be able to view the filter panel.



The screenshot shows the Goodwill ShiftPlanning interface. On the left, there is a calendar for October 2020 with the 18th highlighted. Below the calendar is a filter panel with two tabs: 'Filters' and 'Advanced'. Under 'Filters', there are three checkboxes: 'My Schedule', 'Schedule Overview', and 'Leave Schedule', all of which are unchecked. Under 'Advanced', there are two checked checkboxes: '15th Ave Store' and 'Retail Sales Ass..'. On the right, there is a schedule grid for the week of October 18, 2020, to October 24, 2020. The grid shows shifts for four employees: Andrew Coleman, Casey Brown, Darren Williams, and Jessica White. Andrew Coleman and Casey Brown are assigned to the 8a-4p shift at the 15th Ave Store. Darren Williams and Jessica White are assigned to the 4p-12a shift at the 15th Ave Store.

## Locations/Position

You may also select the Primary location's position and Additional Locations to filter down the schedule by an individual or multiple locations and positions. Once a position/location is selected, the schedule will only show data for that position/location.



The screenshot shows the Goodwill ShiftPlanning interface with a more detailed filter panel on the left. The filter panel has two tabs: 'Filters' and 'Advanced'. Under 'Filters', there are three checkboxes: 'My Schedule', 'Schedule Overview', and 'Leave Schedule', all of which are unchecked. Under 'Advanced', there are several checked checkboxes: '15th Ave Store', '19th Ave Store', '27th Dr RDC', '40th St RDC', '40th St Store', 'Retail Merchandi..', 'Retail Sales Ass..', 'Retail Sales Cas..', and 'Retail Store Man..'. On the right, there is a multi-day schedule grid for the week of October 18, 2020, to October 24, 2020. The grid shows shifts for four employees: Andrew Coleman, Casey Brown, Darren Williams, and Jessica White. Andrew Coleman and Casey Brown are assigned to the 8a-4p shift at the 15th Ave Store. Darren Williams and Jessica White are assigned to the 4p-12a shift at the 15th Ave Store. The grid also shows shifts for the 40th St Store, Retail Merchandise Processor, and Retail Store Manager.



## Advanced Filters/Reset Advanced Filters

After selecting the 'Advanced' tab, you can filter the view further by selecting 'Shift Type,' 'Remote Sites,' 'Skills,' or 'Employees.'



The screenshot displays the 'Goodwill' ShiftPlanning interface. At the top, there is a dark blue header with the 'Goodwill' logo in white. Below the header, the text 'ShiftPlanning' is centered. A calendar for October 2020 is shown, with the date '13' highlighted in a light blue box. Below the calendar, there are two tabs: 'Filters' and 'Advanced', with the 'Advanced' tab selected and highlighted in a light blue box. Under the 'Advanced' tab, there is a section titled 'Filter Shifts' with a dropdown menu set to 'All Shifts'. Below this, there are three more dropdown menus: 'Remote Sites', 'Skills', and 'All employees', each with a downward arrow.

## Create a Shift

A shift can be created by going to the required calendar cell > Click '+' to add a shift.

The screenshot shows the Goodwill ShiftPlanning interface. The top navigation bar includes Dashboard, ShiftPlanning (active), Leave, Staff, Payroll, Reports, and Group Accounts. The main area displays a calendar for December 2020, with the 'Week' view selected. A grid shows employees: Andrew Coleman, Casey Brown, Darren Williams, Jessica White, and Joel Lopez. A blue box highlights the 'Week' view, and a blue arrow points to a '+' icon in the Tuesday, Dec 8 cell for Casey Brown. The left sidebar shows filters for '15th Ave Store' (checked) and other store locations.

Or click to access the existing shift templates or manually entering the required shift times.

The screenshot shows the Goodwill ShiftPlanning interface with a 'Create Shift' modal open. The modal has a title 'Create Shift' and a close button. It displays the date 'Dec 8' and the time '8:00 AM - 4:00 PM' for an 8-hour shift. Below this, there is a dropdown menu showing 'Retail Sales Associate'. A green button labeled 'Create Shift' is visible. Underneath, there is a section titled 'Or, Create from a Template:' with a scrollable list of templates, including 'Retail Sales Associate 12:30 AM - 8:30 AM' and 'Retail Sales Associate 8:00 AM - 4:00 PM'. The background shows the same calendar grid as the previous screenshot, with a blue box highlighting the '+' icon in the Tuesday, Dec 8 cell for Casey Brown.

The shift is created.

The screenshot shows the Goodwill ShiftPlanning interface. At the top, there's a navigation bar with icons for Dashboard, ShiftPlanning, Leave, Staff, Payroll, Reports, and Group Accounts. Below this, the 'ShiftPlanning' section is active, showing a weekly view for Dec 6, 2020 - Dec 12, 2020. A calendar on the left shows the current week, with the 8th highlighted. The main grid shows employees listed on the left: Andrew Coleman, Casey Brown, Darren Williams, Jessica White, and Joel Lopez. A blue arrow points from Casey Brown's row to a green box on Tuesday, Dec 8, labeled '15th Ave Store Retail Sales Assoc 8a - 4p'. A 'Publish [1]' button is visible in the top right.

You may select 'Employee View' or 'Position View'. You can choose your preferred 'Basic View' under which you want to create the schedule.

\*Managers/supervisors are able to manage and create schedules for all of the staff members and locations/positions. However, a scheduler can create and manage schedules for positions that are assigned to him only.

## Edit shifts

If you have created a custom shift, or if you need to adjust a shift you've added using a shift template or scheduling template, you can modify the shift's details in various ways.

This screenshot is identical to the one above, showing the Goodwill ShiftPlanning interface with the same navigation bar, calendar, employee list, and the highlighted shift for Casey Brown on Tuesday, Dec 8, at the 15th Ave Store.

Click on the shift to open the Shift Edit Window.

The screenshot displays the Goodwill ShiftPlanning application. The top navigation bar includes Dashboard, ShiftPlanning, Leave, Staff, Payroll, Reports, and Group Accounts. The main interface shows a calendar for December 2020 with a shift selected for Dec 8, 2020. A modal window titled 'Retail Sales Associate' is open, allowing for editing of shift parameters. The modal includes fields for Date (Dec 8, 2020), Time (8:00 AM to 4:00 PM, 8h), Repeat Options, Breaks, and a list of employees to assign to the shift. The 'Who's Working' section shows Casey Brown (8) is assigned, while others are available. The modal also has a 'Notes' field and buttons for 'Delete this Shift', 'Cancel', and 'Save & Close'.

The following shift parameters can be edited:

- Position
- Title
- Date
- Time
- Set Open Slots
- Number of Slots
- Shift Notes
- Employee Assignment
- Coffee Icon
- Task Assignment
- Skill Assignment

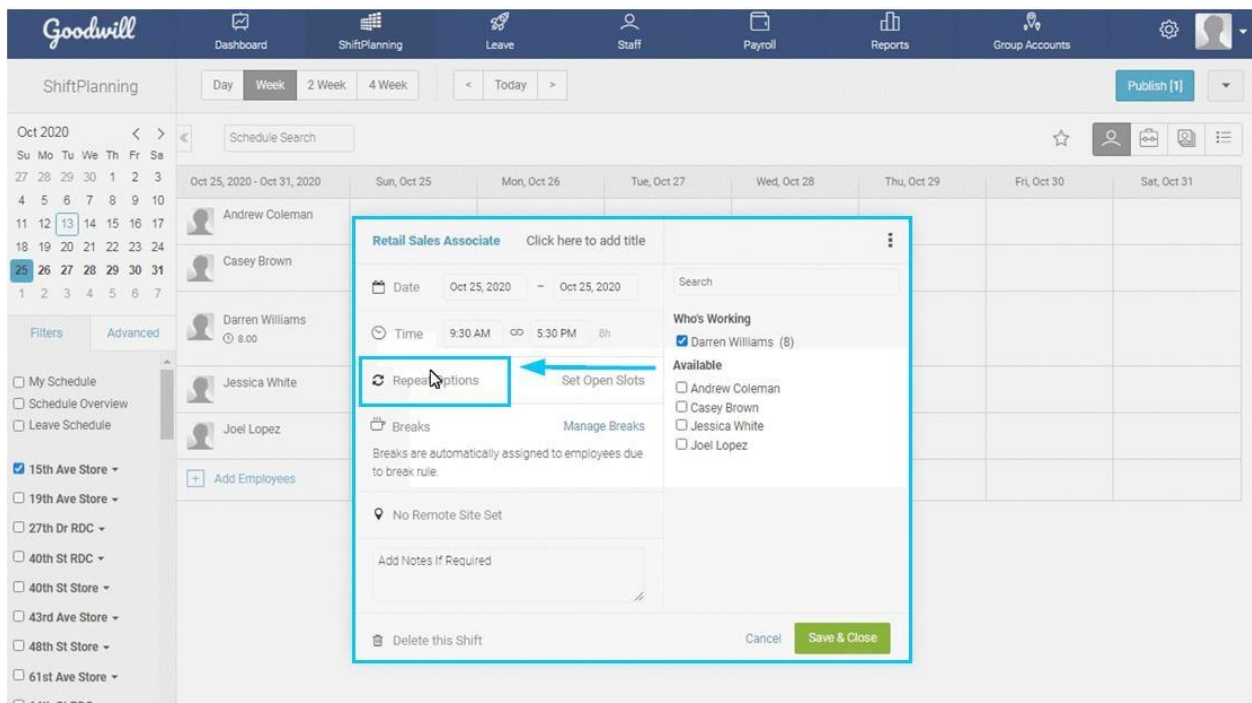
## Repeat Shifts (With/Without employees)

Humanity offers the options to set up recurring shifts, which greatly speeds up the scheduling process. Although it is optional, you can create a recurring shift and have them repeated as long as you like.

### With Employees

The shift will be set to recur in the future with the staff assignment of the current shift.

- Click on the shift that you are looking to repeat to open the Shift Edit Window > Click on the Repeat options.



The screenshot displays the Goodwill ShiftPlanning software interface. The main window shows a calendar for October 2020 with a grid of days from Sunday to Saturday. A modal dialog box titled 'Retail Sales Associate' is open, allowing for shift configuration. The dialog includes fields for 'Date' (Oct 25, 2020 - Oct 25, 2020) and 'Time' (9:30 AM - 5:30 PM, 8h). A 'Repeat Options' button is highlighted with a red box and a blue arrow pointing to it. Other options in the dialog include 'Set Open Slots', 'Manage Breaks', 'Who's Working' (with a checked box for Darren Williams), and 'Available' (with unchecked boxes for Andrew Coleman, Casey Brown, Jessica White, and Joel Lopez). The dialog also features a 'Delete this Shift' button, a 'Cancel' button, and a 'Save & Close' button.

- Select the required shift repeat frequency i.e. Mon-Fri.
- Select the Until date that defines how long the shift repeats.
- Select 'With Employees' option.
- Click on 'Set to Repeat'.

**Retail Sales Associate** [Click here to add title](#)

Date: Oct 25, 2020 - Oct 25, 2020

Time: 9:30 AM - 5:30 PM 8h

Repeat Options: Set Open Slots

Breaks: Manage Breaks  
Breaks are automatically assigned to employees due to break rule.

No Remote Site Set

Add Notes If Required

**Repeat Shift**

Mon - Fri

Until: Nov 7, 2020

Options:  
 Shift Time Only  
 With Employees

Cancel Set to Repeat!

- 'Save & Close' to repeat the shift.
- Once the window will be closed, repeating shifts will be visible across the schedule.

Goodwill

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[ShiftPlanning](#)
[Leave](#)
[Staff](#)
[Payroll](#)
[Reports](#)
[Group Accounts](#)

ShiftPlanning Day **Week** 2 Week 4 Week

1 Conflict Publish (6)

Oct 2020

Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Schedule Search

	Oct 25, 2020 - Oct 31, 2020	Sun, Oct 25	Mon, Oct 26	Tue, Oct 27	Wed, Oct 28	Thu, Oct 29	Fri, Oct 30	Sat, Oct 31
Andrew Coleman								
Casey Brown								
Darren Williams 48.00	15th Ave Store Retail Sales Associa 9:30a - 5:30p	15th Ave Store Retail Sales Associa 9:30a - 5:30p	15th Ave Store Retail Sales Associa 9:30a - 5:30p	15th Ave Store Retail Sales Associa 9:30a - 5:30p	15th Ave Store Retail Sales Associa 9:30a - 5:30p	15th Ave Store Retail Sales Associa 9:30a - 5:30p	15th Ave Store Retail Sales Associa 9:30a - 5:30p	
Jessica White								
Joel Lopez								
<a href="#">+ Add Employees</a>								

Filters Advanced

My Schedule

Schedule Overview

Leave Schedule

15th Ave Store

19th Ave Store

21

## Without Employees

A shift can be set to recur in the future without specific employee information. To set up a recurrence without employees, select 'Shift Time Only'.

The screenshot shows the Goodwill ShiftPlanning interface. A modal dialog titled 'Repeat Shift' is open over a calendar view for October 2020. The dialog contains the following fields and options:

- Title:** Retail Sales Associate
- Date:** Oct 25, 2020 - Oct 25, 2020
- Time:** 8:00 AM to 4:00 PM (8h)
- Repeat Options:** Set Open Slots
- Breaks:** Manage Breaks
- Options:**
  - Shift Time Only
  - With Employees
- Buttons:** Cancel, Set to Repeat!

The shifts will be repeated as an empty shift without employees.

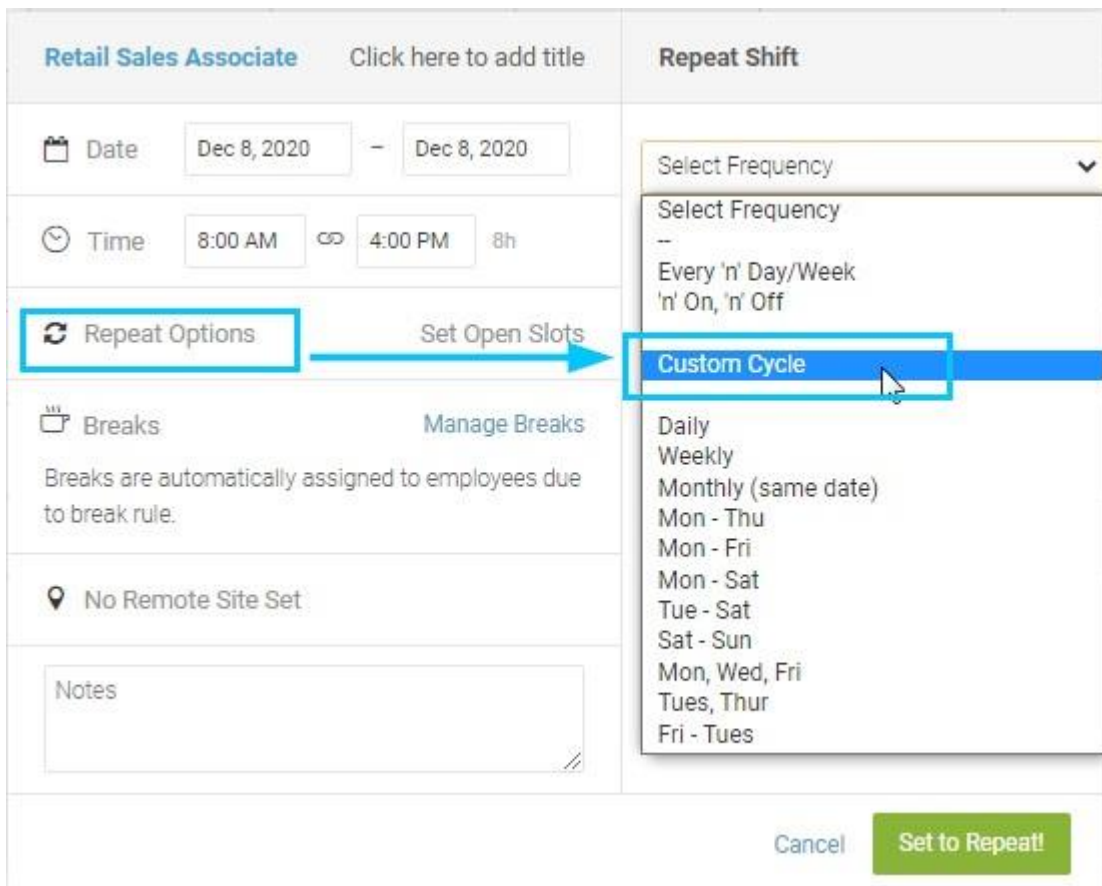
The screenshot shows the Goodwill ShiftPlanning interface with the 'Repeat Shift' dialog closed. The calendar view for October 2020 shows the following shifts:

- Empty Shifts:** A row of empty shift slots is visible for the week of Oct 25-31, 2020.
- 15th Ave Store Retail Sales Associa:** Repeated shifts are shown for the following days:
  - Tue, Oct 27: 8a - 4p
  - Wed, Oct 28: 8a - 4p
  - Thu, Oct 29: 8a - 4p
  - Fri, Oct 30: 8a - 4p
  - Sat, Oct 31: 8a - 4p
- Other Shifts:**
  - Andrew Coleman (8:00): 15th Ave Store Retail Sales Associa, 8a - 4p (Oct 25)
  - Casey Brown: 15th Ave Store Retail Sales Associa, 8a - 4p (Oct 25)
  - Darren Williams (9:30a - 5:30p): 15th Ave Store Retail Sales Associa (Oct 25-31)
  - Jessica White: 15th Ave Store Retail Sales Associa, 9:30a - 5:30p (Oct 25)
  - Joel Lopez: 15th Ave Store Retail Sales Associa, 9:30a - 5:30p (Oct 25)

## Custom cycles (SSOOSO)

Custom Cycle enables you to create a unique schedule for the extended timelines. A unique schedule series can be created by putting in Shifts as 'S' and off days as 'O'. Let's practice creating a custom cycle.

1. Click on the first shift you have created to open the Shift Edit Window > Select 'Custom Cycle' from the 'Repeat Options' list.



The screenshot displays the 'Shift Edit Window' for a 'Retail Sales Associate' position. The window is divided into two main sections: 'Retail Sales Associate' on the left and 'Repeat Shift' on the right. The left section includes fields for 'Date' (Dec 8, 2020), 'Time' (8:00 AM to 4:00 PM, 8h), 'Repeat Options' (highlighted with a blue box and an arrow pointing to the right), 'Breaks' (Manage Breaks), 'No Remote Site Set', and a 'Notes' field. The right section, 'Repeat Shift', features a 'Select Frequency' dropdown menu. The dropdown is open, showing a list of options: 'Daily', 'Weekly', 'Monthly (same date)', 'Mon - Thu', 'Mon - Fri', 'Mon - Sat', 'Tue - Sat', 'Sat - Sun', 'Mon, Wed, Fri', 'Tues, Thur', and 'Fri - Tues'. The 'Custom Cycle' option is highlighted with a blue box and a mouse cursor. At the bottom right, there are 'Cancel' and 'Set to Repeat!' buttons.

2. Create a unique cycle of shift repeat as per the requirement. *\*Custom Cycle can be customized by creating a unique series where letter 'S' will reflect days your employee(s) should be scheduled for and the letter 'O' reflects the days your employee(s) should not be scheduled for.*



**Retail Sales Associate** [Click here to add title](#) **Repeat Shift**

Date: Nov 15, 2020 - Nov 15, 2020

Time: 8:00 AM - 4:00 PM (8h)

Repeat Options: [Set Open Slots](#)

Breaks: [Manage Breaks](#)

Notes:

Until: Dec 26, 2020

Options:  Shift Time Only  With Employees

[Cancel](#) [Set to Repeat!](#)

- 'Save & Close' the changes to repeat the shifts. Go to the '2 Week' or '4 Week' view to view the shifts laid out according to the custom cycle you have created.

**Goodwill** Dashboard ShiftPlanning Leave Staff Payroll Reports Group Accounts

ShiftPlanning Day Week **2 Week** 4 Week < Today > [Publish \[16\]](#)

Nov 2020 < > Schedule Search

	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Nov 15, 2020 - Dec 12, 2020	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15
Andrew Coleman																												
Casey Brown	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	15 Re 8a 4p	
Darren Williams																												
Jessica White																												
Joel Lopez																												

Filters:  My Schedule  Schedule Overview  Leave Schedule  15th Ave Store  19th Ave Store  27th Dr RDC

## Review/Resolve Scheduling Conflicts (brief explanation on what conflicts do and how to resolve)

A *Conflict* is a notification that appears when you create a shift/schedule that is not aligned with the parameters of the account settings. Conflicts details can be accessed by clicking on the conflict button, and they can be resolved by making required changes in the respective shift.

## Publish Schedule

Once a schedule is complete, it can be published to go live and be visible to others. As part of publishing, there are selections about notifications that can be customized to meet your needs.

- Go to the 'Publish' button in the top-right corner.

The screenshot displays the Goodwill ShiftPlanning interface. At the top, there is a navigation bar with tabs for Dashboard, ShiftPlanning, Leave, Staff, Payroll, Reports, and Group Accounts. The ShiftPlanning tab is active, showing a calendar view for October 2020. The calendar displays shifts for several employees: Andrew Coleman, Casey Brown, Darren Williams, Jessica White, and Joel Lopez. Each shift is represented by a green box indicating the store (15th Ave Store) and the time range (e.g., 8a - 4p). A blue arrow points to the 'Publish [17]' button in the top right corner of the interface. On the left side, there are filters for 'My Schedule', 'Schedule Overview', and 'Leave Schedule', along with a list of store locations to filter by.

- The 'Publish Schedule' window shows the total number of the shifts you are going to publish.
- Select the appropriate 'Notification Options'.
- Click on 'Publishing Shifts'.

Publish Schedule ×

Publish shifts in the current timeline  
Oct 18, 2020 - Oct 24, 2020

---

Publish: 17  
Republish: 0  
Conflicts: 0

Notification Options

Don't notify Employees  
 Send Notifications to Employees  
 Send Notifications to Employees & Managers

Include custom message in Notification:

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 Publishing shifts...

- Displayed shifts in the selected timelines are published.

The screenshot shows the Goodwill ShiftPlanning interface. At the top, there are navigation tabs: Dashboard, ShiftPlanning, Leave, Staff, Payroll, Reports, and Group Accounts. Below these, there are view options: Day, Week, 2 Week, 4 Week, and Today. A 'Publish' button is visible in the top right. The main area displays a calendar for October 2020, with a grid of shifts for employees: Andrew Coleman, Casey Brown, Darren Williams, Jessica White, and Joel Lopez. A yellow box highlights the text '17 shifts published.' in the top right of the calendar area, with a blue arrow pointing to it.

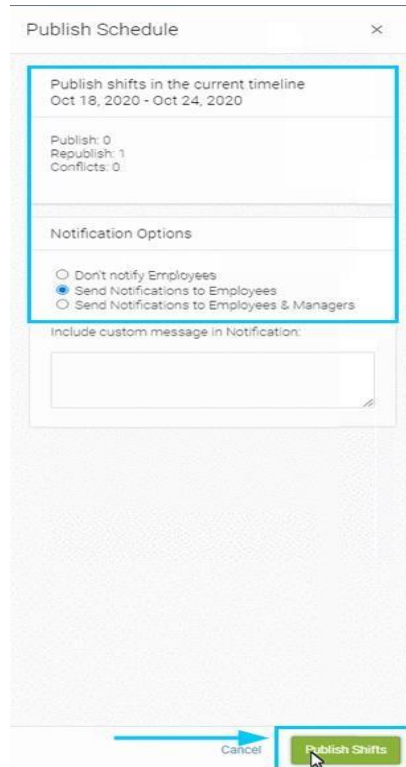
## Re-publish Schedule

Once a schedule is published, it may need updating or changing. The Re-publish feature is only to notify staff via email of the changes to a previously published schedule. Let's practice republishing a schedule.

If you hover your mouse over the shift where the changes are made after the schedule is published, it shows 'Needs to be Republished'.

This screenshot shows the same Goodwill ShiftPlanning interface as the first image, but with a change made to the schedule. A tooltip that says 'Needs to be Republished' is displayed over a shift for Casey Brown on Monday, Oct 19. A blue arrow points from the left side of the interface towards this tooltip. The 'Publish' button now shows a count of '1'. The rest of the interface, including the employee list and other shifts, remains the same.

When you click the 'Publish' button, it will show the details for the affected shift change.



Publish Schedule

Publish shifts in the current timeline  
Oct 18, 2020 - Oct 24, 2020

Publish: 0  
Republish: 1  
Conflicts: 0

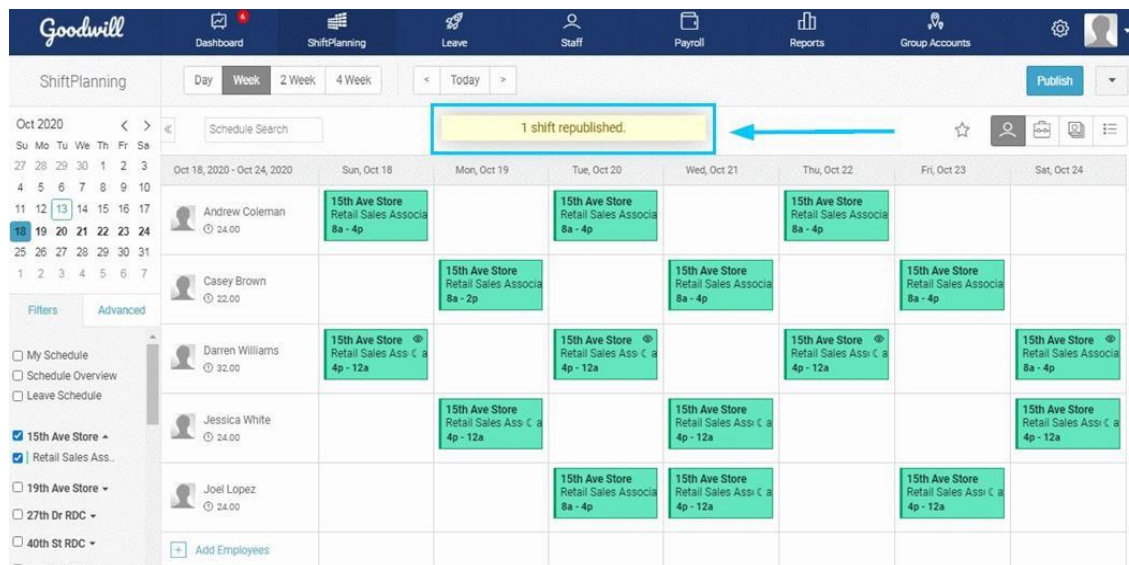
Notification Options

Don't notify Employees  
 Send Notifications to Employees  
 Send Notifications to Employees & Managers

Include custom message in Notification:

Cancel Publish Shifts

Shift is re-published.



Goodwill

Dashboard ShiftPlanning Leave Staff Payroll Reports Group Accounts

ShiftPlanning Day Week 2 Week 4 Week Today Publish

Oct 2020 Schedule Search 1 shift republished.

	Oct 18, 2020 - Oct 24, 2020	Sun, Oct 18	Mon, Oct 19	Tue, Oct 20	Wed, Oct 21	Thu, Oct 22	Fri, Oct 23	Sat, Oct 24
Andrew Coleman Retail Sales Associa 8a - 4p		15th Ave Store Retail Sales Associa 8a - 4p		15th Ave Store Retail Sales Associa 8a - 4p		15th Ave Store Retail Sales Associa 8a - 4p		
Casey Brown Retail Sales Associa 8a - 2p			15th Ave Store Retail Sales Associa 8a - 2p		15th Ave Store Retail Sales Associa 8a - 4p		15th Ave Store Retail Sales Associa 8a - 4p	
Darren Williams Retail Sales Ass. c 4p - 12a		15th Ave Store Retail Sales Ass. c 4p - 12a		15th Ave Store Retail Sales Ass. c 4p - 12a		15th Ave Store Retail Sales Ass. c 4p - 12a		15th Ave Store Retail Sales Associa 8a - 4p
Jessica White Retail Sales Ass. c 4p - 12a			15th Ave Store Retail Sales Ass. c 4p - 12a		15th Ave Store Retail Sales Ass. c 4p - 12a		15th Ave Store Retail Sales Ass. c 4p - 12a	
Joel Lopez Retail Sales Associa 8a - 4p				15th Ave Store Retail Sales Associa 8a - 4p	15th Ave Store Retail Sales Ass. c 4p - 12a		15th Ave Store Retail Sales Ass. c 4p - 12a	

## SHIFTPLANNING MODULE: BUDGET MODE

Humanity's in-line 'Budget' mode helps you to keep labor expenses under control while scheduling your staff in a daily, weekly, or month view. It also allows transparency and better planning. Additionally, this tool helps monitor expenses in relation to the maximum hours scheduled. Let's practice Budget Mode.

### View and Edit Budget Mode

Under 'Shiftplanning' > Select 'Schedule Overview' or the location/position from the left-hand side filter panel.

The screenshot displays the Goodwill ShiftPlanning interface. At the top, the navigation bar includes 'Dashboard', 'ShiftPlanning' (highlighted), 'Leave', 'Staff', 'Payroll', 'Reports', and 'Group Accounts'. Below the navigation bar, the 'ShiftPlanning' section shows a view selector (Day, Week, 2 Week, 4 Week) and a 'Today' button. A calendar for Nov 2020 is visible on the left, with the 29th highlighted. The main area is a grid for scheduling staff from Nov 29, 2020, to Dec 5, 2020. The staff list on the left includes Andrew Coleman, Casey Brown, Darren Williams, Jessica White, and Joel Lopez. The 'Filters' panel on the left shows 'Schedule Overview' selected and '15th Ave Store' chosen. A 'Publish' button is located in the top right corner of the grid area.

Click 'Show Budget Mode' from the schedule action drop-down available in the top-right corner.

The screenshot shows the Goodwill ShiftPlanning interface. At the top, there is a navigation bar with icons for Dashboard, ShiftPlanning, Leave, Staff, Payroll, Reports, and Group Accounts. Below this, the ShiftPlanning section is active, showing a calendar for November 2020 and a grid for the week of Nov 29, 2020 - Dec 5, 2020. The grid lists employees: Andrew Coleman, Casey Brown, Darren Williams, Jessica White, and Joel Lopez. A dropdown menu is open in the top-right corner, listing actions: Print & Save, Copy Schedule, Import Schedule, Schedule Sync, Clear Schedule, Enable Ghost Shifts, Show Budget Mode (highlighted with a blue box and a hand cursor), and Show Old Shift Creation. A blue arrow points from the text above to the 'Show Budget Mode' option. A blue circular icon with a white envelope is visible in the bottom right corner of the interface.

Click the 'Pencil' icon to insert or edit budget details.

The screenshot shows the Goodwill ShiftPlanning interface with the 'Show Budget Mode' option selected. The main grid now displays a 'Daily vs. Weekly Budget' table. The table has columns for 'week', 'hrs', and '\$' for each day of the week. A blue box highlights the 'Pencil' icon in the top-left corner of the budget table, with a blue arrow pointing to it from the text above. The interface also shows the same employee list and navigation elements as the previous screenshot.

## Notes:

- ✓ You can type add daily and weekly hours along with budget data.
- ✓ You can click the pencil icon again to show/hide the budget values.
- ✓ **Red-colored values mean you are over budget.**
- ✓ **Green values mean you are within budget.**

The screenshot displays the Goodwill ShiftPlanning interface. At the top, there's a navigation bar with icons for Dashboard, ShiftPlanning, Leave, Staff, Payroll, Reports, and Group Accounts. Below this, the 'ShiftPlanning' section is active, showing a weekly view for the period from Nov 29, 2020, to Dec 5, 2020. The interface includes a calendar on the left, a list of employees (Andrew Coleman, Casey Brown, Darren Williams, Jessica White, Joel Lopez) with their roles and store assignments, and a detailed budget summary at the bottom. The budget summary shows 'Daily vs. Weekly Budget' with columns for hours and dollar amounts, indicating whether the current schedule is over or under budget.

Employee	Store	Role	Shift	Nov 29	Nov 30	Dec 1	Dec 2	Dec 3	Dec 4	Dec 5
Andrew Coleman										
Casey Brown	15th Ave Store	Retail Sales Associate	8a - 4p							
Darren Williams	15th Ave Store	Retail Sales Associate	8a - 4p							
Jessica White	15th Ave Store	Retail Sales Associate	8a - 4p							
Joel Lopez										

Summary	Actual	Budget	%	Cost
Daily vs. Weekly Budget	24 / 100	24%	0%	0%
320 / 2000	16%	320 / 2000	16%	320 / 2000

## Representation of Budget Mode Data

### 1.) Representation of Budget Mode Data in a Day View

- In the 'Day' view, you'll see 'Actual' hours or how many employees are scheduled by the hour. You'll also see whether you're under or overstaffed in those hours, represented by a dollar value.
- To the left, you have your total daily 'Actual' hours scheduled over your set 'Budget' hours and the dollar value.
- The 'Cost' multiplies the 'Scheduled Hours' by hourly pay and shows the total.



## 2.) Representation of Budget Mode Data in a Week View

- In the 'Week' view, the 'Budget' window appears at the bottom of the page where you can see your set 'Budget' hour totals (clock icon) against your 'Actual' hours: how much you have on the schedule for the week or each day.

## 3.) Budget Report

- 'Budget Report' gives you a complete view of your budgeting and represents your 'Actual' Scheduled Hours/Income against your set 'Budget' Hours/Income by 'Location'.
- If you are under budget the 'Difference' will be show green; if you're over budget it will show red.

Goodwill | Dashboard | ShiftPlanning | Leave | Staff | Payroll | Reports | Group Accounts

Reports

Budget Between: Nov 29, 2020 - Dec 5, 2020

Timeline: nov 29, 2020 - dec 5, 2020

All Locations: n/a

Print Report | Save as CSV | Save as XLSX

Locations	Nov 29, 2020			Nov 30, 2020			Dec 1, 2020			Dec 2, 2020			Dec 3, 2020			Dec 4, 2020		
	Actual / Budget	Percentage	Difference	Actual / Budget	Percentage	Difference	Actual / Budget	Percentage	Difference	Actual / Budget	Percentage	Difference	Actual / Budget	Percentage	Difference	Actual / Budget	Percentage	Difference
Schedule Overview	24.00 / 0.00 h 320.00 / 0.00 \$	n/a	-24.00 h -320.00 \$	n/a	n/a	n/a	24.00 / 0.00 h 320.00 / 0.00 \$	n/a	-24.00 h -320.00 \$	24.00 / 0.00 h 320.00 / 0.00 \$	n/a	-24.00 h -320.00 \$	24.00 / 0.00 h 320.00 / 0.00 \$	n/a	-24.00 h -320.00 \$	24.00 / 0.00 h 320.00 / 0.00 \$	n/a	-24.00 h -320.00 \$
15th Ave Store	24.00 / 0.00 h 320.00 / 0.00 \$	n/a	-24.00 h -320.00 \$	n/a	n/a	n/a	24.00 / 0.00 h 320.00 / 0.00 \$	n/a	-24.00 h -320.00 \$	24.00 / 0.00 h 320.00 / 0.00 \$	n/a	-24.00 h -320.00 \$	24.00 / 20.00 h 120.00 %	n/a	-4.00 h -320.00 \$	n/a	n/a	n/a
Retail Sales Associate	24.00 / 0.00 h 320.00 / 0.00 \$	n/a	-24.00 h -320.00 \$	n/a	n/a	n/a	24.00 / 0.00 h 320.00 / 0.00 \$	n/a	-24.00 h -320.00 \$	24.00 / 0.00 h 320.00 / 0.00 \$	n/a	-24.00 h -320.00 \$	24.00 / 0.00 h 320.00 / 0.00 \$	n/a	-24.00 h -320.00 \$	n/a	n/a	n/a

You may click on 'Save as CSV' or 'Save as XLSX' to extract the report as well.

Budget Between: 06/25/2019 - 07/01/2019

This Week: 06/25/2019 - 07/01/2019

All Remote Sites: All Locations

Apply

Print Report | Save as CSV | Save as XLSX

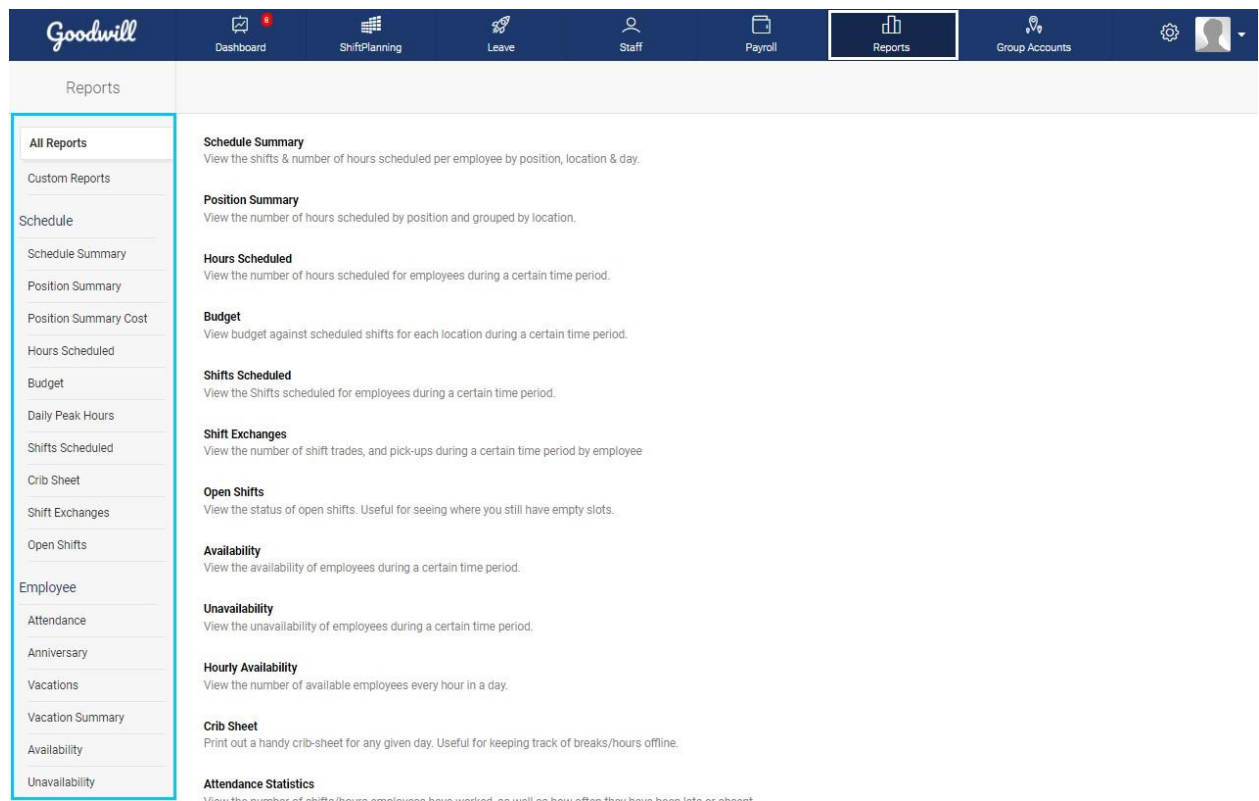
## REPORTS

### Overview

Humanity's automation of scheduling allows for unprecedented access to data. The 'Reports' tab is a central hub where that data can be spooled, in your preferred format, to make the best decisions for your business. Let's take a deeper look into what reports and data are available.

### Menu Options

The Reports module comes with pre-set report options to pull data on Payroll, Scheduling, Employee Attendance, Anniversary, Skills, Availability and Leaves.



The screenshot shows the Goodwill Reports module interface. At the top is a navigation bar with icons for Dashboard, ShiftPlanning, Leave, Staff, Payroll, Reports (highlighted), and Group Accounts. Below the navigation bar is a 'Reports' section with a left-hand menu and a main content area.

Reports	
<b>All Reports</b>	<b>Schedule Summary</b> View the shifts & number of hours scheduled per employee by position, location & day.
Custom Reports	
Schedule	
Schedule Summary	
Position Summary	<b>Position Summary</b> View the number of hours scheduled by position and grouped by location.
Position Summary Cost	<b>Hours Scheduled</b> View the number of hours scheduled for employees during a certain time period.
Hours Scheduled	<b>Budget</b> View budget against scheduled shifts for each location during a certain time period.
Budget	<b>Shifts Scheduled</b> View the Shifts scheduled for employees during a certain time period.
Daily Peak Hours	<b>Shift Exchanges</b> View the number of shift trades, and pick-ups during a certain time period by employee
Shifts Scheduled	<b>Open Shifts</b> View the status of open shifts. Useful for seeing where you still have empty slots.
Crib Sheet	<b>Availability</b> View the availability of employees during a certain time period.
Shift Exchanges	<b>Unavailability</b> View the unavailability of employees during a certain time period.
Open Shifts	<b>Hourly Availability</b> View the number of available employees every hour in a day.
Employee	<b>Crib Sheet</b> Print out a handy crib-sheet for any given day. Useful for keeping track of breaks/hours offline.
Attendance	<b>Attendance Statistics</b> View the number of shifts/hours employees have worked, as well as how often they have been late or absent
Anniversary	
Vacations	
Vacation Summary	
Availability	
Unavailability	

## Review Reports – Schedule and Employee

'All Reports - Schedule' is a tab that gives a brief description of reports related to scheduling and budgeting that are available in Humanity:

### 1. Schedule Summary Report:

*The 'Schedule Summary' is a report that will list all the shifts scheduled and hours per day with both start and end times of the shift from the ShiftPlanning. The report can be easily grouped by 'Location' or other filters set in the application and also includes totals for the key metrics.*

### 2. Position Summary Report:

*With 'Position Summary' report, you can view the number of hours scheduled, by 'Position' and group by 'Location'.*

### 3. Position Summary Cost Report:

*The 'Position Summary Cost Report' shows you the total daily cost by the 'Position' grouped by the 'Location'. The report can be used side-by-side with Position Summary report in order to compare the Hours scheduled VS Cost per position.*

### 4. Hours Scheduled Report:

*Hours Scheduled report gives the total hours scheduled per employee for a selected timeline.*

### 5. Budget:

*The 'Budget Report' represents the 'Actual' Scheduled Hours/Income against the set 'Budget' Hours/Income by 'Location' for your employees.*

**Note:** If you are under budget the 'Difference' will be shown in 'Green' and if you're over budget it will be shown in 'Red'.

### 6. Daily Peak Hours:

*The 'Daily Peak Hours' is a report that will show the maximum daily hours scheduled per 'Position' or by 'Skills'.*

### 7. Shifts Scheduled:

*The 'Shifts Scheduled' report can be used to keep track of hours that employees are scheduled to work on the schedule along with the positions' details.*

### 8. Shifts Confirmed:

*The 'Shifts Confirmed' Report is used to keep track of hours that have been 'Approved' through the 'Shift Approval' feature and not through the 'Time Clock.'*

## 9. Crib Sheet:

*The 'Crib Sheet' report can be handy when pulling the scheduled shifts with detailed information e.g. shift notes and titles etc.; It is useful for keeping track of breaks/hours offline.*

## 10. Shift Exchanges:

*Under this report, you can pull up the details for the shift exchanges done by your staff using the 'Shift Trade' build-in feature of the app. The report can be easily grouped by 'Location' or other filters set in the application and also includes totals for the key metrics.*

## 11. Open Shifts:

*This report provides you with a list of all the open shifts listed by date and the names of the 'Employee' that have filled the open shifts.*

**Note:** The 'Slots' refers to the number of open shifts that have been filled, as a fraction of the total number of available open shifts.

'All Reports - Employee' is a tab that gives a brief description of reports related to employee availability and attendance that are available in Humanity:

### 1. Vacations:

*'Vacation' report views the number of days employees have given for vacation, or how many were rejected/left outstanding. It also shows the number of vacations your staff has requested and is then categorized as approved, declined and the ones still needing approval.*

### 2. Vacation Summary:

*The 'Vacation Summary' report gives you a comprehensive overview of the vacation requests made by the staff.*

**Note:** This is an extensive version of the vacation report which shows approved/declined the requests when the request was submitted, and the remaining vacation days, etc.

### 3. Availability:

*'Availability' report views the availability of employees during a certain period.*

*Here you can view your employees' availability by day during a certain date range. The 'Total' shows hours/percentage for which someone is available during the selected date range.*

### 4. Unavailability:

*'Unavailability' report views the unavailability of employees during a certain period.*

*Here you can view your employees' unavailability by day during a certain date range. The 'Total' shows hours/percentage for which someone is not unavailable during the selected date range.*

## 5. Hourly Availability:

'Hourly Availability' report view the availability of the number of employees available in per hour in a day.

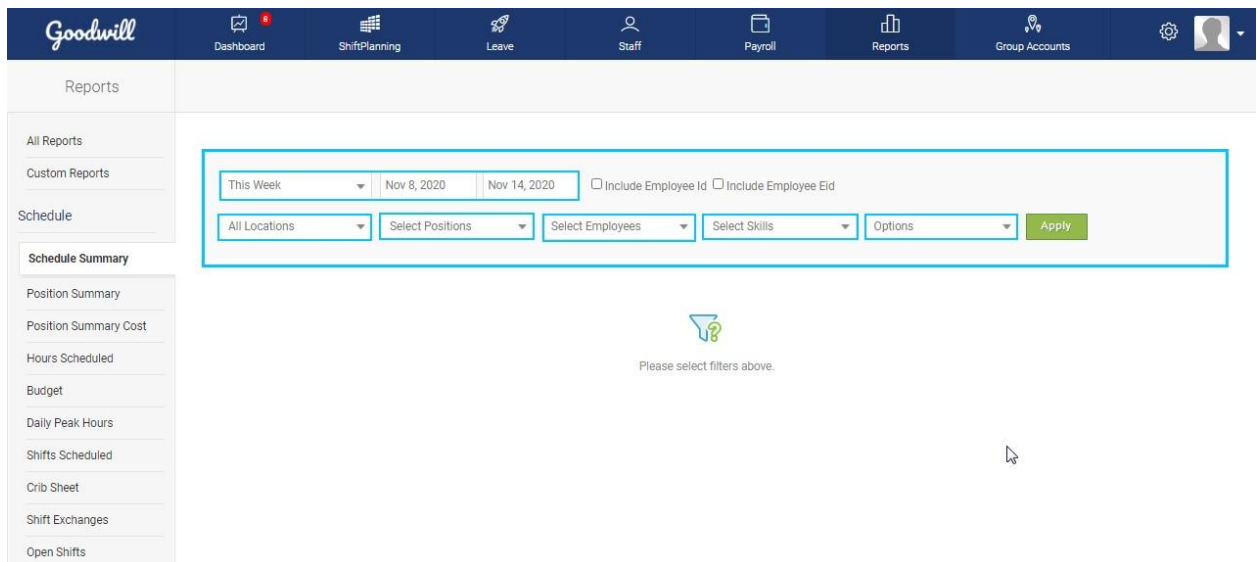
## 6. Skills Expiration:

'Skills Expiration' report views the skills expiration date added next to the skills assigned to the staff.

## Filters

Multiple filters are available to help customize and spool data related to Humanity functions. These filters include:

- Dates/Timelines
- Locations
- Positions
- Employees



The screenshot displays the Goodwill HR system interface. The top navigation bar includes icons for Dashboard, ShiftPlanning, Leave, Staff, Payroll, Reports, and Group Accounts. The main content area is titled 'Reports' and features a sidebar with various report categories: All Reports, Custom Reports, Schedule, Schedule Summary, Position Summary, Position Summary Cost, Hours Scheduled, Budget, Daily Peak Hours, Shifts Scheduled, Crib Sheet, Shift Exchanges, and Open Shifts. The main content area contains a filter box with the following options: 'This Week' (dropdown), 'Nov 8, 2020' and 'Nov 14, 2020' (date pickers), checkboxes for 'Include Employee Id' and 'Include Employee Eid', 'All Locations' (dropdown), 'Select Positions' (dropdown), 'Select Employees' (dropdown), 'Select Skills' (dropdown), 'Options' (dropdown), and an 'Apply' button. Below the filter box, a message reads 'Please select filters above.' with a question mark icon.

If you have any further queries, please don't hesitate to reach out to us at [support@humanity.com](mailto:support@humanity.com).