

App (2.0) Download Instructions – Android Phone

1. Open **Chrome** browser app (the download link is incompatible with other internet browsers) and type <https://mypage.innocaption.com/app/download> or just click the URL (link) from your phone.
2. Click to download **CA-Scheduler** app (Android Version) and follow the on-screen instructions.



If you get this message, 'Open drive.google.com links with Chrome', please select **Drive** (not Chrome) and if this message appears, 'Allow from this source', turn the toggle on to download **CA-Scheduler**.



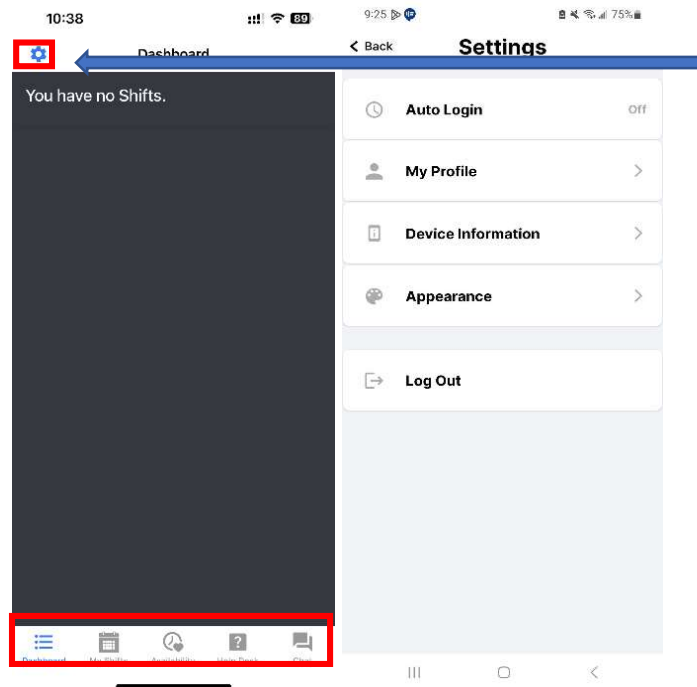
3. Go back to the main screen (Home screen), locate **CA-Scheduler** (see below), and click to launch **CA-Scheduler**.




4. Enter your ID and Password (Enter your InnoCaption agent software user ID and password) and click **LOG IN** button.

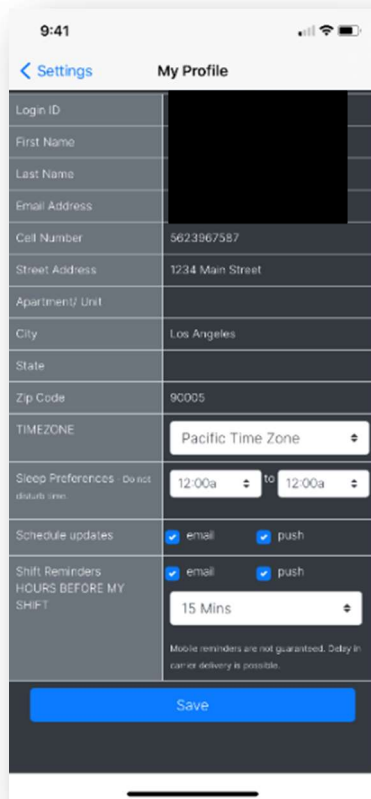
CA – SCHEDULER (Android Phone App)

➤ Main Screen & My Profile



Click  **Settings** to access **Auto Login, My Profile, Device Information, Appearance, and LOGOUT** button.

- **Dashboard:** View your schedule and confirm your shift.
- **My Shift:** View your current and upcoming shifts (scroll the dates to view your upcoming shifts).
- **Availability:** Create your availability preferences.
- **Help Desk:** Access the download links for the CA Agent Software, Scheduler, and more.
- **Chat:** Send messages to various departments (Operations, Regulatory, and Payroll), ask questions, give feedback, and provide community support.



- **Time Zone:** Set the time zone to translate your schedule to your local time.
- **Sleep Preferences** Set a start time and end time if you do not want to receive notifications during a specific period. Click **Save** when you are finished (To disable Sleep Preferences, please set it to 12 am – 12 am).
- **Alert Preferences:** Update your alert preferences to configure how you are automatically notified.
 - Email:** You will receive an email.
 - Push:** If you are logged in to the app on your iPhone, Android phone, you will be notified in the app.
- **Shift Reminders:** You can edit how many minutes (15 or 30 minutes) or hours (1 or 2 hours) before your shift to be notified.

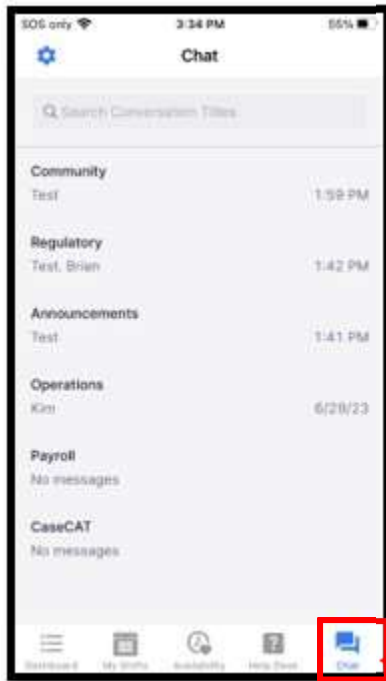
Q: How do I update my address and phone number?

A: Please email Brian / Mike to update your address and phone number.

Q: How do I change my password?

A: Please log in to your InnoCaption agent software, press **Config**, under **Change your password**, enter your current and new password to update (Press **Change**). Or please log in to the web version (**CA-Scheduler**), click **My Profile** and **Change Password** to update your password. Note: This will update your agent software and CA-scheduler phone/web password.

➤ Chat



To access the phone app chat feature, please click the **chat** menu.

Operations

If you have any operations-related questions, please contact the Operations Department (Brian & Mike). If there is a shift that doesn't work for you or you encounter any shift-related issues, please contact Brian/Mike (details below) to have your shift removed.

For today or tomorrow's shift: Please use the Chat Operations thread.
For a shift that is two or more days later*: Please email Brian and CC Mike (mike@innocaption.com)

*Due to the high volume of messages we receive from our CAs daily, please send non-urgent messages to the email side.

Announcements

Read important announcements from InnoCaption.

Community

Engage in discussions, offer feedback, and provide support within the community. If you have any questions related to Steno software, please use the dedicated software thread.

Payroll

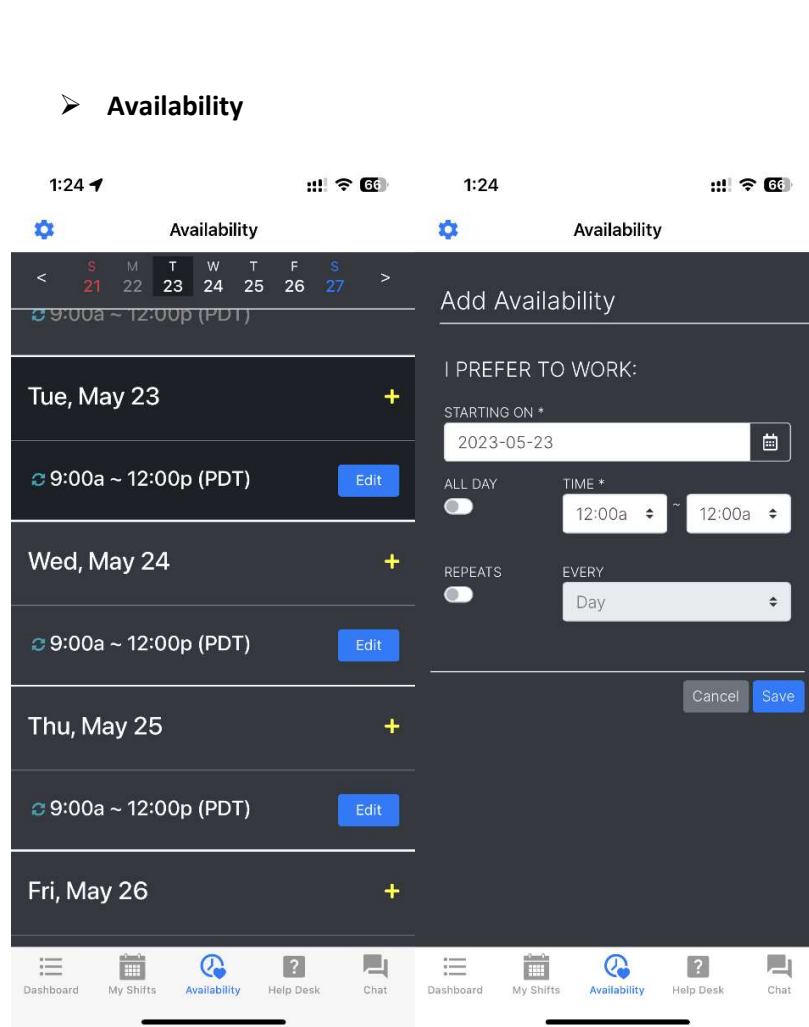
Reach out to the Payroll Department for any inquiries regarding payroll matters.

Regulatory

If you have any questions regarding regulatory issues, feel free to contact the Regulatory Department.

CaseCat (software thread)

This thread displays your software type (e.g., CaseCat, Eclipse, etc.). You can ask questions, provide feedback, and receive support specific to the Steno software within the community.



Set your availability preferences to let us know when you prefer to work. Your availability is a *preference* that we can take into account when building the schedule. There is no guarantee you will always get shifts that align with your preferences. **Note:** We no longer use 'I am unavailable to work' and please leave the day blank if you are not available to work.

- **Repeats**

If you do not want the preference to automatically repeat, leave the **Repeats** toggle turned off. If you want the preference to repeat, turn on the **Repeats** toggle. Under **Every**, select repeat frequency (**Day** or **Week**). If you chose **Week**, click the days of the week under **Repeats On** when the preference should apply. Under **Ends On**, set when the preference should stop repeating.