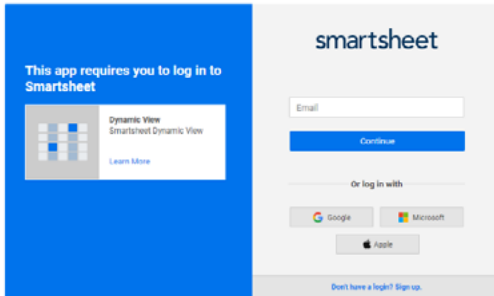




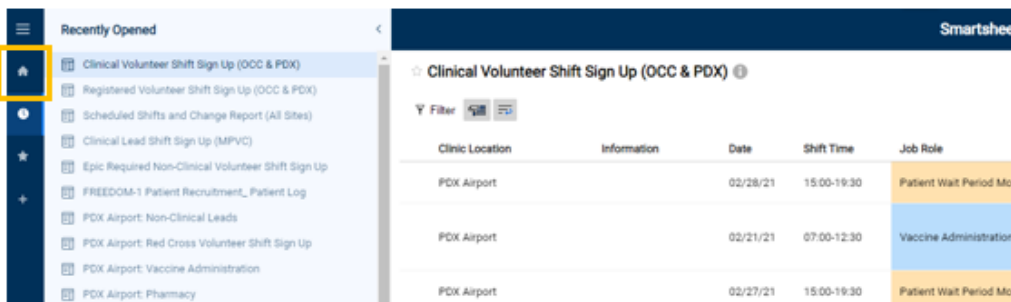
# OHSU vaccine volunteer troubleshooting and FAQ

## How to sign up for a shift

1. Open a browser window (Chrome or Firefox is best) and log into this website: <https://dynamicview.smartsheet.com>



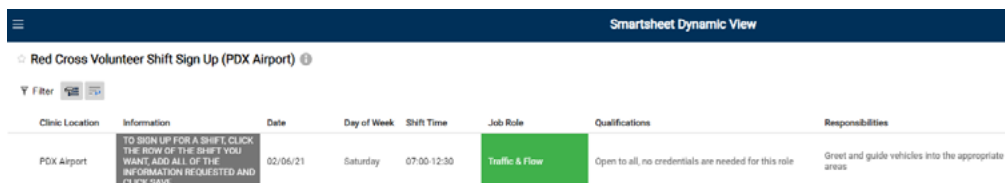
2. Click the Home button to view the schedules you have access to, and select the one you would like to view.



3. For the best view, click the Text Wrap button.



4. You can sort the schedule by date, day of week, shift time and more, by clicking the column name.

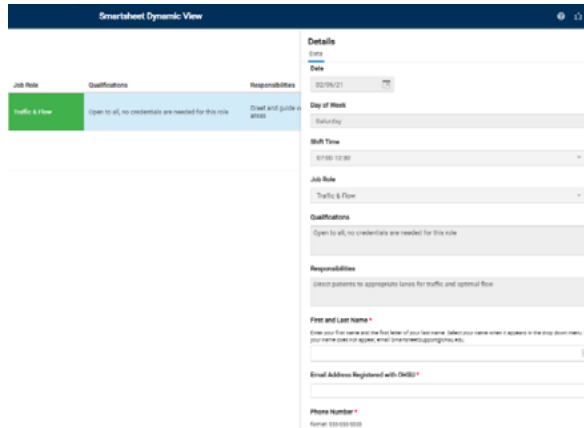


5. Click the row for the shift you would like to sign up for.

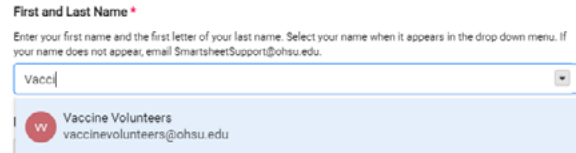
6. Fill out the information request form.

- **First and Last Name field:** Type the first few letters of your first name and pause. Smartsheet will catch up and your name will appear for you to select. Please select your name from the list. You must select your name from the list so that we can send you your confirmation email, and so you can view or cancel shifts if you need to. If the menu appears but you do not see your name, try searching by your email address.

You must have the most current version of your browser or you may see a “No Options” message when you click in the First and Last Name section.



The screenshot shows a Smartsheet Dynamic View form for a job role. The form is divided into several sections: Job Role, Qualifications, Responsibilities, Details, Day of Week, Shift Time, Job Role, Qualifications, Responsibilities, First and Last Name, Email Address Registered with OHSU, and Phone Number. The 'Job Role' section is highlighted in green and shows 'Traffic & Flow'. The 'Qualifications' section is highlighted in light blue and shows 'Open to all, no credentials are needed for this role'. The 'Responsibilities' section is highlighted in light blue and shows 'Direct and guide all staff'. The 'Details' section shows 'Date' as '02/19/21' and 'Time' as '11:00 AM'. The 'Day of Week' section shows 'Saturday'. The 'Shift Time' section shows '07:00 - 12:00'. The 'Job Role' section shows 'Traffic & Flow'. The 'Qualifications' section shows 'Open to all, no credentials are needed for this role'. The 'Responsibilities' section shows 'Direct patients to appropriate lanes for traffic and optimal flow'. The 'First and Last Name' section has a text input field with the placeholder text 'Enter your first name and the first letter of your last name. Select your name when it appears in the drop down menu. If your name does not appear, email SmartsheetSupport@ohsu.edu.' and a search icon. The 'Email Address Registered with OHSU' section has a text input field. The 'Phone Number' section has a text input field with the format 'Format: 555-555-5555'.



The screenshot shows a dropdown menu for the 'First and Last Name' field. The menu is titled 'First and Last Name' and contains the following text: 'Enter your first name and the first letter of your last name. Select your name when it appears in the drop down menu. If your name does not appear, email SmartsheetSupport@ohsu.edu.' Below the text is a search input field with the text 'Vacc|' and a search icon. Below the search input field is a dropdown menu with the following options: 'Vaccine Volunteers' and 'vaccinevolunteers@ohsu.edu'.

7. Once you fill out all the required information, click Save. You will get a confirmation email within 15 minutes.



## Frequently asked questions

### Why does the schedule appear blank?

When all shifts are filled, the schedule is blank and displays the message, “There’s nothing to show.” We add new shifts once we know the number of doses available that day. The schedule changes a lot throughout the day, especially in the week leading up to a clinic. So, please check back if you don’t find an available shift.



### How do I view or cancel a shift that I signed up for?

You can view or cancel shifts using this link:

<https://dynamicview.smartsheet.com/views/83400e5d-c3bf-48d9-a87d-7b60f136509d>

To cancel a shift, click on the shift you want to cancel and remove all of your information from the panel on the right. Then, click Save.

If you signed up for a shift but do not see it, it could be because you did not select your name from the list when you signed up for your shift. Email [VaccineVolunteers@ohsu.edu](mailto:VaccineVolunteers@ohsu.edu) for help.

### Why am I getting a Dynamic View URL not found message?

This happens if you click the schedule link without first logging into your account. Log into <https://dynamicview.smartsheet.com>, and then click the schedule link.

### Why doesn't my name appear in the First and Last Name menu?

If you see a “No Options” message instead of a list of names, here are a few things to try:

1. Refresh (Ctrl+R) the browser window and click in the name field again.
2. Update your browser if it is not the most current version.
3. Try another browser such as Firefox, Edge or Safari (Internet Explorer does not work well with Smartsheet).

### What if I still have problems?

If you keep having problems, please email [VaccineVolunteers@ohsu.edu](mailto:VaccineVolunteers@ohsu.edu) with the following information:

1. During which step are you having a problem (e.g., viewing the schedule, finding name in menu)?
2. If you're not able to find your name in the First and Last Name menu, are you able to see any names in listed or are you seeing a “No Options” message?
3. Which browser(s) did you try?
4. Did you try the most recent version of the browser?
5. Were you using a computer, smartphone or tablet?

Please provide screenshots of your full browser window if you can.