QGenda

Welcome Duke!

We are excited to roll out QGenda as the primary scheduling source for COVID Vaccination clinics!

This is independent of your QGenda usage for your work groups elsewhere

Here are some instructions to get started:

1) Logging into QGenda

- Go to QGenda.com
- Click on "Customer Access" in the top right corner and then the "**Single Sign-On"** tab
- Enter your duke.edu email address that this was addressed to (typically firstname.lastname@duke.edu) and click "Log In".
  - If you are unable to log in using Single Sign On, please **create an account** using your email and password with the QGenda Sign-On option.
  - The email required will be the one that this correspondence is sent to

2) Tutorials and Videos on Using QGenda

Mobile App
- Download the QGenda mobile app: It can be found on the App Store or the Google Play store by searching QGenda. The app is user friendly and offers the end users full system capabilities.

Web Application: - Click here for a short tutorial!

The Navigation Panel: This area is used to navigate between the different tabs in QGenda.

- Schedule - This tab is used to view your schedule and the schedules of others in your practice
  - Consult this guide for more information on how to customize your schedule or pull reports.
- Sync - This tab will launch instructions for syncing your QGenda calendar with your personal calendars (i.e. Outlook, IPhone, Google, Android or any other calendars that support subscription URLS).
- Request - **[See at bottom of this document]** All self-scheduling will be done in the Request tab. Please read the instructions at the end of this document on how to use this tab
- Landing Page - The landing page is a view-only link of the QGenda schedule
 - DukeCOVIDVaccination.QGenda.com.

3) Support and Resources

- Each tab has in-app tutorials by clicking on this icon in the bottom right corner
- Support.QGenda.com: This site will take you to all manuals, tutorials and FAQ's to help you navigate QGenda successfully
- QGenda Support: 855-399-9945 (ext 2) - Listed on all pages of QGenda
  - This line will connect you with a QGenda engineer who can help navigate any questions or issues you may have including how to create your account and get logged in.
  - Please call and if after hours, leave a voicemail with your name and number so that an engineer will be able to return your call shortly after.

Requesting from Desktop Browser

1) Once logged in, navigate to the **Request tab.**
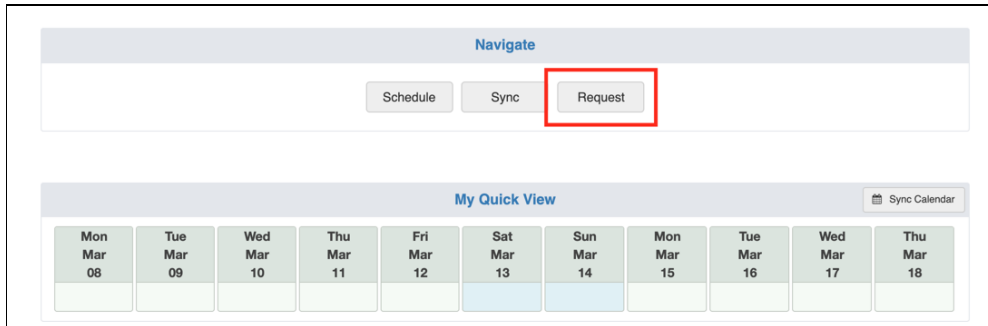
2) Select your viewing range and click Go.
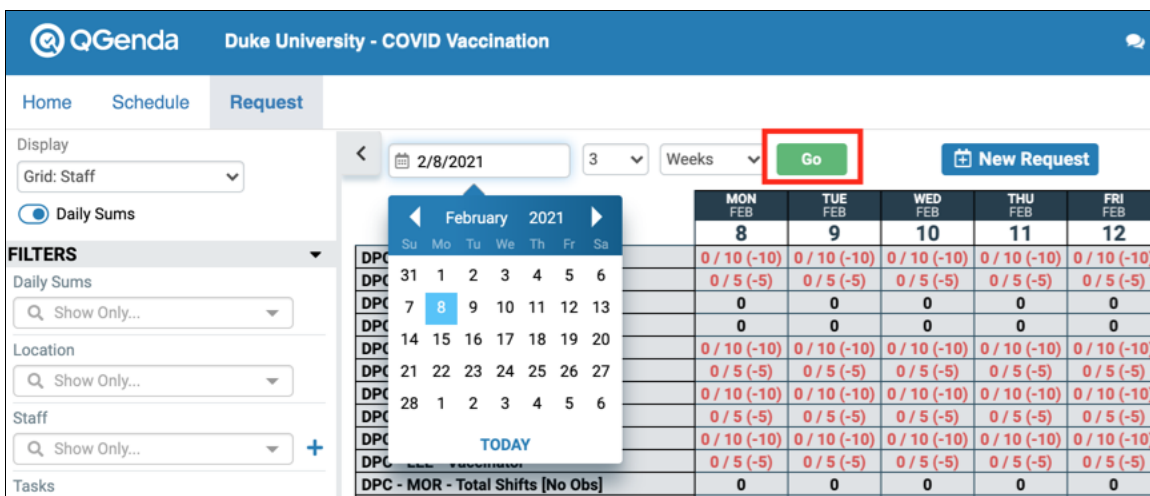
3) Use the Daily Sums to track shift availability. In the example below, there are 5 available DPC Vaccinator shifts that can be requested on each day of the week.

DPC - ARR - Total Shifts [No Obs]	0 / 10 (-10)	0 / 10 (-10)	0 / 10 (-10)	0 / 10 (-10)	0 / 10 (-10)
DPC - ARR - Vaccinator	0 / 5 (-5)	0 / 5 (-5)	0 / 5 (-5)	0 / 5 (-5)	0 / 5 (-5)

4) Click the "New Request" button. You will receive a pop-up window as seen below. Here you will choose the task you would like to request and the date(s). Click "Add to Cart" when finished.
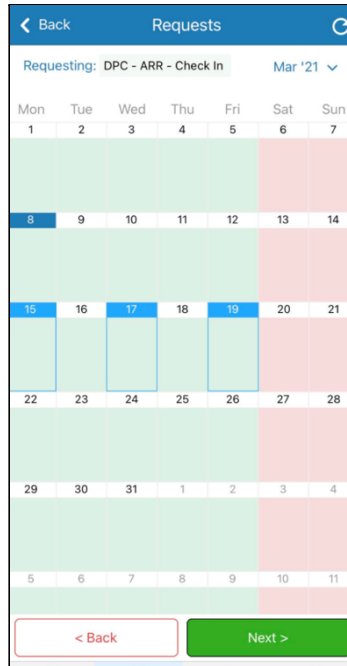
**Requesting a shift does not mean you are automatically granted that shift.
You will receive a confirmation once your shift is approved.

Requesting from Mobile Application

1) If you haven't already, download QGenda from the App Store (iPhone) or Play Store (Android) on your mobile device.

2) Once logged in, navigate to the Request screen from the bottom menu.

3) Select the task you would like to request and choose "Specific Days" under the "Requesting" field. Then tap "Next" on the following informational screen
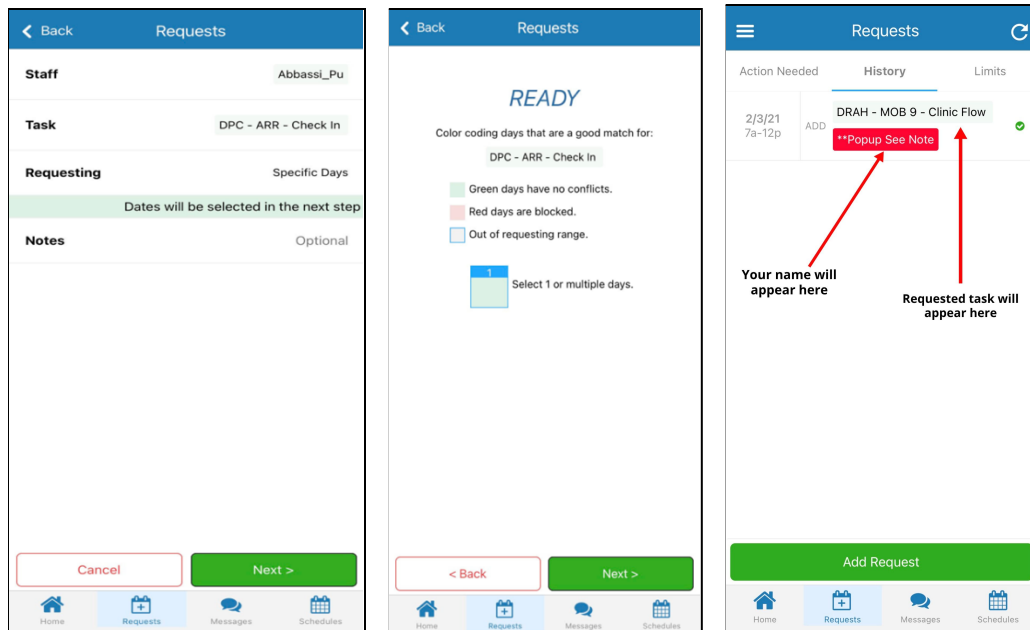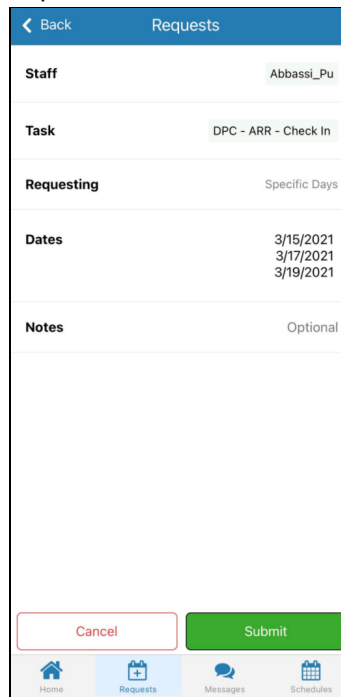
4) Select the days you would like to request that are highlighted "Green". Press "Next" when finished.

Red days are unavailable. The shift has been fully requested or is closed for that day of the week.

5) You will receive the summary of your request. Tap "Submit" when finished.

***Requesting a shift does not mean you are automatically granted that shift. You will receive a confirmation once your shift is approved. If you are using the app, be sure to opt-in to these notifications.**