



Provider Guide

Onboarding & user manual for physicians, PAs, and NPs

PROVIDER (MD / PA / NP)

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1. Welcome, provider

This guide is for **physicians, PAs, and NPs** using AIER Schedule. Your scheduler builds the roster; you view your shifts, sync them to your calendar, request swaps, and submit time-off — all from one place.

2. First-time sign-in

- 1 Open the invite link from your scheduler (or go to aierschedule.org and sign in with your work email).
- 2 Set a password or use Google / passkey sign-in.
- 3 You'll land on **My schedule**.

3. Syncing your calendar (do this once)

- 1 Open **My schedule** → **Sync calendar**.
- 2 Copy the private iCal URL.
- 3 Add it as a *subscribed calendar* in Apple Calendar, Google Calendar, or Outlook.
- 4 Every publish and swap will update your calendar automatically.

Tip: The URL is private to you. If you ever share it accidentally, tap **Regenerate** to invalidate the old one.

4. Viewing your shifts

- **My schedule** — your assigned shifts by day, week, or month.
- **Schedule** — the whole department view (read-only for providers).
- Tap any shift to see start/end time, location, and colleagues on that shift.

5. Requesting a swap

- 1 Open the shift you want to swap.
- 2 Tap **Request swap**.
- 3 Pick a colleague; add a note.
- 4 Your scheduler and the other provider both get notified.

6. Submitting time-off and preferences

- **My requests** — submit vacation, education, or personal days.
- **Preferences** — mark preferred / avoided shift types and weekdays.
- Preferences are considered by the AI builder and by your scheduler when manually assigning.

7. Notifications

- You'll get an email when the schedule is published or when a swap involves you.
- Enable browser notifications from **Account** → **Notifications** for real-time alerts.

8. Privacy

Your calendar URL is private and revocable. Your preferences and time-off notes are visible only to your scheduler and org admin — never to other providers.

9. Troubleshooting

- Calendar not updating → re-copy the iCal URL from **My schedule** → **Sync calendar**.
- Missing shift → check with your scheduler; a re-publish is needed for you to see edits.
- Can't sign in → use **Reset password** on the sign-in page or contact your scheduler for a re-invite.