

**ipoint**

**Thornbury  
Community  
Services**



**The online  
tool that puts  
you in control**

[thornburycommunityservices.co.uk](http://thornburycommunityservices.co.uk)

Your care. Our passion.

# Welcome to the ipoint user guide

As a hard-working healthcare professional, we understand how difficult it can be to juggle a busy schedule, particularly when on the move. That's why we created our ipoint app, to help you manage your time more effectively in a way that's convenient for you.

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## What are the benefits of using ipoint?

- Gain access to work as soon as it's available
- Scroll through live shift opportunities at your convenience
- View your upcoming shift bookings
- Update your work availability in seconds
- Access ipoint from a range of devices

## How do I access the ipoint app?

You will receive an auto-enrolment email from us as soon as you are cleared to work. Then simply download the ipoint app and follow the instructions on the enrolment email.

# Contents

Use the buttons below to take you to the part of the guide that you'd like more information on.

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**General**

**Managing your shifts**

**Can't find what you're looking for?**

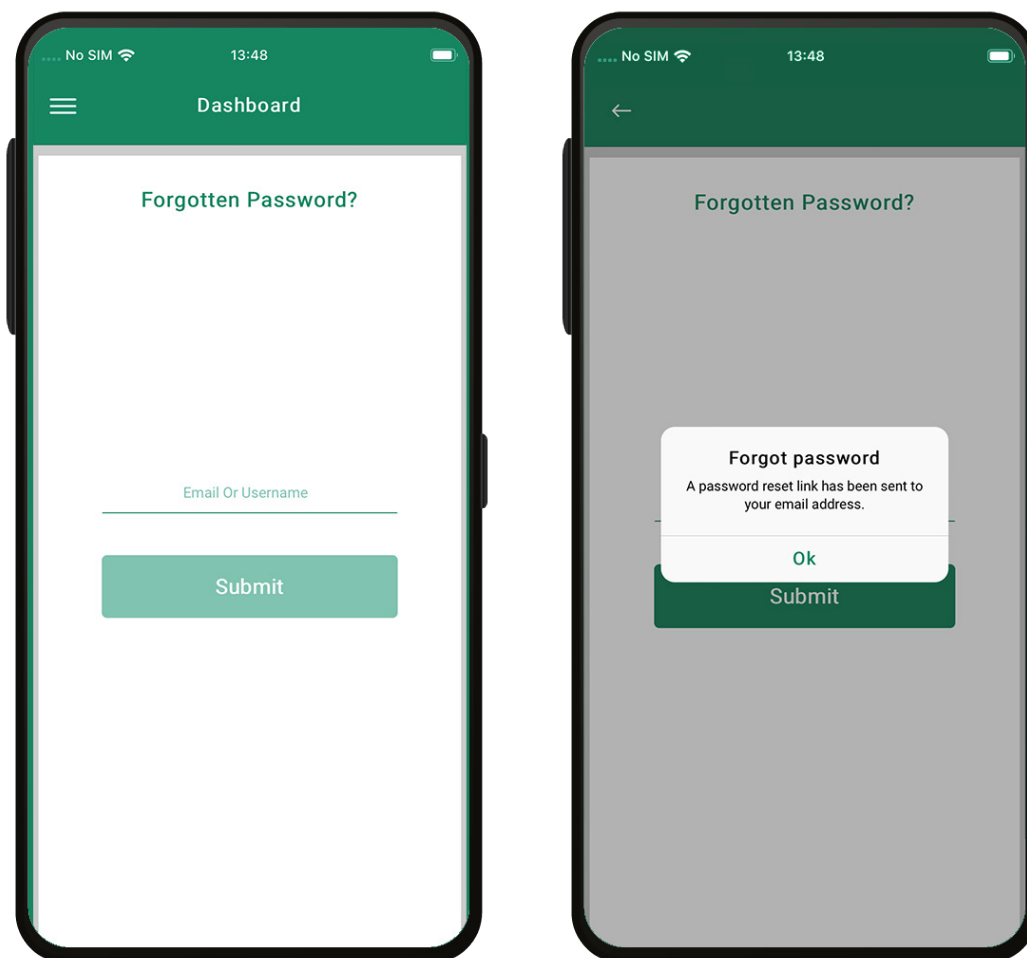
Get in touch with our dedicated team [here](#).

# Reset password

Click 'Forgotten Password?' on the home page and follow the steps to get a new password.

If you are unsure of your username, email [ipoint.servicedesk@ukics.com](mailto:ipoint.servicedesk@ukics.com)

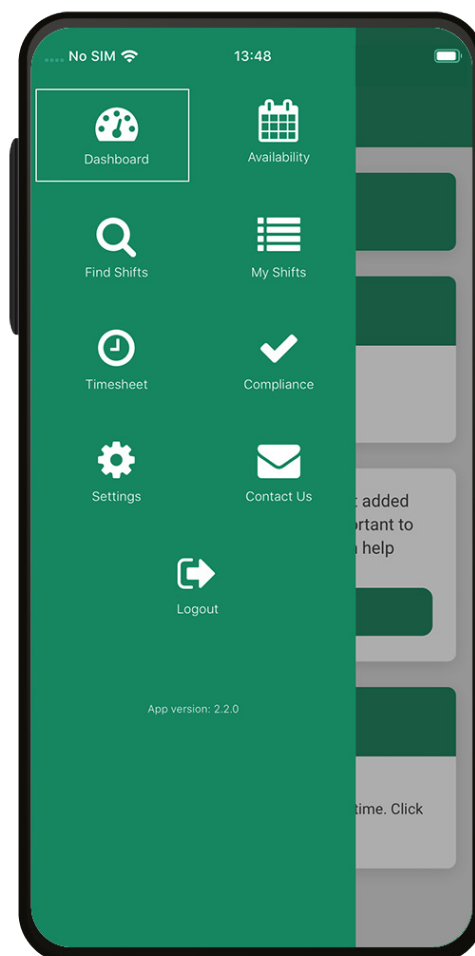
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# Navigation menu

The menu on the **left-hand side** will allow you to navigate all parts of ipoint. From here you can find shifts, update your availability and view your upcoming booked shifts

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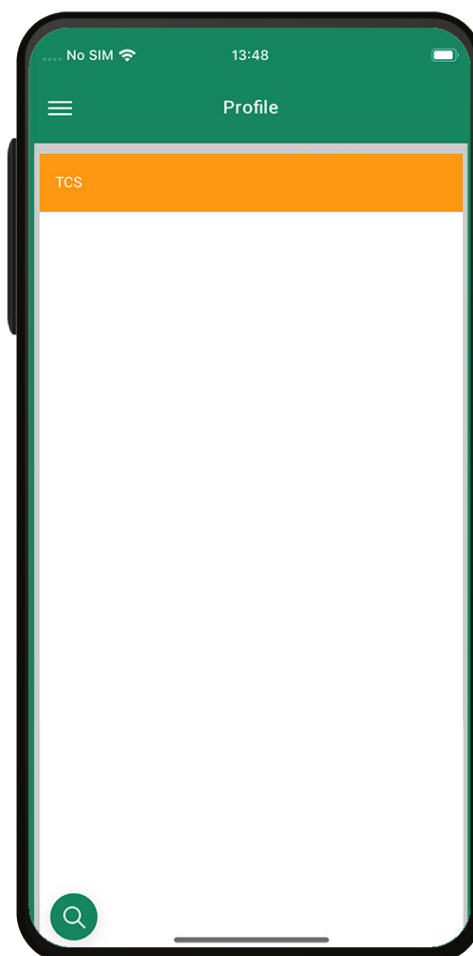


# Settings

When you log in, the first screen you see will be **'My Settings'**.

From here, you can choose the ipoint profile that you want to look at

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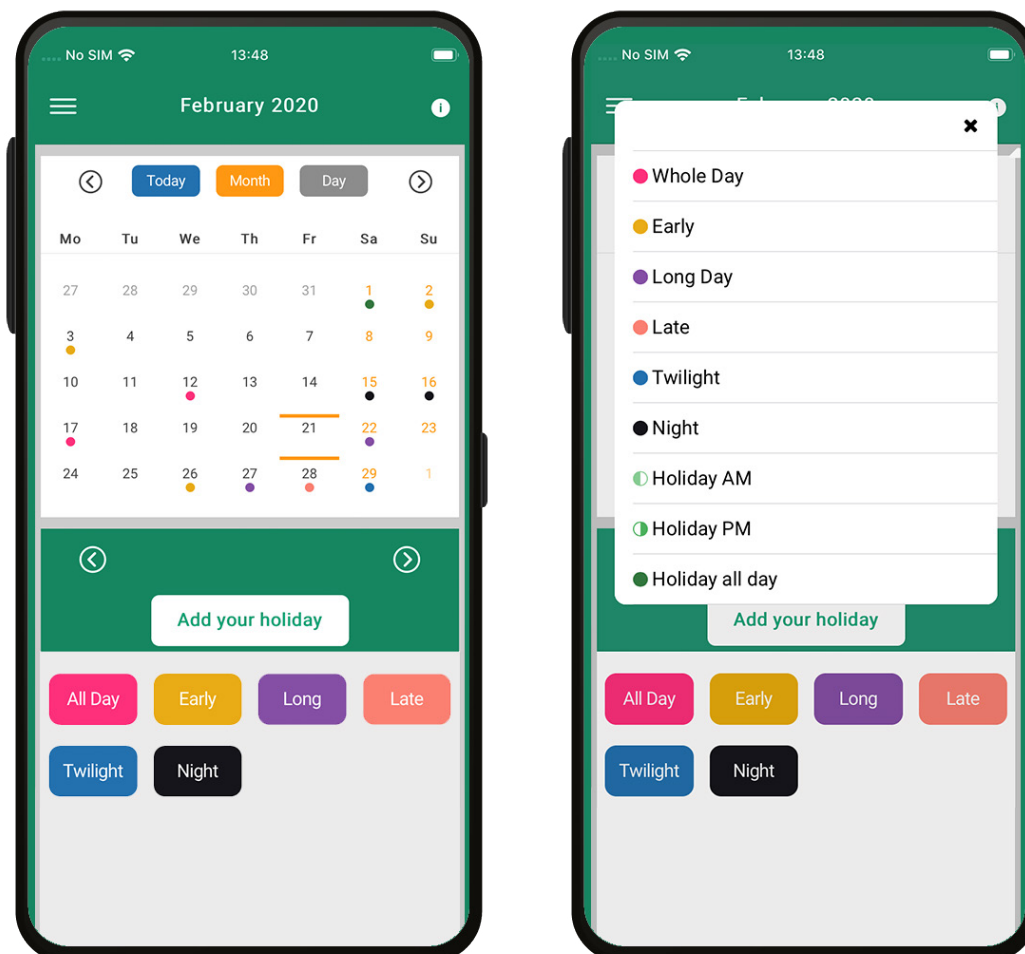


# Availability Calendar

You can **update your availability** using the calendar.

Using the availability key, you can add when you'll be available – whether it be for days, nights, morning or afternoon, it's all there.

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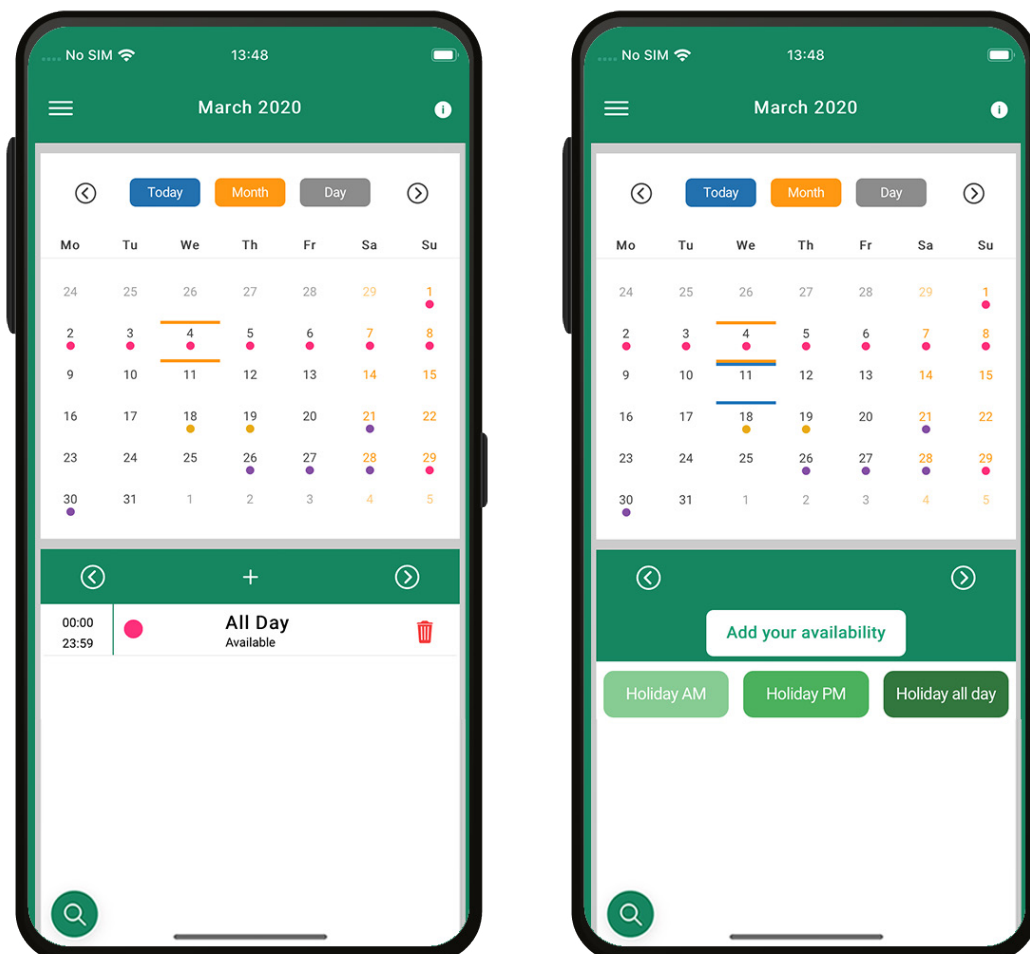


# Availability Calendar

Not only does our availability calendar help to ensure you have visibility of the shifts you want to work but by keeping your availability up to date, you'll be eligible for priority shift bookings.

**Holiday mode** tells us when you're not around - meaning we won't contact you until you return.

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# Finding a shift

There are a range of filters to help narrow down your search when finding a shift.

## Availability

The 'match my availability' filter shows you any shifts which align with the dates and times you have inputted when you are free to work in the calendar.

## All shifts

You can view all shifts available. When using this filter, you will be prompted with an additional filter, 'shift type', to help narrow down your search.

\*If your postcode needs updating, please inform your care coordinator.

## Date range

To search for shifts within a specific date range, use the Dates filter.

## Distance

Distance is shown in miles from your home address.

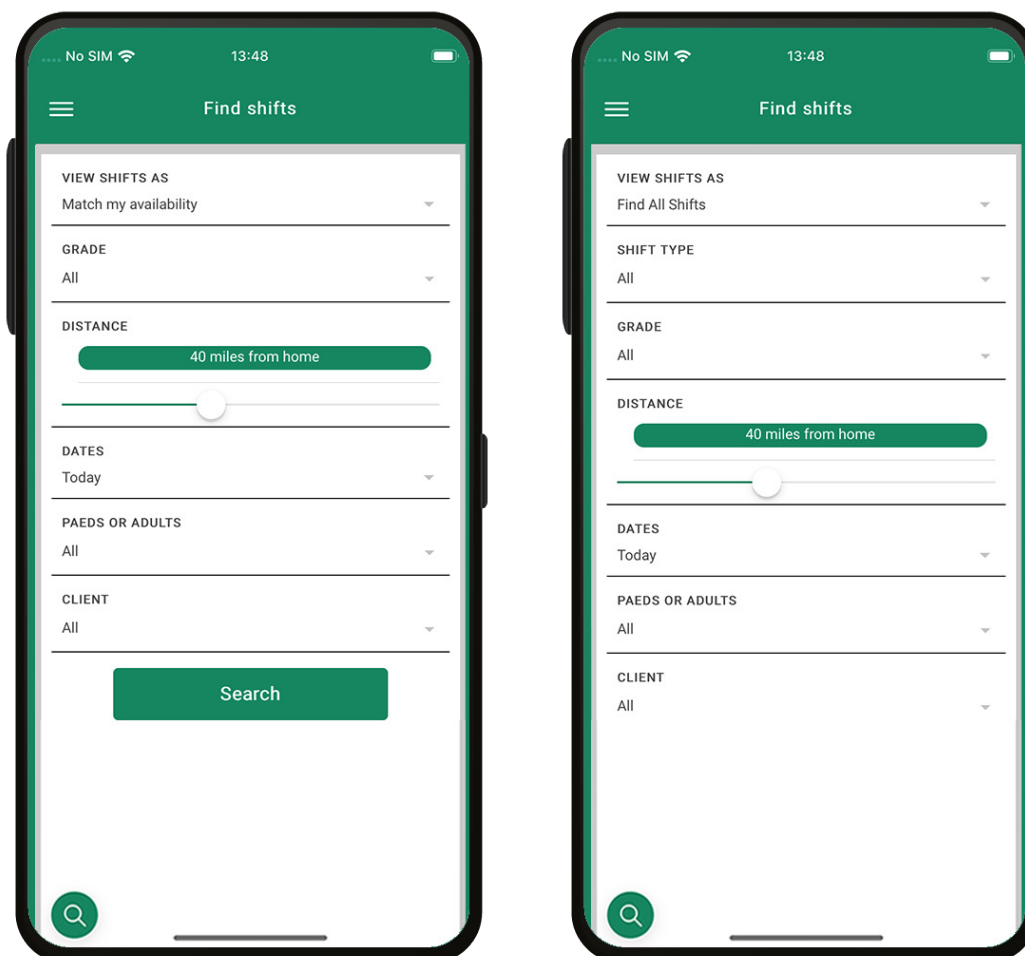
\*If your postcode needs updating, please inform your care coordinator.

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# Finding a shift

There are a range of filters to help narrow down your search when finding a shift.

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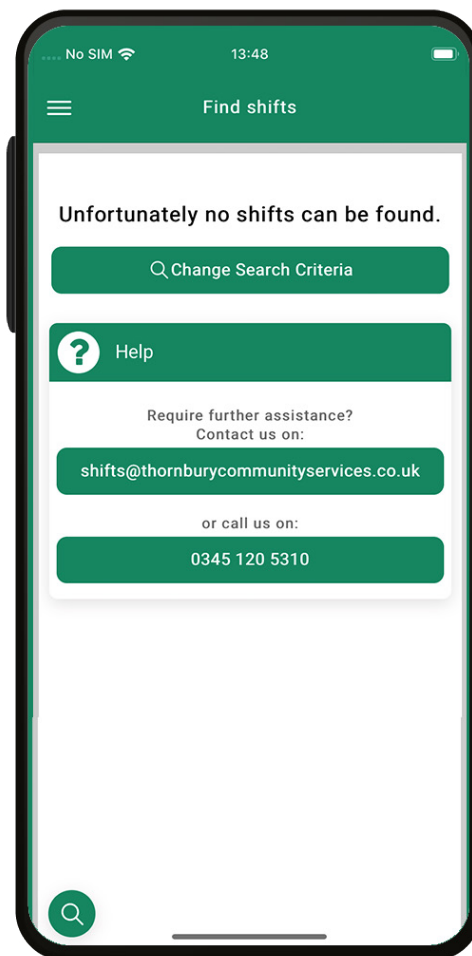


# No shifts found

If no shifts are found, try widening your search. Updating your availability will increase the number of shifts shown.

If you're still not seeing anything, please contact the ipoint team on [ipoint.servicedesk@ukics.com](mailto:ipoint.servicedesk@ukics.com).

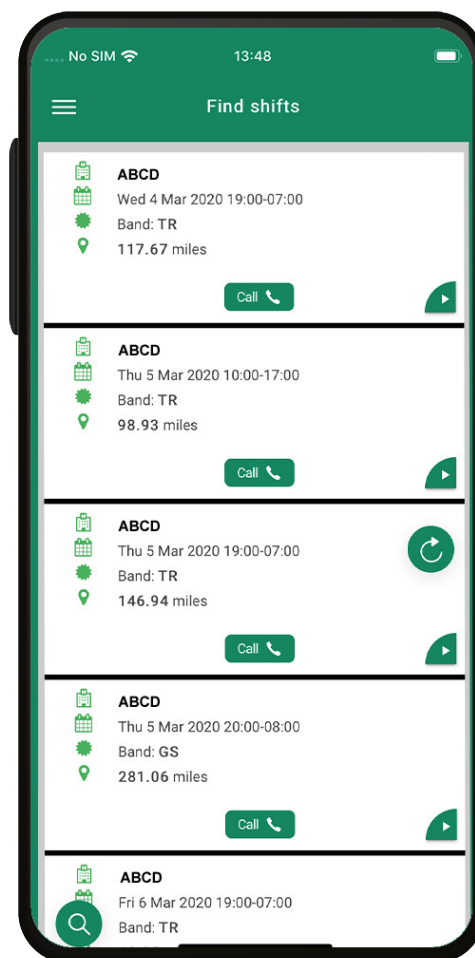
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# Viewing a shift

The results from your search will be shown in a list view all on one page. Click on the tile to find out more information.

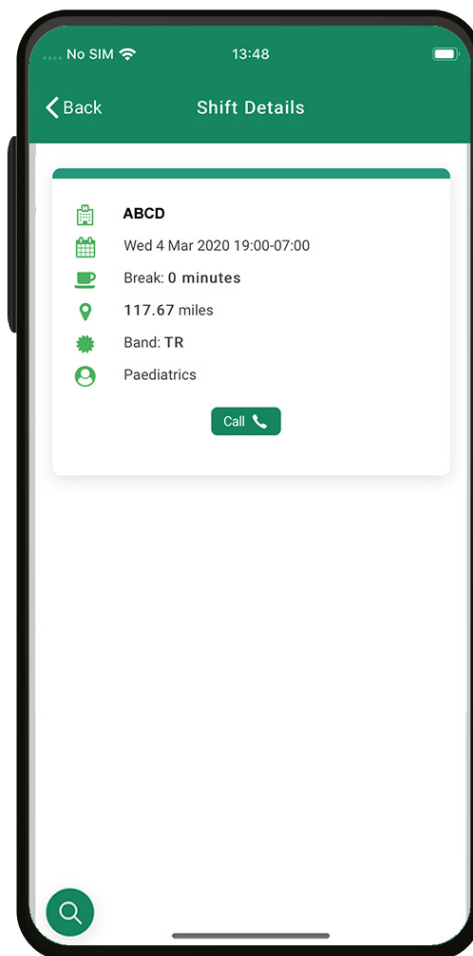
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# Booking a shift

To book yourself on to any available shifts, simply click the call button and you will be directed to the care coordination team.

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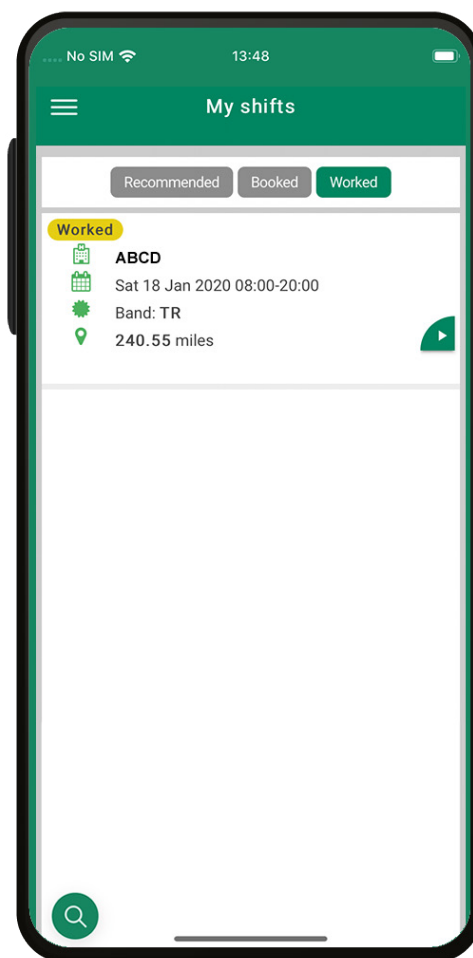
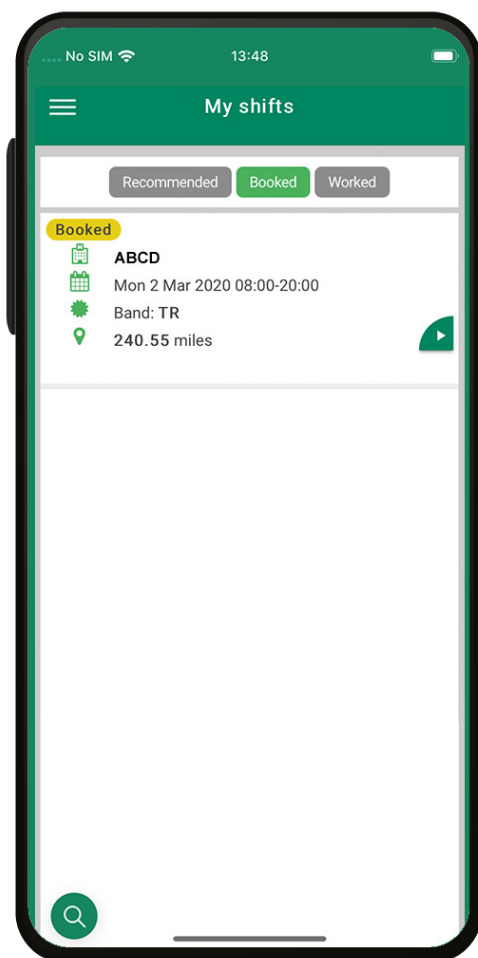


# My shifts

In this section you can see all of your **booked** shifts and the shifts you **have worked**.

For worked shifts highlighted in yellow, this means you have not yet been paid. For worked shifts highlighted in black then you'll have been paid.

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# Need help with ipoint?

Get in touch with our dedicated team.