Shift Central — Employer Guide

For restaurants, bars, hotels, event venues, managers and location leads. Website: https://shiftcentral.centralfox.online · Updated November 13, 2026 (worker app 1.1.2 on the App Store and Google Play).

1. Where to go

- Employer guide on the website: `/employers/user-guide`
- Employer sign in: `/employers/sign-in`
- Create a business account: `/employers/sign-up`
- Safe demo with sample data: `/portal/demo`
- Employer portal (signed in): `/portal`

The demo only changes your browser session. The signed-in portal uses the same account data as the worker portal and the Shift Central app.

2. Set up your business account

1. Open **Create business account**.
2. Enter the account owner's name and phone number.
3. Use a work email and a password with at least eight characters.
4. Enter the business, the type of operation and the first location.
5. Check the address, city and time zone.
6. Finish sign-up and confirm the dashboard shows the right business.

Each manager only sees the businesses and locations they have access to. Don't share one account between several people.

3. Create and post a shift

1. In the side menu, open **Post a shift**.
2. Enter the title, role, headcount, date and start and end times.
3. Choose the business and the location.
4. Confirm the city, place, hourly rate and any uniform or entry instructions.
5. Choose who can see it:
6. Public: approved workers in the same city and role can see it and apply.
7. Private: only workers already linked to and approved for your business.
8. Select **Save draft**.
9. Open **Shifts**, review the draft and select **Post**.

Workers can only find posted shifts. A draft is not an open shift.

4. Handle applications

1. Open **Applications**.
2. Check the worker, role, shift, source and current status.
3. Make a decision:
4. **Approve** confirms the worker on the shift.
5. **Put on standby** keeps the worker as a backup.
6. **Decline** closes that application.
7. Wait for the on-screen confirmation before repeating an action.

When you approve an application, the shift coverage updates and the worker sees the confirmed shift on their schedule.

5. Send direct invites

1. Open **Invites**, or use the invite action on an open shift.
2. Pick an eligible worker.
3. Set a deadline and add a short message.
4. Send the invite.
5. Track whether it was accepted, declined, withdrawn or expired.

Don't send a second invite to the same worker for the same shift while one is still pending.

6. Track coverage and the day of the shift

- In **Overview**, check open shifts, confirmed workers and pending items.
- In **Shifts**, compare the headcount you need with the workers confirmed.
- Record a cancellation or a no-show only with a true reason.
- After check-in, fix any difference through the timecard; don't remove the assignment as if the worker never started.

7. Review hours

1. Open **Timecards**.
2. Compare the scheduled time, check-in, check-out and break.
3. Read the worker's note.
4. Select **Approve hours** when the record is correct.
5. Select **Request correction** when something doesn't match, and say why.

After approval the shift can be completed, and the worker sees the hours and earnings as approved.

8. Team, ratings and time off

- **Team**: approve, reject or suspend eligibility by business and role. Use **Add employee** to create a worker account; the initial password is shown only once, so hand it over through a secure channel.
- **Reputation**: rate only completed shifts, and mark favorites once there is enough history.
- **Time off**: approve or decline requests; every decision stays in the audit log.
- **Swaps**: a swap a worker requests in the app only takes effect after you approve it.
- **Messages**: message one worker or the whole team; replies from the app show up in the same tab.
- **Locations**: add locations with their own time zone; it decides which shifts count as today and upcoming.
- **Audit**: see who did what, the previous and new status, the date and the version.

9. What your actions send

Your action	In the employer portal	For the worker
Post a shift	Open shift and coverage	Matching shift to pick up or apply to
Receive an application	Applicant in the queue	Application under review
Approve an application	Worker confirmed	Confirmed shift on the schedule
Receive a timecard	Hours waiting for your decision	Hours waiting for approval
Approve hours	Shift completed, ready to rate	Hours and earnings approved

10. When something goes off track

- **Session expired**: sign in again and check whether the action was already saved.
- **Version conflict**: refresh the page before deciding again.
- **No applicants**: check the city, role, visibility, date and worker eligibility.
- **Shift not visible to workers**: confirm it was posted and that visibility is Public.
- **Demo**: look for the banner at the top; demo data is never sent.
- **Error that keeps happening**: note the time, screen, action and message shown, without copying passwords or tokens.

11. Recommended end-of-day check

1. Check shifts for the next 24 hours.
2. Resolve pending applications and invites.
3. Confirm coverage and entry instructions.
4. Handle timecards and time-off requests.
5. Check the audit log if something doesn't match.
6. Sign out when using a shared computer.

Shift Central is a scheduling tool: it does not run payroll or set wages. Support: contato@centralfox.online · Privacy: https://centralfox.online/shift-central/privacy · Terms: https://centralfox.online/shift-central/terms