Shift Central — Worker Guide

For servers, bartenders, cooks, hosts, event staff and anyone who works by the shift. Website: https://shiftcentral.centralfox.online · Updated November 13, 2026 (app 1.1.2 on the App Store and Google Play).

1. Where to go

- Worker guide on the website: `/workers/user-guide`
- Worker sign in: `/workers/sign-in`
- Safe demo with sample data: `/workers/portal/demo`
- Worker portal (signed in): `/workers/portal`
- iPhone app: Shift Central: Work Schedule on the App Store — https://apps.apple.com/us/app/shift-central-work-schedule/id6799969387
- Android app: Shift Central on Google Play — https://play.google.com/store/apps/details?id=online.centralfox.shiftcentral

Use the same account in the app and on the web portal. The app is free to download and works in English, Spanish and Portuguese.

2. Sign in and set up your profile

1. Open **Sign in** (worker).
2. Enter the same email and password you use in the app.
3. Open **Profile and ratings**.
4. Check your name, city, phone number and bio.
5. Add your roles, skills, languages and certifications.
6. Save, then send your profile for review.

An incomplete profile, a profile still under review, or a role you are not approved for can limit the shifts you see.

3. Set your availability

1. Open **Availability**.
2. Mark the days you can work.
3. Add a note when it helps.
4. Use **Request time off** for days you can't take shifts.

Keep your availability up to date before looking for new shifts.

4. Find and choose a shift

1. Open **Find shifts**.
2. Check the role, business, date, time, location and estimated pay.
3. Read the uniform and entry instructions.
4. Apply only when you can really make it. In the app, if your role is already approved for that business, you'll see **Pick up**: the shift goes straight to your schedule with no review.
5. Open **Applications** to follow the status.

The list only shows shifts from today on, in the time zone of the shift's location. The pay shown is an estimate until your timecard is approved.

5. Respond to an invite

1. Open **Applications**.
2. Find the direct invite.
3. Check the deadline, business, location, role and time.
4. Choose **Accept shift** or **Decline**.
5. Wait for the on-screen confirmation before trying again.

Once accepted and confirmed, the shift shows up in **My schedule**.

6. Get ready for the shift

- Open **My schedule** and confirm the date, time and address.
- Read the uniform, entry and contact instructions.
- Plan how you'll get there.
- If you can't make it, select **I can't make it**, choose the reason and **Release shift** as early as possible.

Don't check in before you arrive at the shift location.

7. Check in, check out and send your hours

1. On the right shift, select **Check in**.
2. When you finish, **Check out**, enter your break and add a note if needed.
3. Review the net time and the calculated pay.
4. Select **Send hours for approval**.
5. Follow the status in **Hours and earnings**.

If your manager asks for a correction, fix only what was asked and send it again.

8. Messages, ratings and history

- **Messages**: read updates from your manager and reply; your replies reach the employer portal.
- **Profile and ratings**: see the ratings you received and your completed shifts.
- Rate the employer only after a completed shift.
- Use **Hours and earnings** to tell estimated, sent and approved hours apart.
- Swaps: a swap you request stays **Swap pending** until your manager approves or declines it; you stay scheduled meanwhile and can cancel the request.

9. What your actions send

Your action	In your account	For the employer
Apply to a shift	Application under review	Your profile joins the queue
Accept an invite	Invite accepted	Your confirmation shows up
Get approved	Confirmed shift on your schedule	Coverage updated
Check in and check out	Timecard open or sent	Hours waiting for a decision
Hours approved	Hours and earnings approved	Shift can be completed

10. When something goes off track

- **Session expired**: the app takes you back to sign in; sign in again with the same account.
- **See your manager's changes**: the app reloads when you return to it; pull down on any list to refresh right away.
- **A shift doesn't show up**: check your city, role, profile, eligibility and any existing application.
- **No internet**: you can still see your last saved schedule; actions need a connection.
- **Version conflict**: refresh before responding again.
- **Demo**: look for the banner at the top; nothing is sent to a business.
- **Error that keeps happening**: note the time, screen, action and message shown, without copying passwords or tokens.

11. Before every shift

1. Confirm the shift is in **My schedule**.
2. Review the time, place and instructions.
3. Check for new messages.
4. Confirm your ride and availability.

5. Check in only when you arrive.
6. When you finish, check out, enter your break and send your hours.

Ads: the free app shows one small banner labeled Sponsored (Google AdMob) at the end of the open-shifts list in the Swaps tab, after you choose your consent options. Support: contato@centralfox.online · Privacy: https://centralfox.online/shift-central/privacy · Terms: https://centralfox.online/shift-central/terms