- **Engagement**
    - It is necessary to continuously engage with the staff as you approach the event.
        - Reconfirmations
            - Reconfirmations are an important part of the engagement process
                - You will want to force a reconfirmation every couple of days, and always the day before the event.
                    - To do this, go into the "Booked" sub box and look for the green button that looks like a graph or mountains.
                        - Push this button and a box will pop up with a list of the staff that are booked on the event.
                        - Find the "Resend confirmation request" button and push it.
                        - A text box will pop up. Type:

                            "Please click the confirm button to re-confirm the details of your assigned shift tomorrow."

                        - Click Send
                            - This will resend a confirmation request to the booked staff and they will need to push the "confirm" button on the app.
                        - Please note that when you do this, it will remove their original confirmation.
    - Chat messages
        - Another great engagement tool is the chat feature in the event.
            - When an event is built, the group chat feature is not automatically activated. You will manually have to do that in order to communicate through the app with staff.
                - Find the "group chat" box in the event, push it, and type a message in the box.
                - Click the kite or right arrow button that appears. This will send the message and activate the group chat in the event.
            - You can chat with staff individually as well.
                - Click on their name (no matter where they are in the system).
                    - Find the chat bubble button at the top of their profile and click it.
                        - Type your message and send as described in the group chat explanation.
    - Call, email, and text
        - You can obviously call, email, and text with staff as well.
            - It is recommended that you use the text or chat options as those keep a record of the attempts.
            - Do not delete any communications with staff via text, phone log, or email. You never know when you will need that information.

On day of event engagement, give yourself enough time to react to any issues, so start early!