MAS

MAESTRA
User Guide

Table of Contents

Getting Started **3**
- NEW MAS Caregivers 4
- Existing MAS Caregivers 6
- Forgot password 7
- Existing Caregiver - social login 9
- Location services 10

Welcome to MAESTRA **12**
- Exciting new features 12
- Setting availability 13

Find Jobs **15**
- Find Jobs 16
- Filtering shifts 17
- Requesting a shift 18
- Canceling a shift request 20
- Compliance check notice 21
- Overtime notice 22
- Adding a favorite facility 23
- Find contracts 26
- Filtering contracts 27
- Contract details 28
- Requesting a contract 29

My Jobs **31**
- My Jobs 32
- Upcoming jobs 33
- Upcoming shift 34
- Pending jobs 35
- Past jobs 36
- Shift details 37

Working a Shift **38**
- Clocking in 39
- Location services required 40
- Break 41
- Clock out 43

Finish a Shift and Shift Approval **44**
- Review time card and edit 45
- Instant pay 49
- Requires Approval 50

Settings **51**
- Overview 52
- Profile 53
- Update password 54
- Contact us 55
- Managing favorite facilities 56

Contact Us **58**

MAS

Getting Started

More shifts, more control, more confirmations

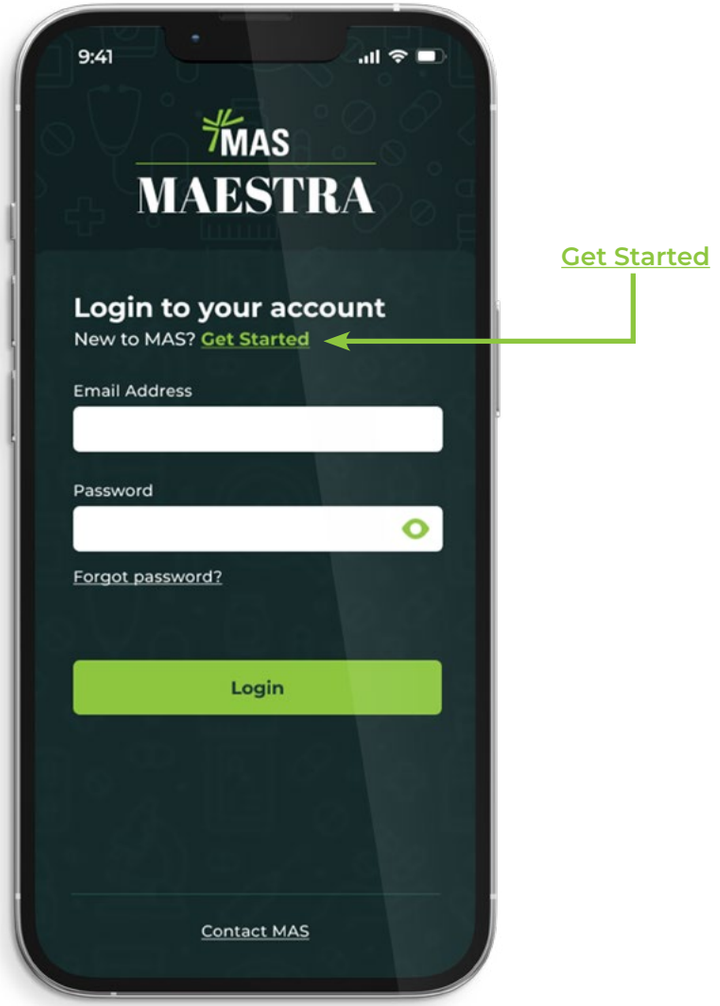
Your MAESTRA app is about to get so much better! We're upgrading to a fresh, modern look, and adding new features designed to make it even easier to find and manage your work with MAS.

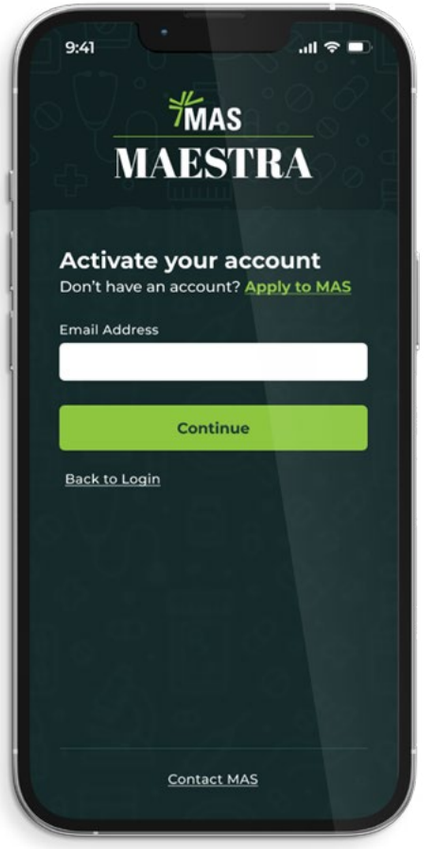
NEW MAS Caregivers

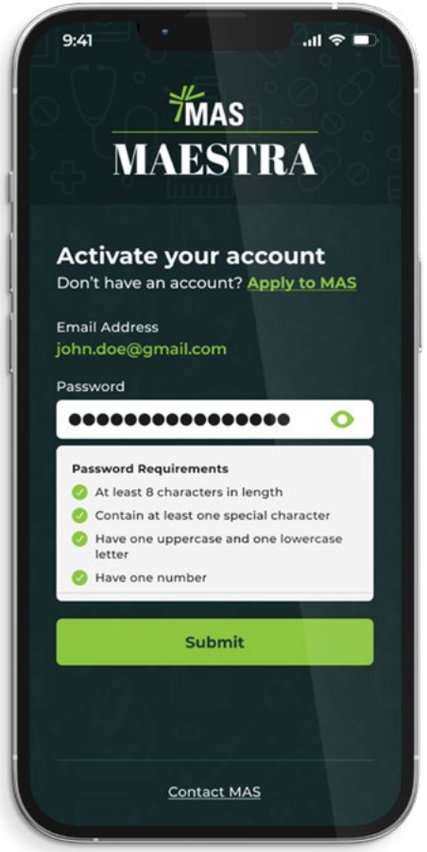
If you are new to MAS, your first step is to activate your account by selecting “Get Started”.

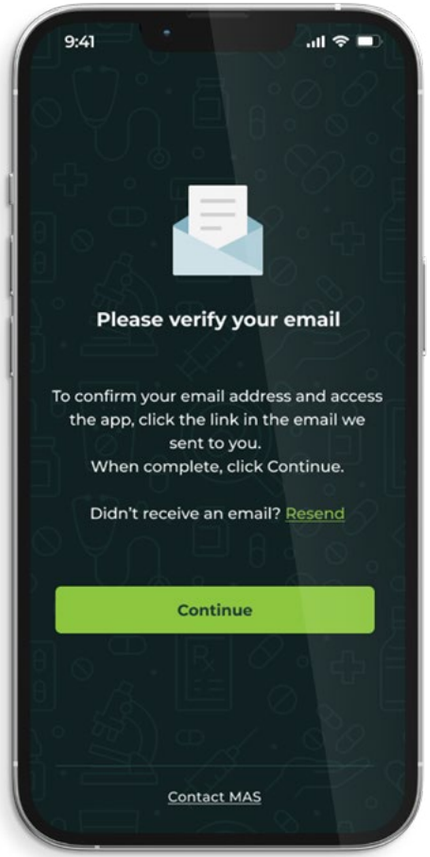
1. Use the email address associated with your MAS account and click continue. Contact your MAS Recruiter or assigned Scheduler if you do not know the email address associated with your account.
2. Then create a new password and submit.
3. You will then be sent an account verification email. Please check your inbox for the email and come back to the app once your account is verified.
4. Once verified, please review and accept the Terms and Conditions.

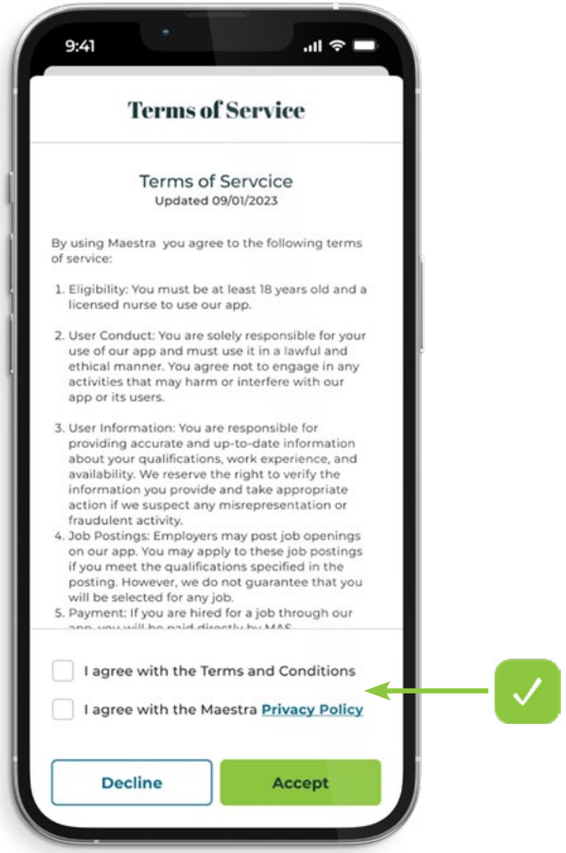
If you have already activated your new account, you can login to MAESTRA with your MAS email address and password.




9:41
MAS
MAESTRA
Activate your account
Don't have an account? Apply to MAS
Email Address
Continue
Back to Login
Contact MAS

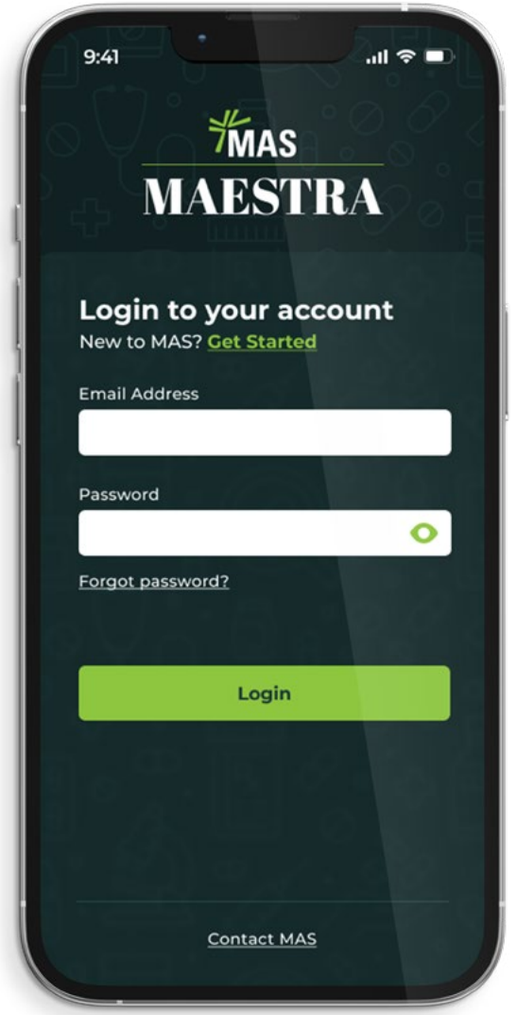

9:41
MAS
MAESTRA
Activate your account
Don't have an account? Apply to MAS
Email Address
john.doe@gmail.com
Password
Password Requirements
At least 8 characters in length
Contain at least one special character
Have one uppercase and one lowercase letter
Have one number
Submit
Contact MAS


9:41
Please verify your email
To confirm your email address and access the app, click the link in the email we sent to you.
When complete, click Continue.
Didn't receive an email? Resend
Continue
Contact MAS


9:41
Terms of Service
Terms of Servcice
Updated 09/01/2023
By using Maestra you agree to the following terms of service:
1. Eligibility: You must be at least 18 years old and a licensed nurse to use our app.
2. User Conduct: You are solely responsible for your use of our app and must use it in a lawful and ethical manner. You agree not to engage in any activities that may harm or interfere with our app or its users.
3. User Information: You are responsible for providing accurate and up-to-date information about your qualifications, work experience, and availability. We reserve the right to verify the information you provide and take appropriate action if we suspect any misrepresentation or fraudulent activity.
4. Job Postings: Employers may post job openings on our app. You may apply to these job postings if you meet the qualifications specified in the posting. However, we do not guarantee that you will be selected for any job.
5. Payment: If you are hired for a job through our
I agree with the Terms and Conditions
I agree with the Maestra Privacy Policy
Decline
Accept

Existing MAS Caregivers

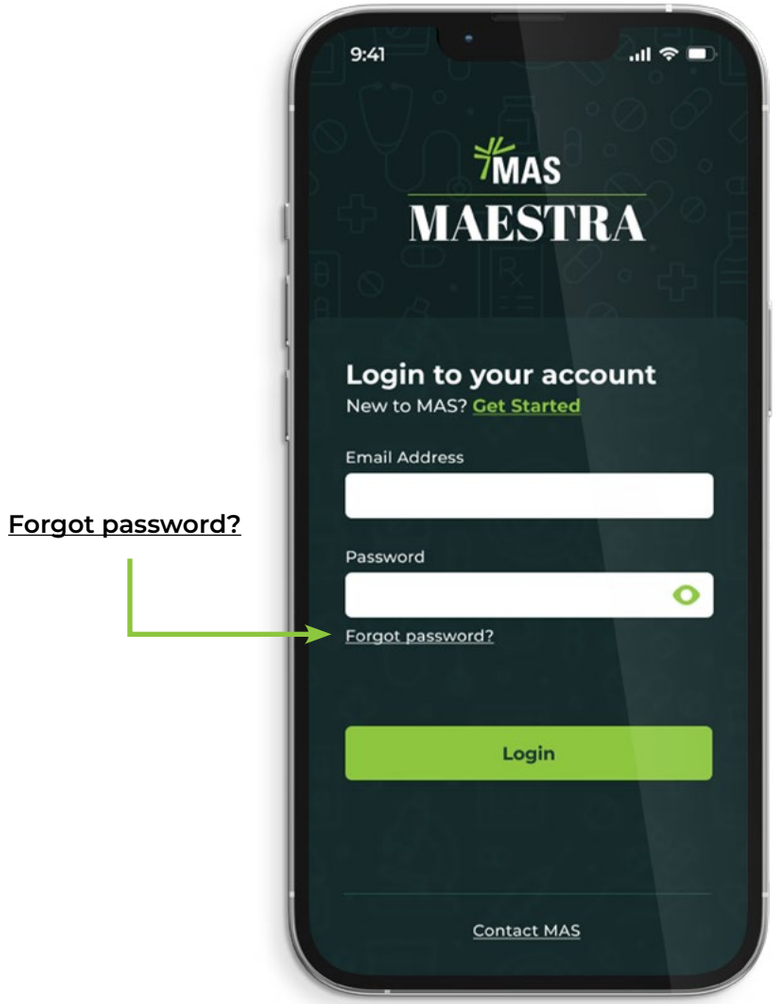
1. If you are an existing MAS caregiver, use your MAS email address and password to login.

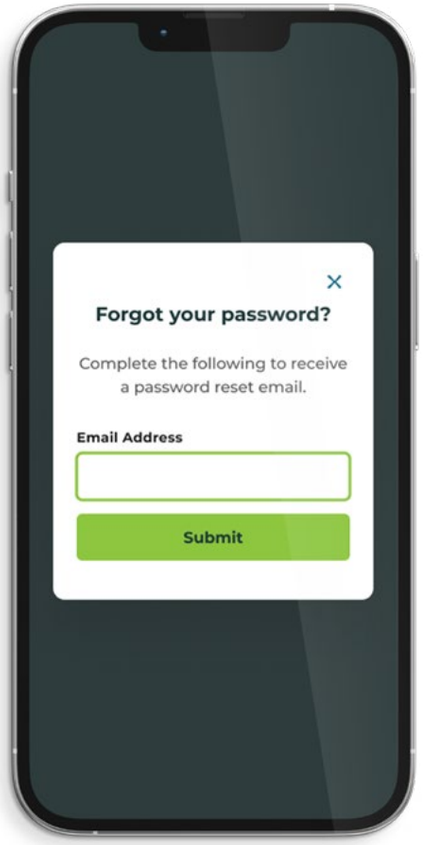


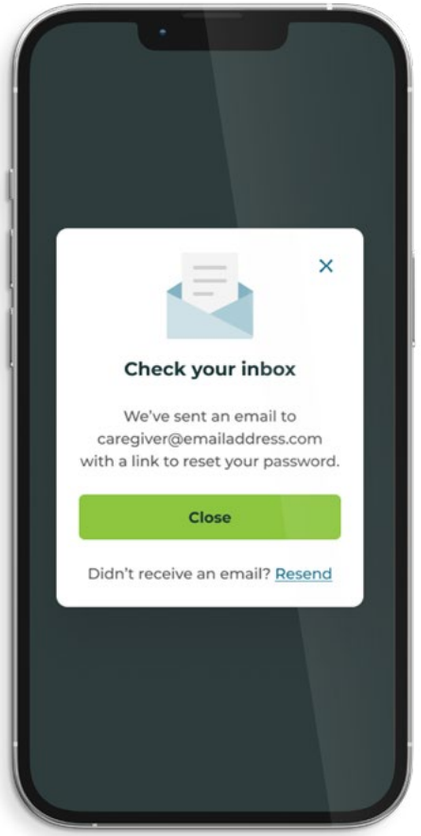
Forgot password

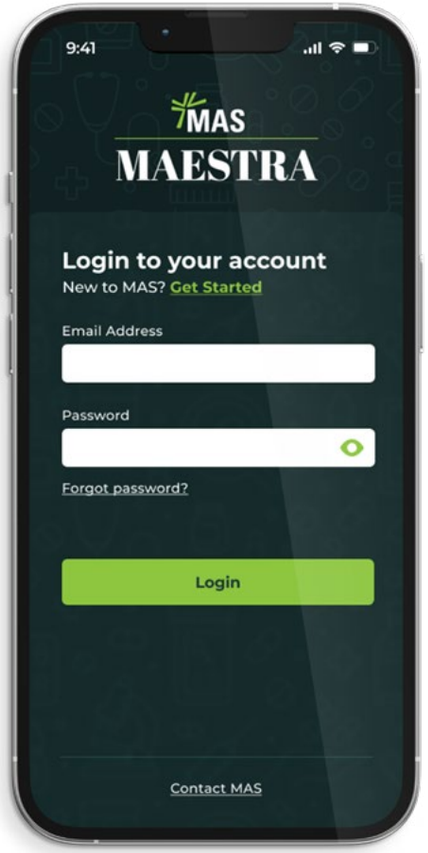
Forgot your password? No worries, we've got you covered.

1. Select "Forgot Password?"
2. Enter email address
3. Click the link in your email
4. Enter and save your new password



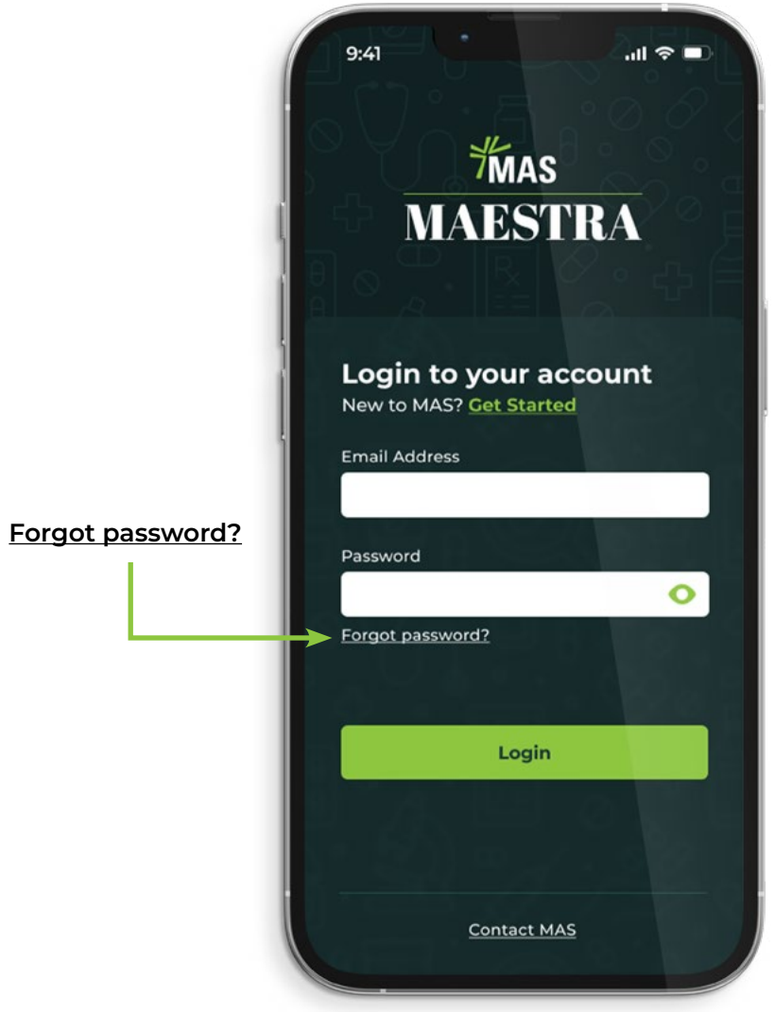

Forgot your password?
Complete the following to receive a password reset email.
Email Address
Submit


Check your inbox
We've sent an email to caregiver@emailaddress.com with a link to reset your password.
Close
Didn't receive an email? Resend


9:41
MAS
MAESTRA
Login to your account
New to MAS? Get Started
Email Address
Password
Forgot password?
Login
Contact MAS

Existing Caregiver - social login

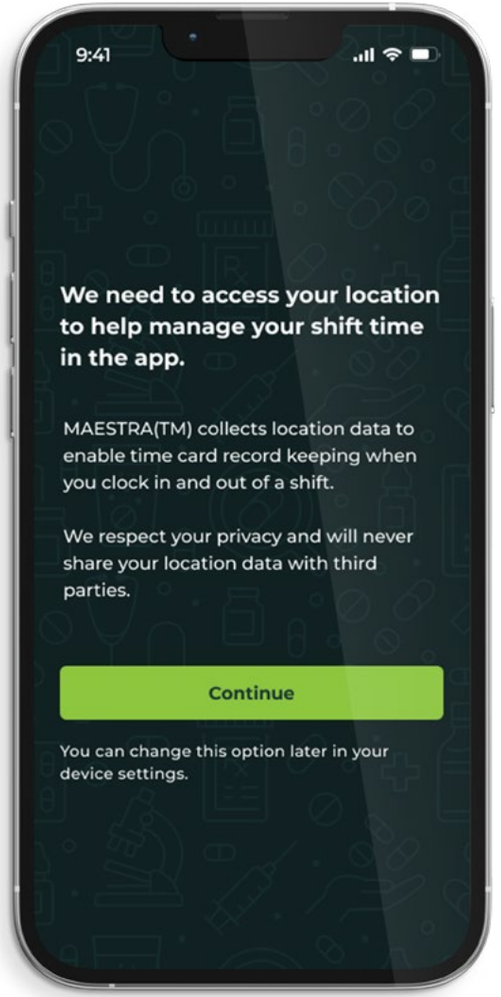
If you are an existing MAS caregiver and have only used social sign-in to login to the previous MAESTRA app, you will need to set a new password by selecting the “Forgot Password” link.



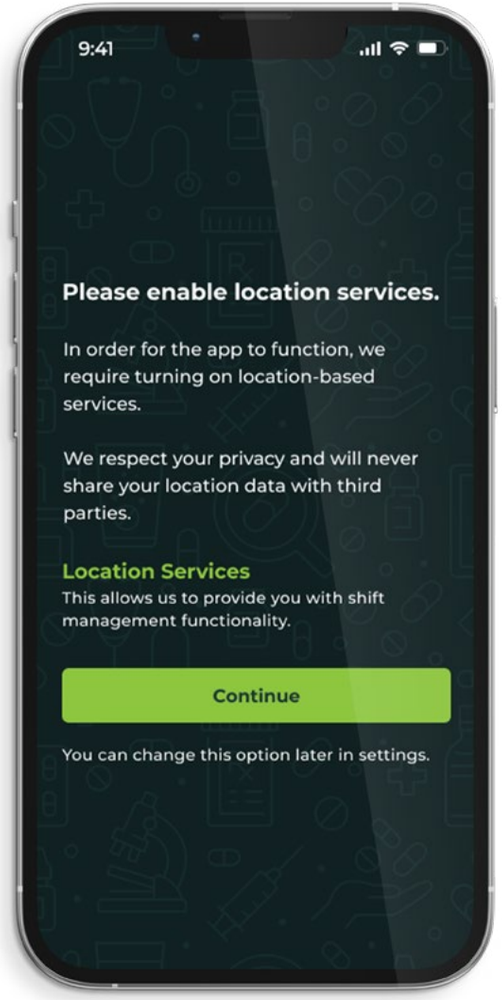
Location services

Location services are required in order to use MAESTRA. Location data allows MAESTRA to provide the best app experience and ensure accurate timekeeping for shifts.

Your privacy is important to us. Your location is only visible to MAS staff when you clock in and/or out of a shift. We will never share your location data with third parties.



If you select the option to not allow MAESTRA to track your location, you will need to open your device settings to allow location tracking before you can use the app.



Welcome to MAESTRA

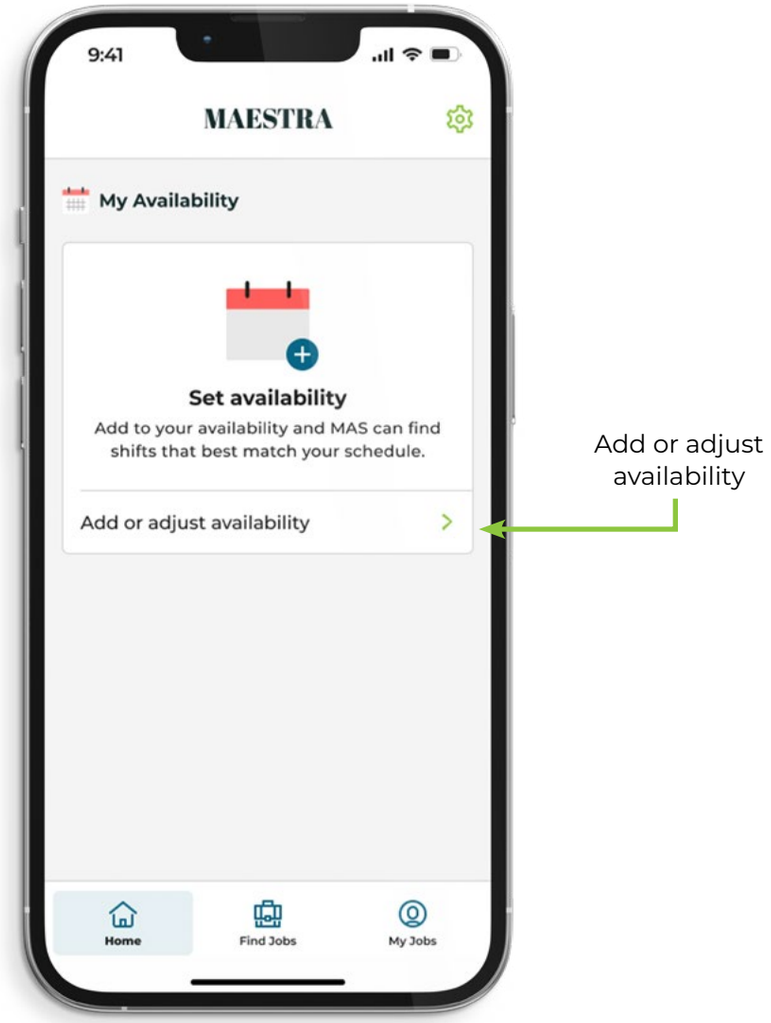
Exciting new features

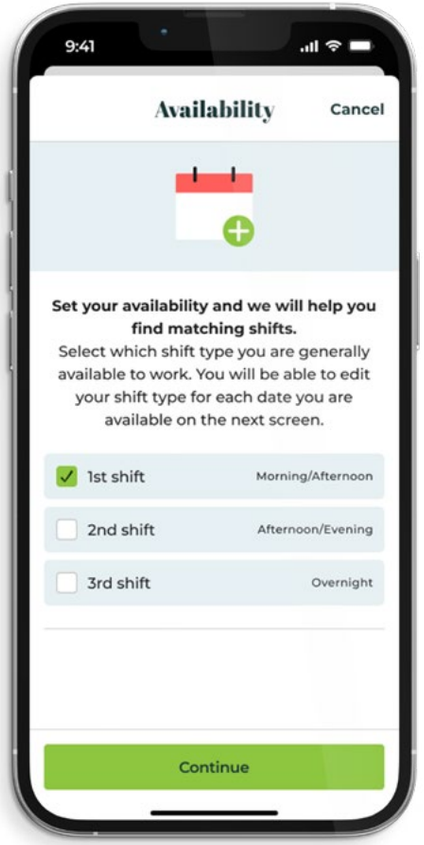
- See more shifts in your area, with access to our full marketplace of opportunities.
- Use powerful filters to find the work that meets your needs, learn more about a facility before requesting a shift, and check driving direction to ensure you'll be there on time.
- Request multiple shifts for the same day and time slot to ensure that you get the schedule you want.

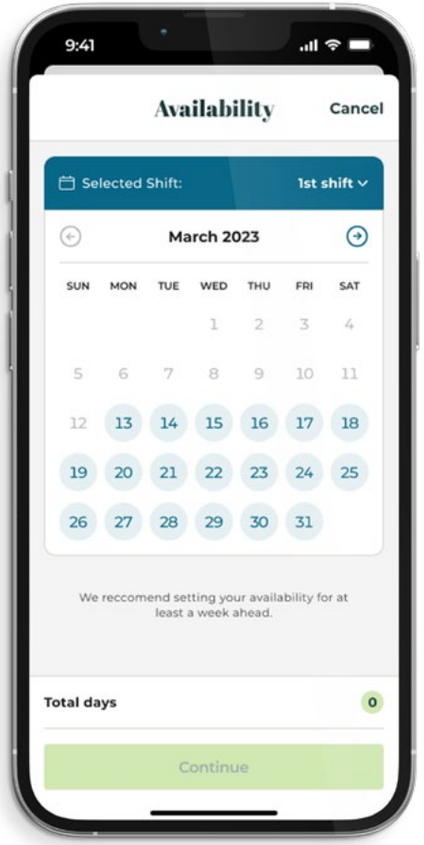
Setting availability

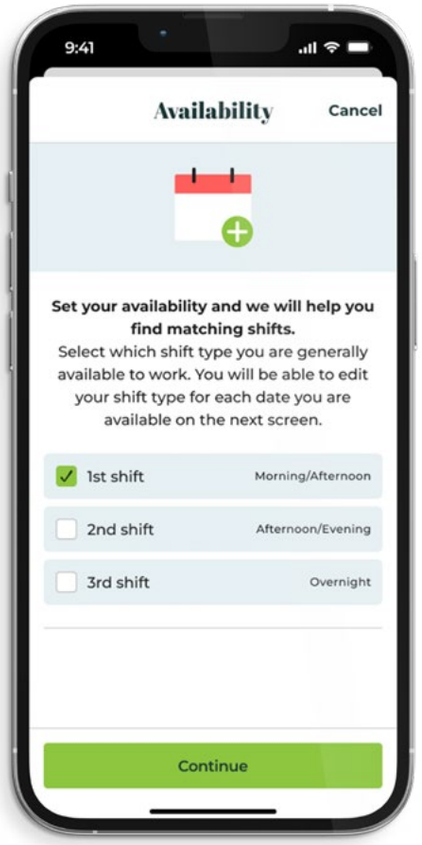
Your first order of business in the MAESTRA app is to provide your availability. Providing your availability will not only help the MAS team match you with open shifts, but it will allow you to filter on shifts in the app that match your availability.

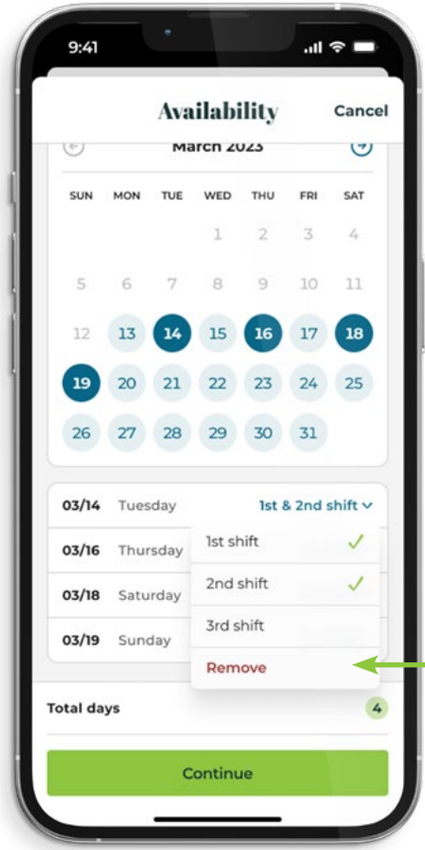
1. To set your availability, select “Add or adjust availability.”
2. Select the time of day you are generally available to work.
3. Use the calendar to select the days you are available to work.
4. Feel free to edit the time of day as you add your availability by selecting the shift number drop-down.
5. Submit your availability and get ready to be matched with shifts that meet your needs.




9:41
Availability
Cancel
Set your availability and we will help you find matching shifts.
Select which shift type you are generally available to work. You will be able to edit your shift type for each date you are available on the next screen.
1st shift
Morning/Afternoon
2nd shift
Afternoon/Evening
3rd shift
Overnight
Continue


9:41
Availability
Cancel
Selected Shift:
1st shift
March 2023
SUN MON TUE WED THU FRI SAT
We reccomend setting your availability for at least a week ahead.
Total days
0
Continue


9:41
Availability
Cancel
Set your availability and we will help you find matching shifts.
Select which shift type you are generally available to work. You will be able to edit your shift type for each date you are available on the next screen.
1st shift
Morning/Afternoon
2nd shift
Afternoon/Evening
3rd shift
Overnight
Continue


9:41
Availability
Cancel
March 2023
SUN MON TUE WED THU FRI SAT
03/14 Tuesday
1st & 2nd shift
03/16 Thursday
1st shift
03/18 Saturday
2nd shift
03/19 Sunday
3rd shift
Remove
Total days
4
Continue
Remove

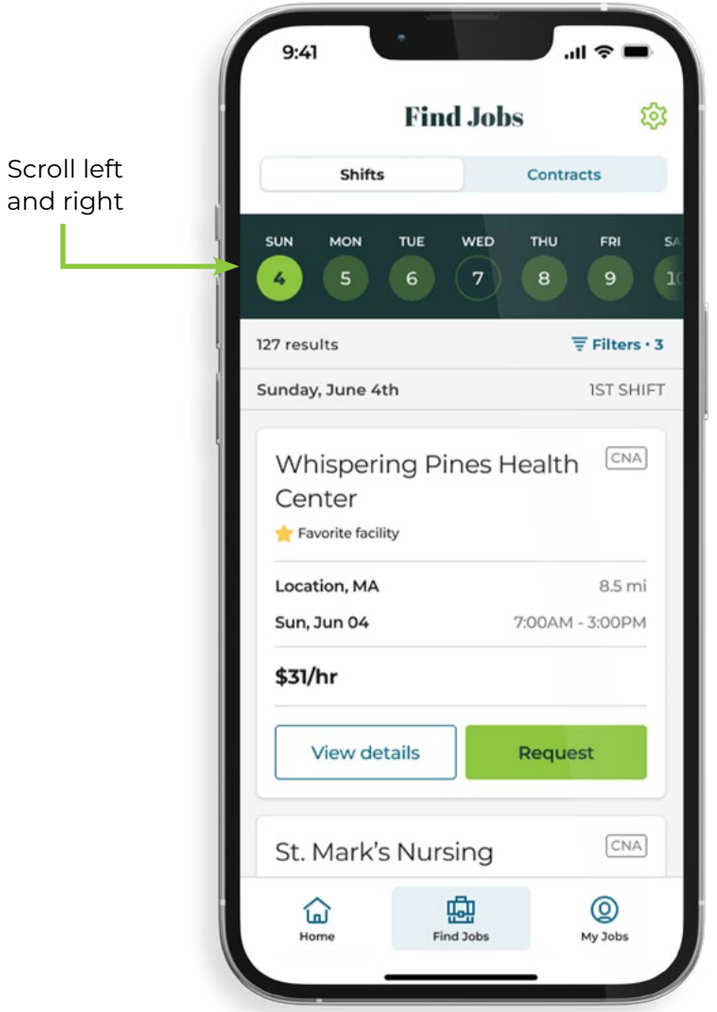
Find Jobs

Finding open shifts that are near you and match your availability has never been so fast and easy.

Find Jobs

Welcome to the new and improved MAESTRA shift and contract marketplace. The “Find Jobs” tab is your one-stop-shop for finding and requesting shifts, as well as browsing our open contract jobs.

To find a shift on a day you are available, scroll the calendar at the top of the page to find your desired date and click to select. Once selected, browse shifts near you.



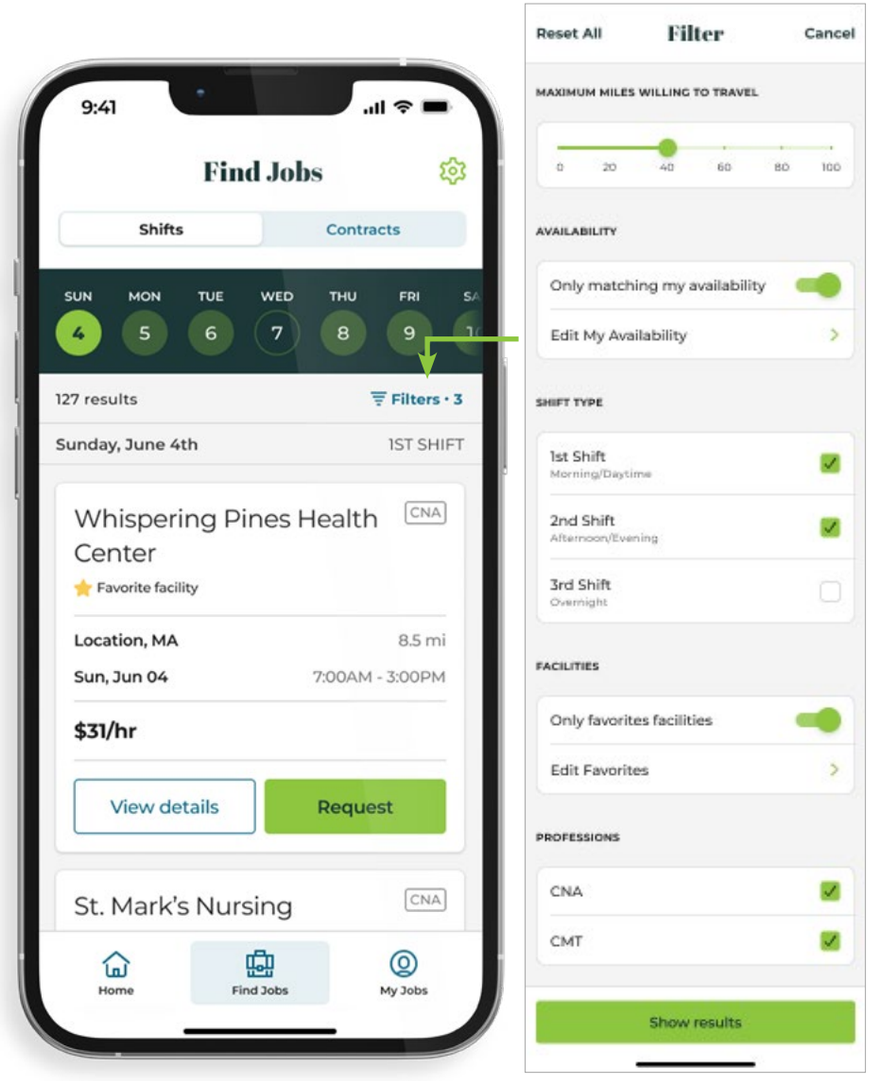
Filtering shifts

Customize your list through our sort and filter features.

Sort by shifts closest to farthest from your home and by pay rate.

Increase the range of open shifts from your home by updating your maximum miles willing to travel to a shift.

Filter on shifts that match your availability, shifts at your favorite facilities, shifts during a specific shift slot, and more!

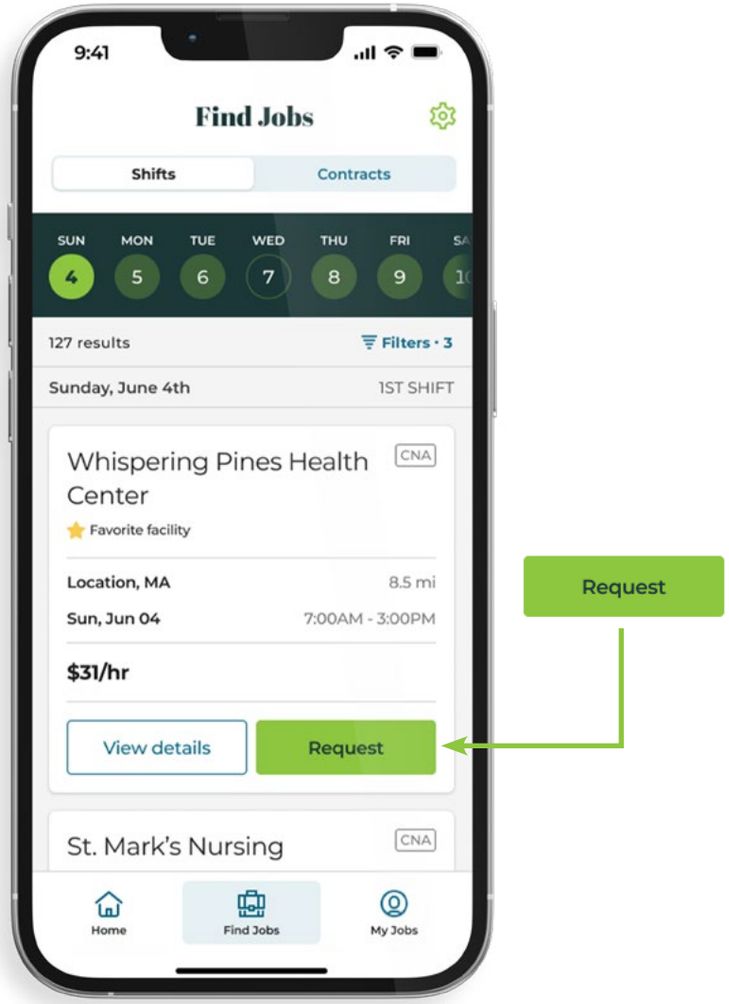


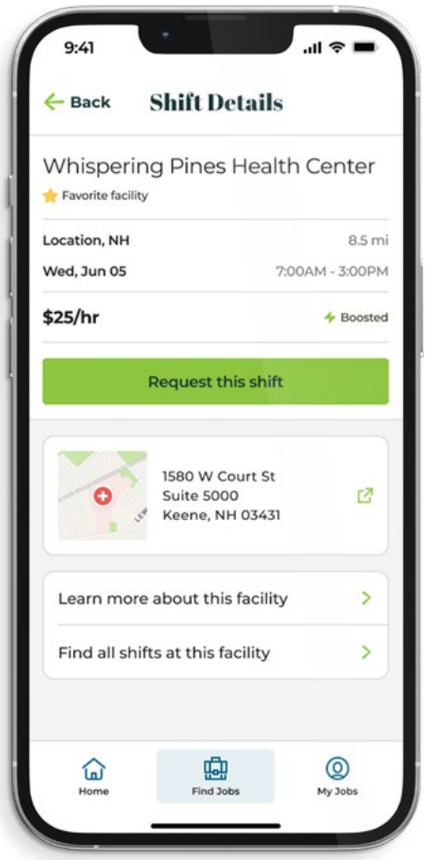
Requesting a shift

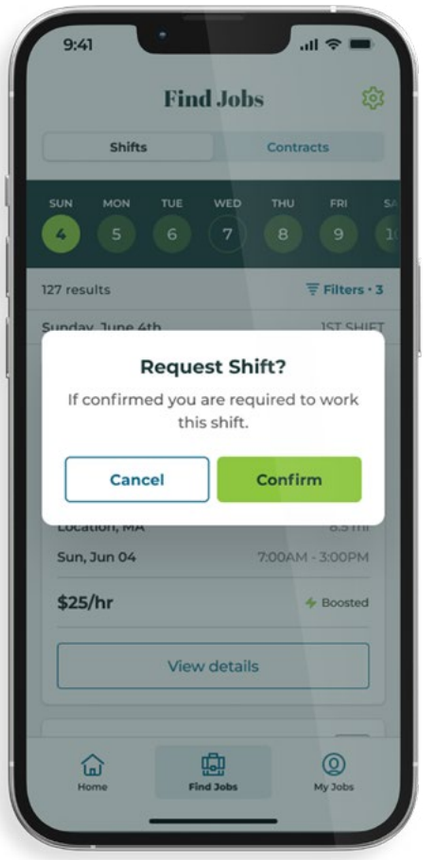
The Find Jobs tab in MAESTRA allows you to request shifts directly on each shift card, or click view details to learn more about an individual shift before requesting it.

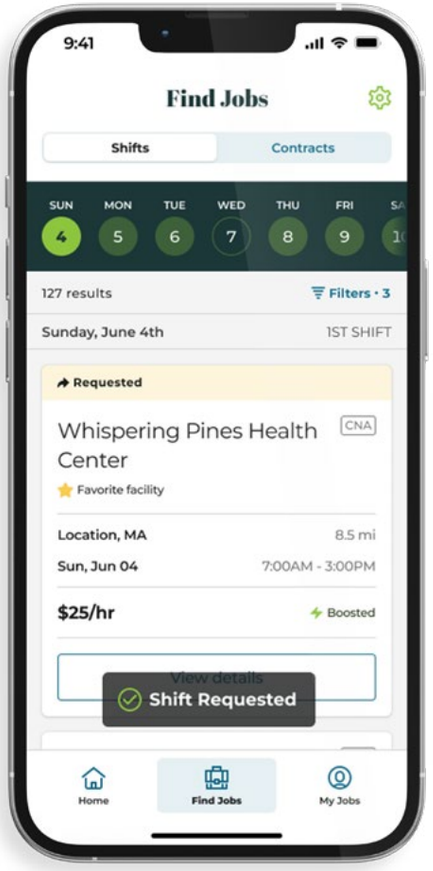
1. Click the “Request” button in the shift card
2. Confirm that you want to request the shift

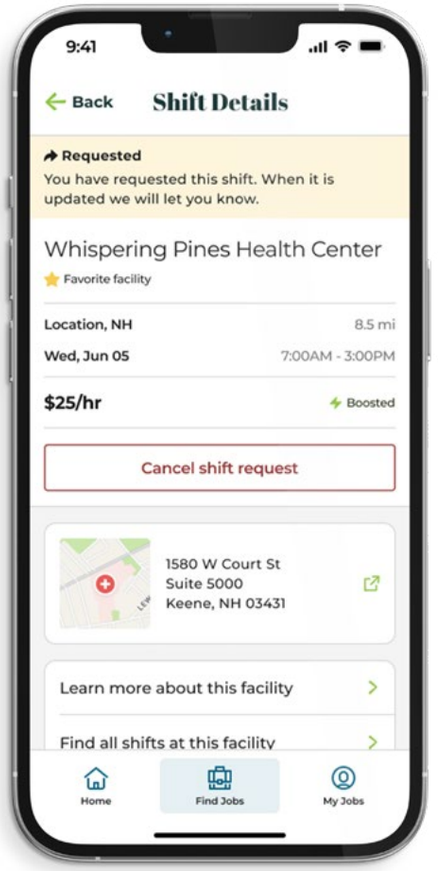
You will be able to see what shifts you have requested quickly by the shift status at the top of each card. You can also see the status of each request within the details of each shift.




9:41
Back
Shift Details
Whispering Pines Health Center
Favorite facility
Location, NH
8.5 mi
Wed, Jun 05
7:00AM - 3:00PM
$25/hr
Boosted
Request this shift
1580 W Court St
Suite 5000
Keene, NH 03431
Learn more about this facility
Find all shifts at this facility
Home
Find Jobs
My Jobs


9:41
Find Jobs
Shifts
Contracts
SUN MON TUE WED THU FRI
4 5 6 7 8 9
127 results
Filters • 3
Request Shift?
If confirmed you are required to work this shift.
Cancel
Confirm
Sun, Jun 04
7:00AM - 3:00PM
$25/hr
Boosted
View details
Home
Find Jobs
My Jobs

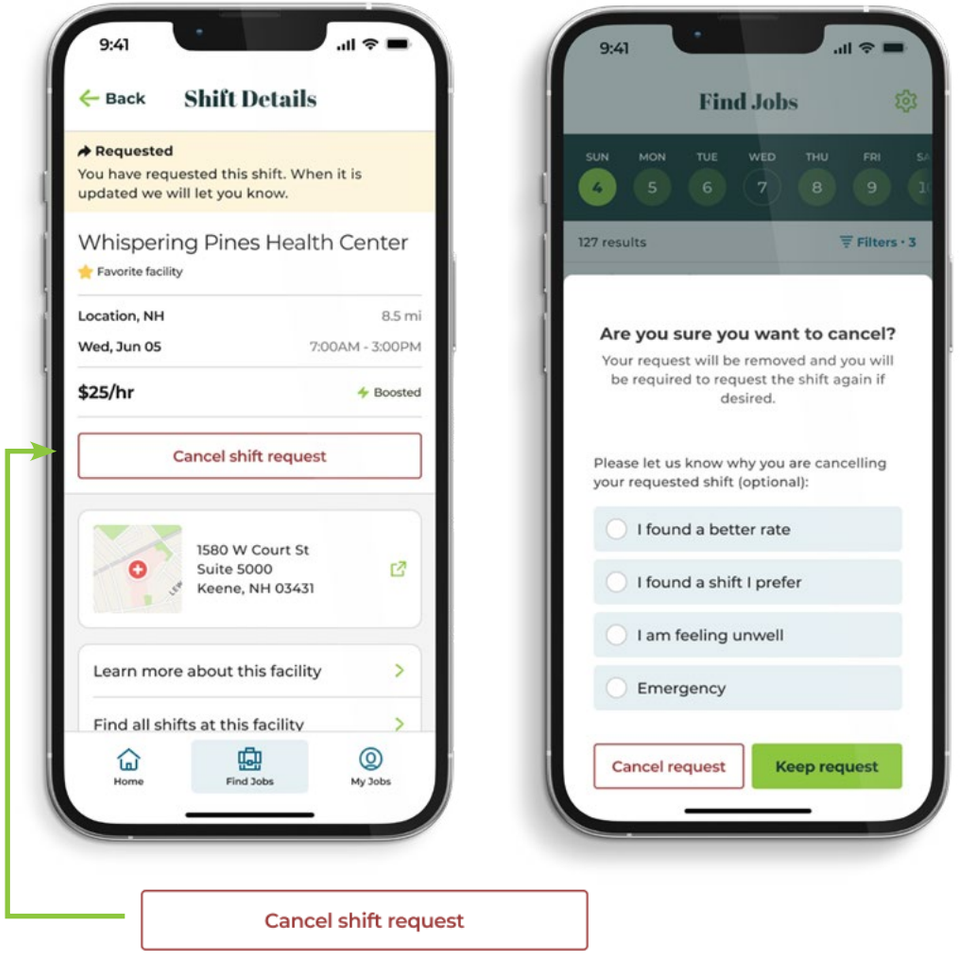

9:41
Find Jobs
Shifts
Contracts
SUN MON TUE WED THU FRI
4 5 6 7 8 9
127 results
Filters • 3
Sunday, June 4th
1ST SHIFT
Requested
Whispering Pines Health Center
CNA
Favorite facility
Location, MA
8.5 mi
Sun, Jun 04
7:00AM - 3:00PM
$25/hr
Boosted
View details
Shift Requested
Home
Find Jobs
My Jobs


9:41
Back
Shift Details
Requested
You have requested this shift. When it is updated we will let you know.
Whispering Pines Health Center
Favorite facility
Location, NH
8.5 mi
Wed, Jun 05
7:00AM - 3:00PM
$25/hr
Boosted
Cancel shift request
1580 W Court St
Suite 5000
Keene, NH 03431
Learn more about this facility
Find all shifts at this facility
Home
Find Jobs
My Jobs

Canceling a shift request

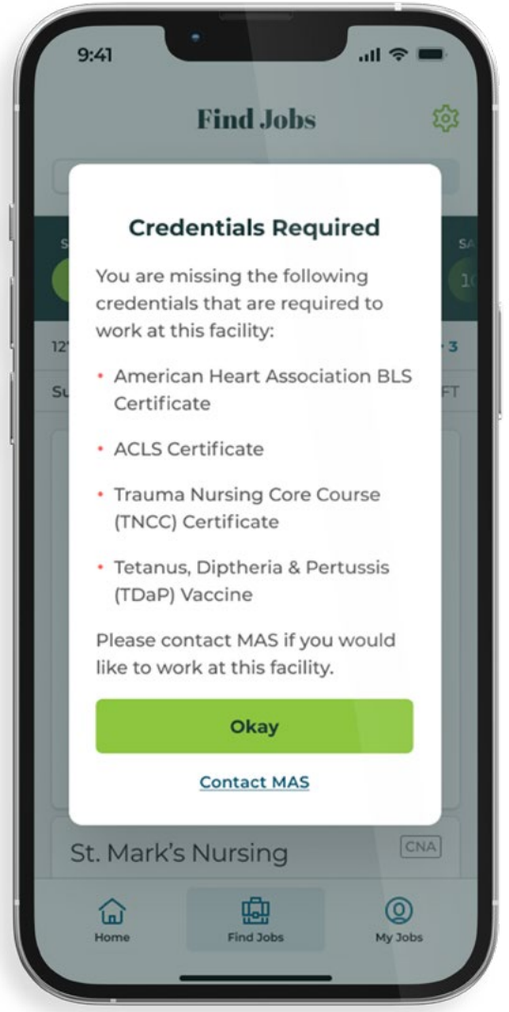
Does the shift you requested no longer work with your schedule? Not a problem! You can cancel a shift request in the app as long as you have not been approved to work already by the facility.

To cancel a request, click the shift details of your requested shift. Select “Cancel Shift Request” and provide the reason why you are canceling the shift before confirming the cancel-lation.



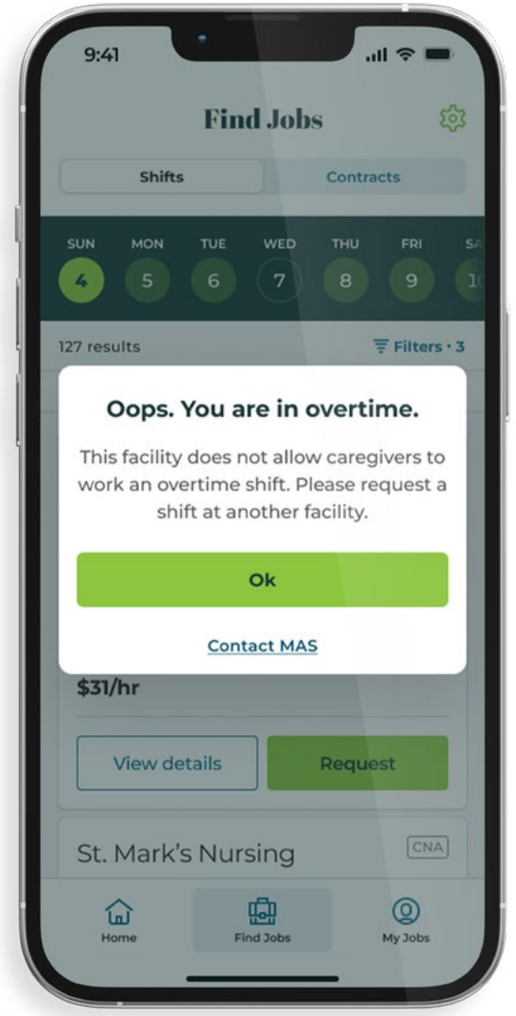
Compliance check notice

If you request a shift for a facility that requires extra credentials, you will see a notice that states which credentials are needed to work at that facility. Please contact your MAS scheduler to start the credentialing process for any additional credentials needed.



Overtime notice

If you are scheduled to be in overtime for the week and you request a shift at a facility that does not allow overtime shifts, you will see a notice. Please select a shift at a different facility or contact your MAS scheduler with any questions.

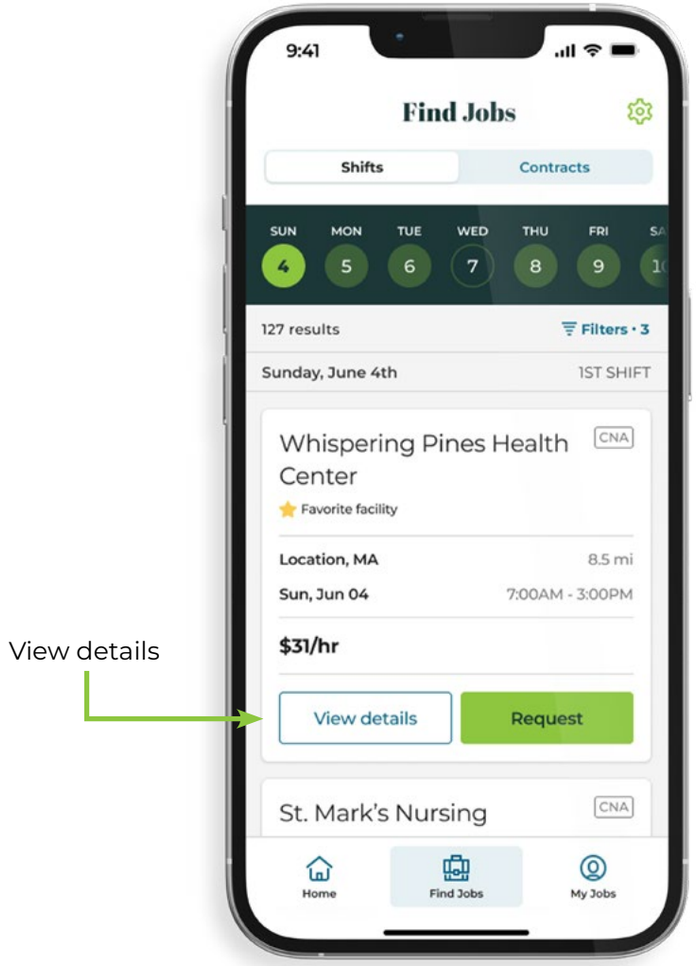


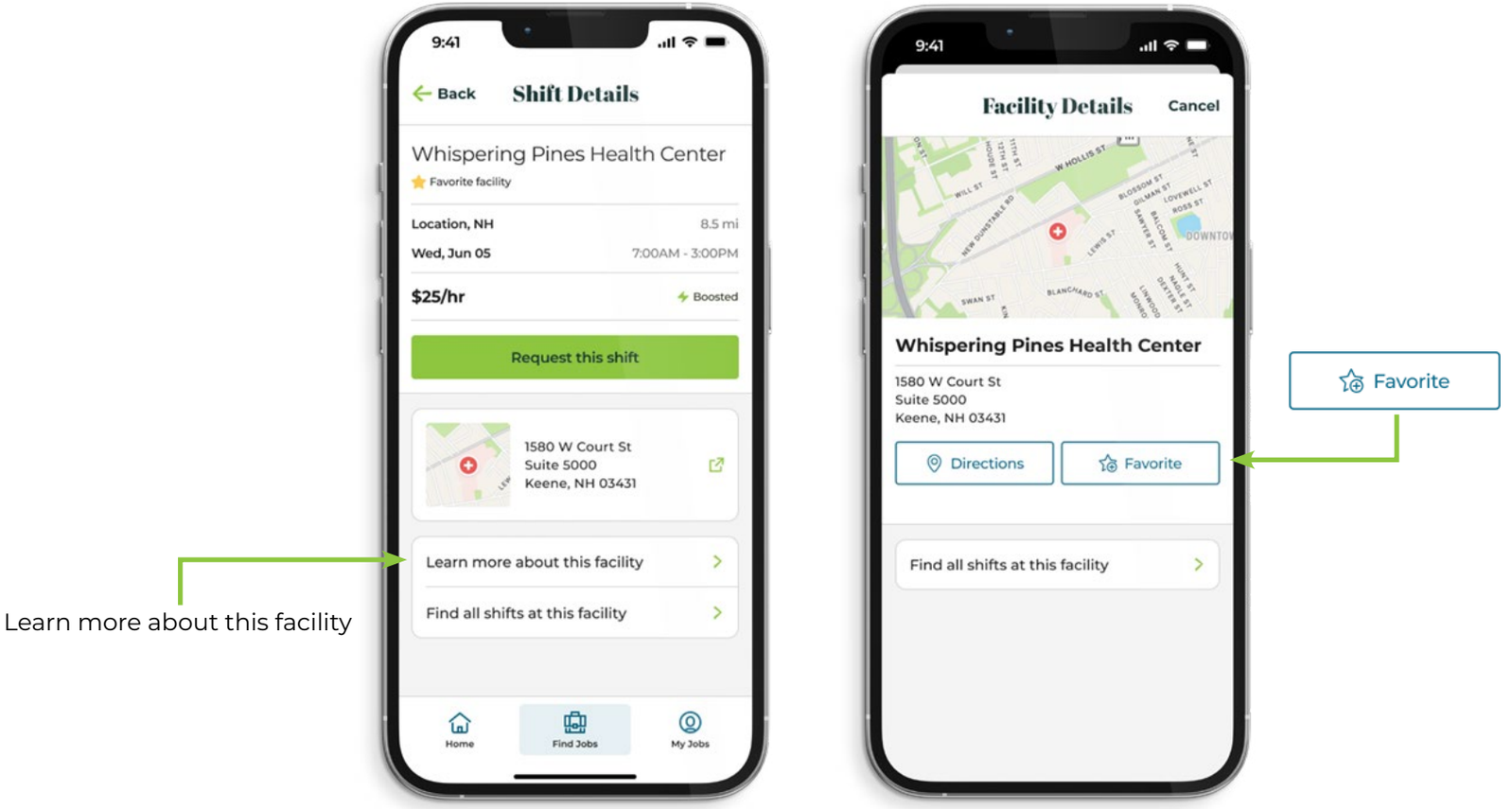
Adding a favorite facility

Have a facility you enjoyed working with? Add them to your favorites list to filter on shifts at that facility in the future.

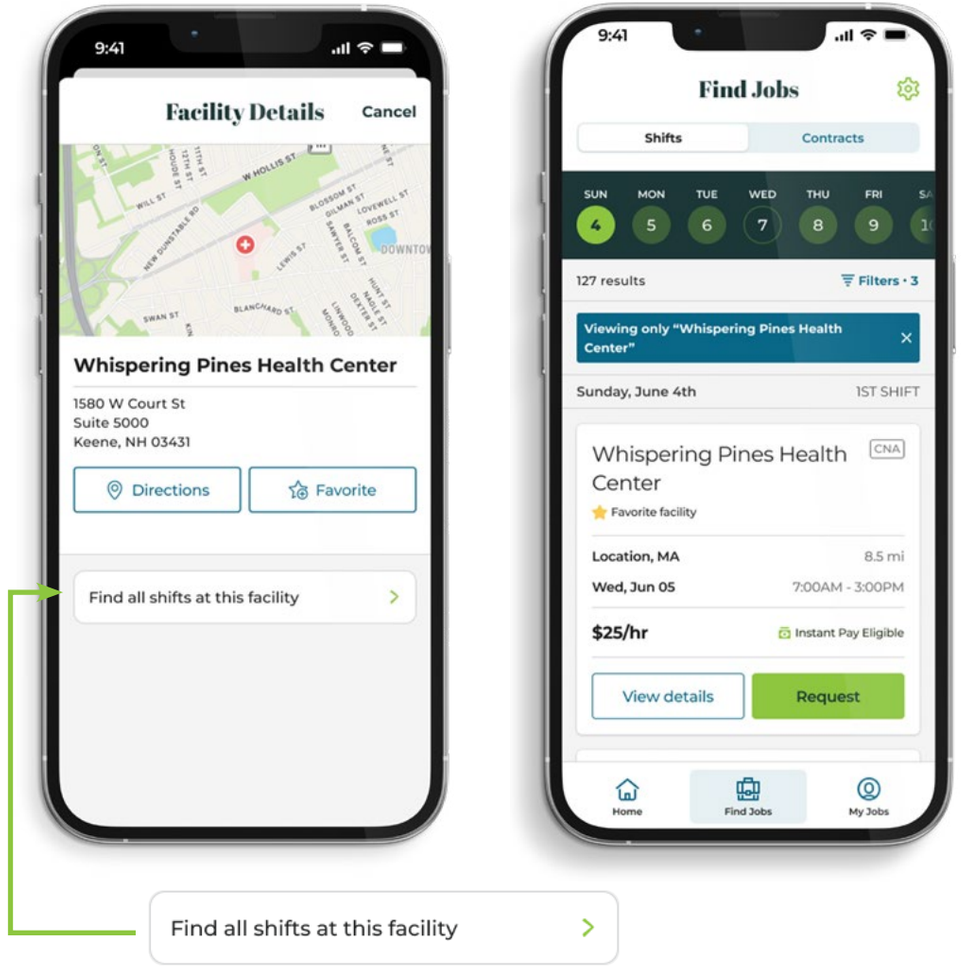
To add a facility to your favorites, click the view details button on any shift card.

Click “Learn more about this facility” in the Shift Details screen. Facility Details will then appear, click the “Favorite” button to add the facility to your Favorite facilities list. View the settings section for details on how to manage your favorite facilities.



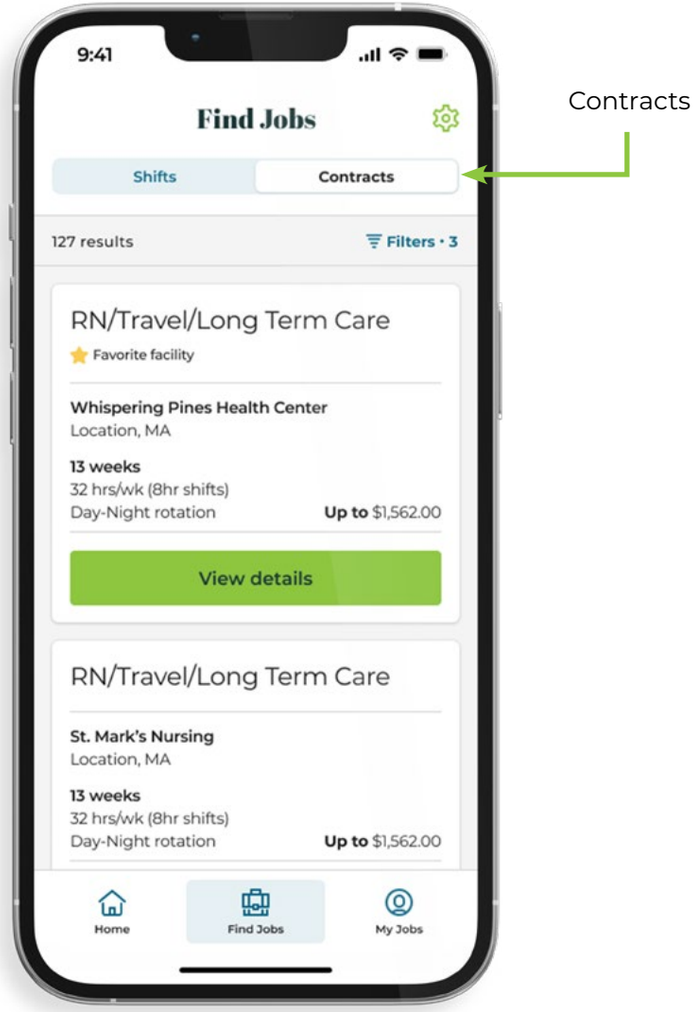

9:41
Back
Shift Details
Whispering Pines Health Center
Favorite facility
Location, NH
8.5 mi
Wed, Jun 05
7:00AM - 3:00PM
$25/hr
Boosted
Request this shift
1580 W Court St
Suite 5000
Keene, NH 03431
Learn more about this facility
Find all shifts at this facility
Home
Find Jobs
My Jobs
Learn more about this facility
9:41
Facility Details
Cancel
Whispering Pines Health Center
1580 W Court St
Suite 5000
Keene, NH 03431
Directions
Favorite
Find all shifts at this facility
Favorite

In addition, select to view all shifts at the selected facility to create a custom filter on the Find Jobs page.



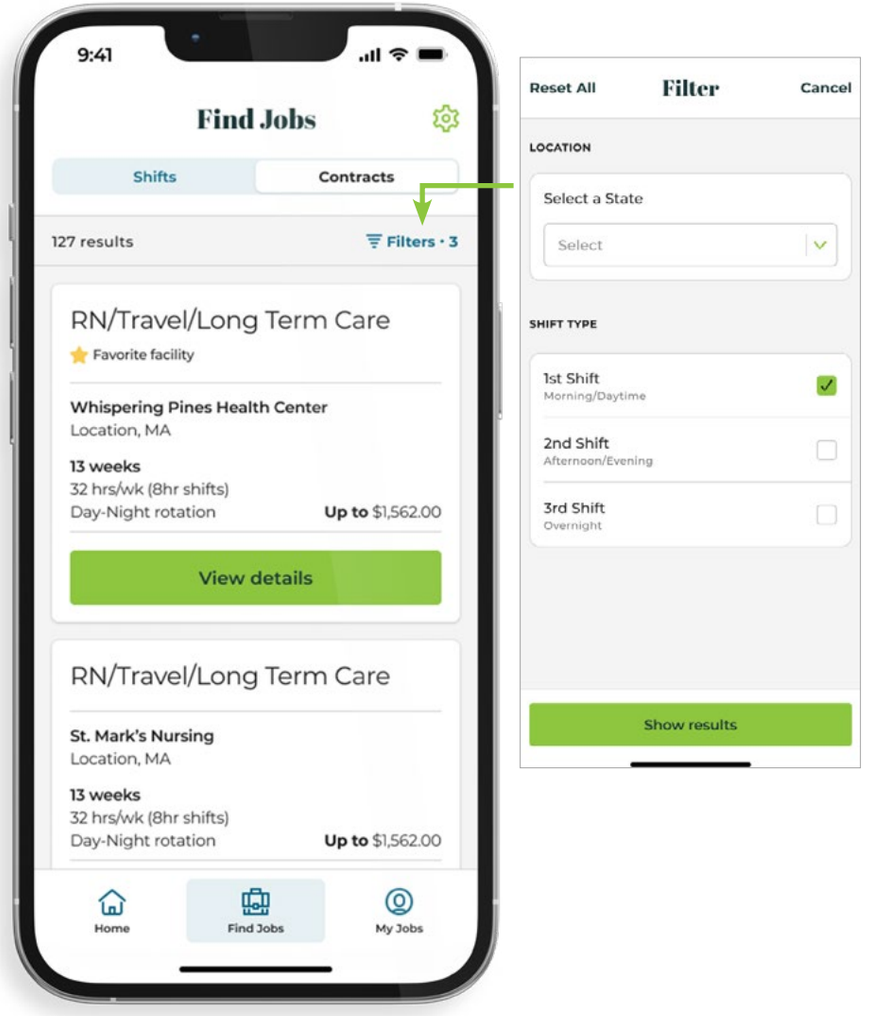
Find contracts

Along with browsing shifts, you can now browse open contract jobs by selecting the “Contracts” tab.



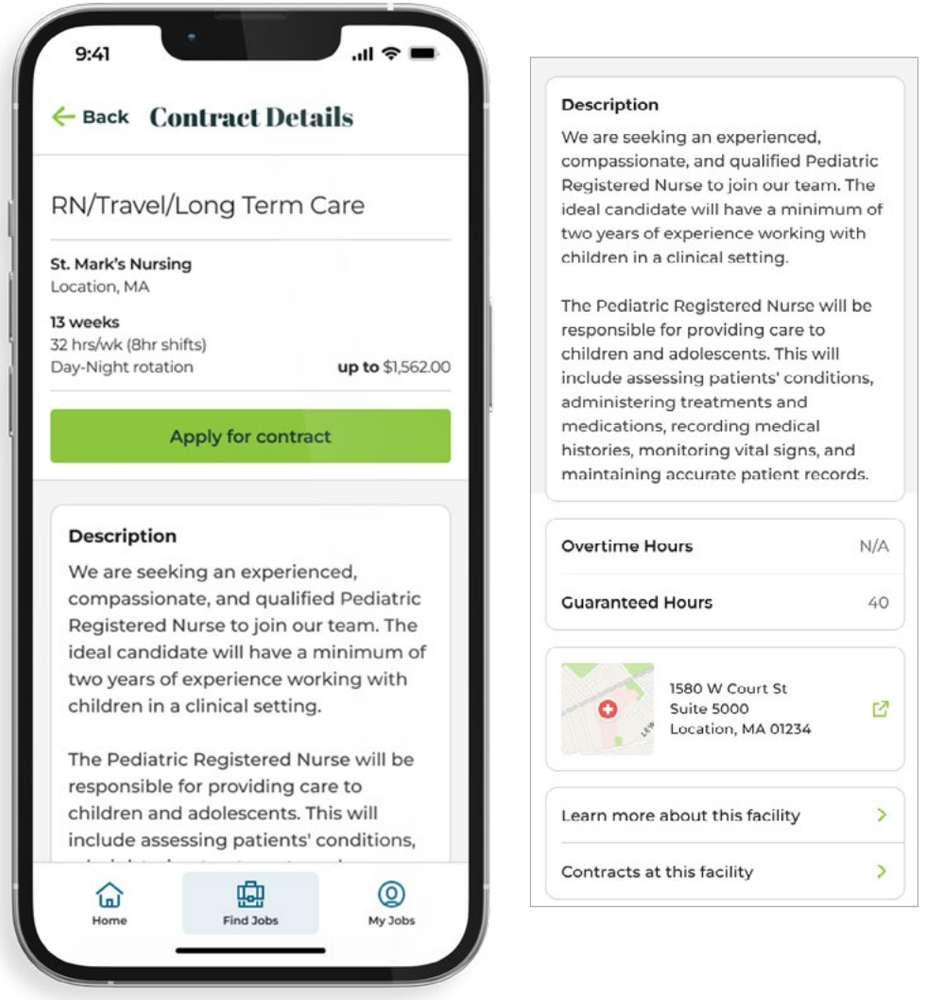
Filtering contracts

Customize your list by selecting the Filters link. Filter by the state(s) where you are interested in working and the shift time. Select show results to see an updated list of contracts that meet your preferences.



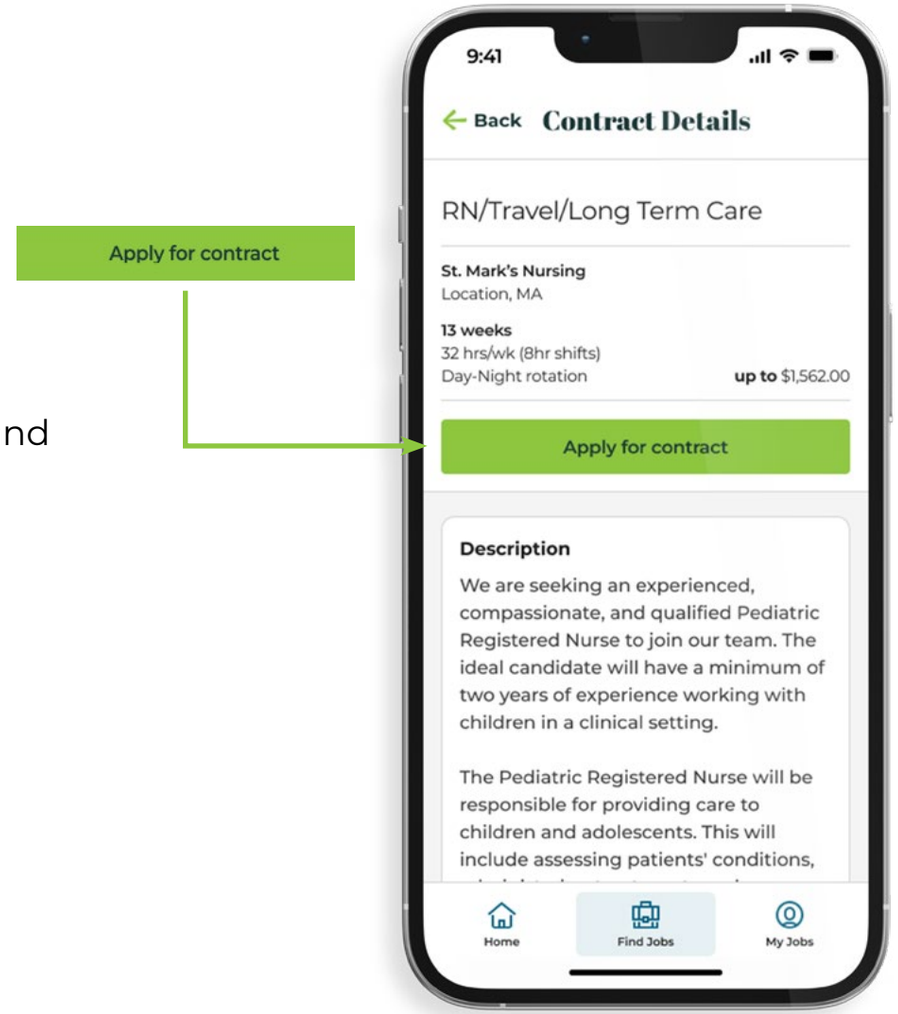
Contract details

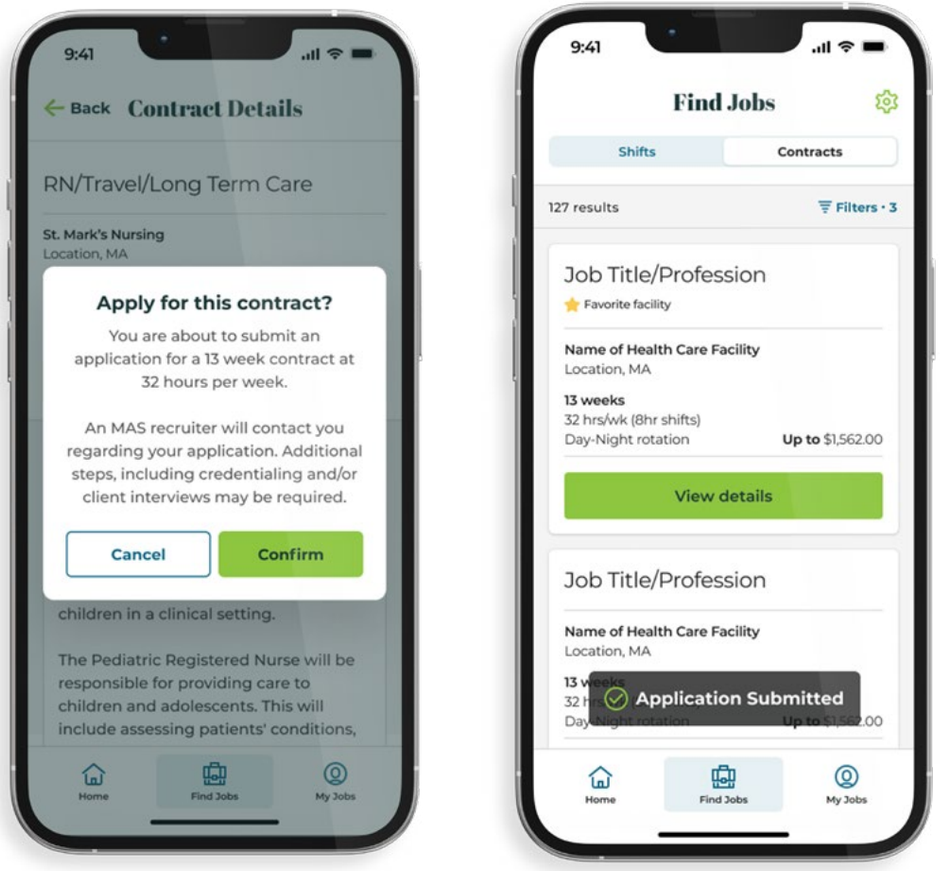
Click the View Details button to learn about the length of the contract, hours per week, shift type, rate of pay, facility address, and more.



Requesting a contract

On the Contracts details page, you can apply for a contract with a click of a button. Simply select “Apply for Contract” and confirm your selection.



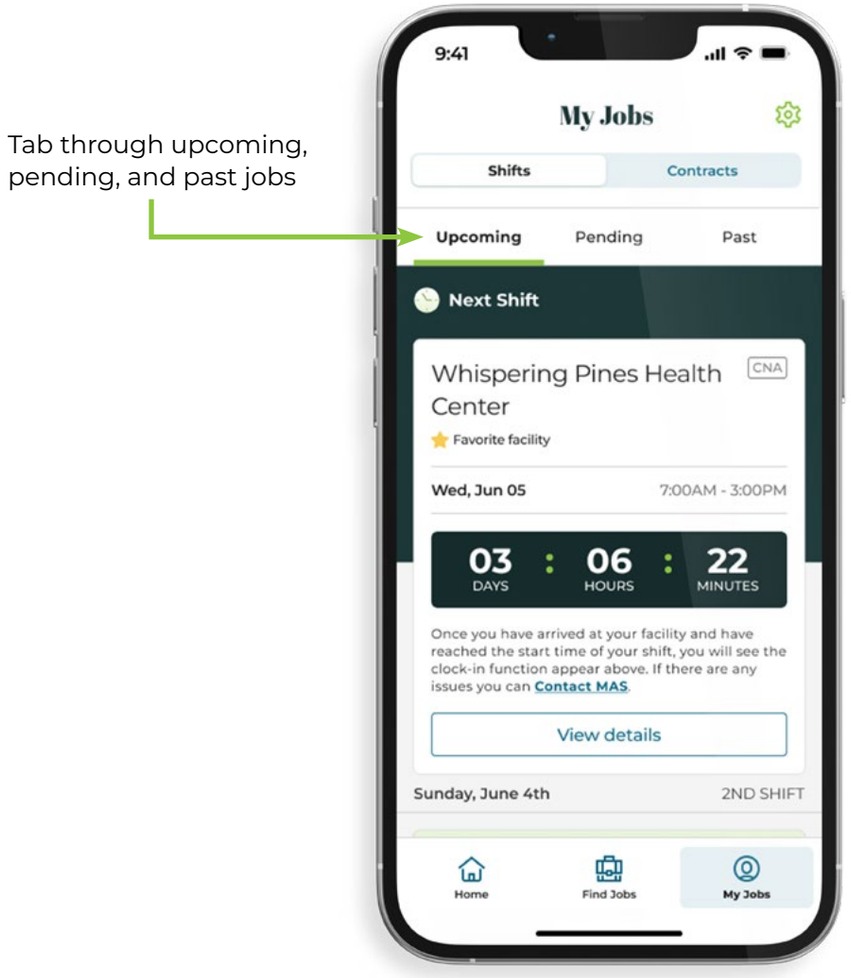

9:41
Back
Contract Details
RN/Travel/Long Term Care
St. Mark's Nursing
Location, MA
Apply for this contract?
You are about to submit an application for a 13 week contract at 32 hours per week.
An MAS recruiter will contact you regarding your application. Additional steps, including credentialing and/or client interviews may be required.
Cancel
Confirm
children in a clinical setting.
The Pediatric Registered Nurse will be responsible for providing care to children and adolescents. This will include assessing patients' conditions,
Home
Find Jobs
My Jobs
9:41
Find Jobs
Shifts
Contracts
127 results
Filters • 3
Job Title/Profession
Favorite facility
Name of Health Care Facility
Location, MA
13 weeks
32 hrs/wk (8hr shifts)
Day-Night rotation
Up to $1,562.00
View details
Job Title/Profession
Name of Health Care Facility
Location, MA
Application Submitted
Home
Find Jobs
My Jobs

My Jobs

Ready to work? My Jobs lets you manage your upcoming, pending, and past jobs with ease.

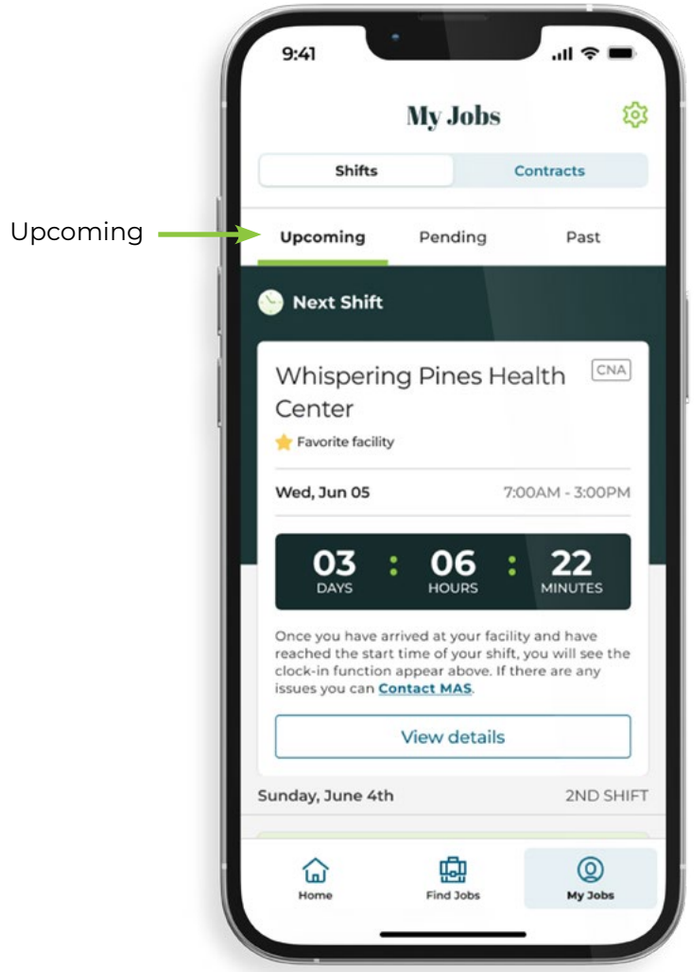
My Jobs

To view and manage all of your shifts, click the “My Jobs” tab at the bottom of the screen. Once you are in the My Jobs section, you can tab between the following sections; Upcoming, Pending, and Past shifts.



Upcoming jobs

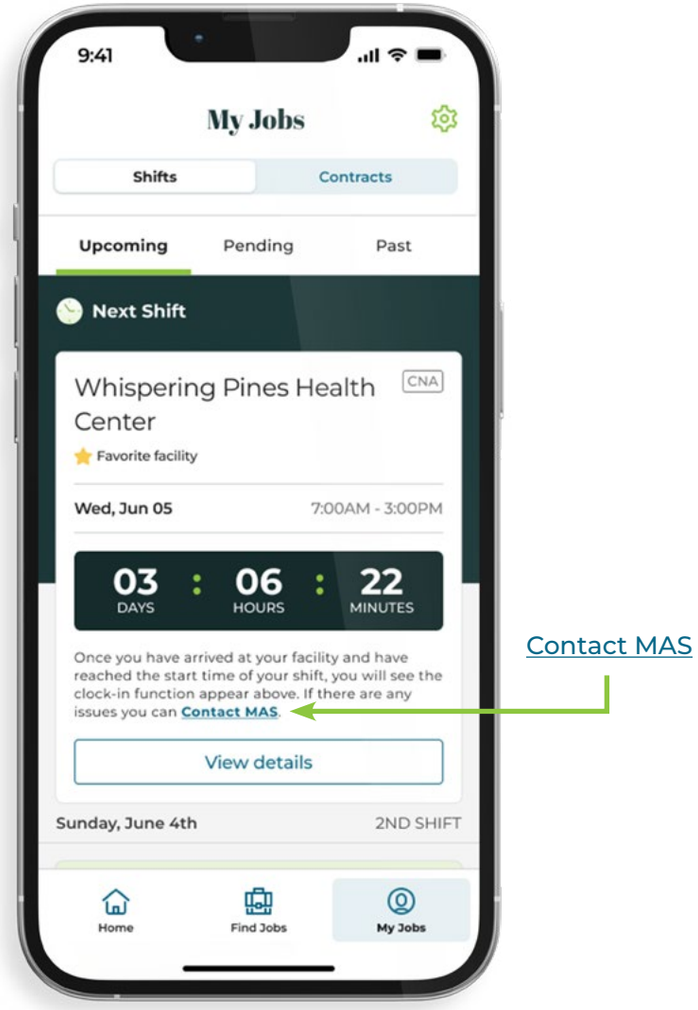
The Upcoming tab includes all approved shifts you are scheduled to work. Shifts in this tab will include an Approved green banner at the top of the shift card, indicating that you are scheduled for that shift.



Upcoming shift

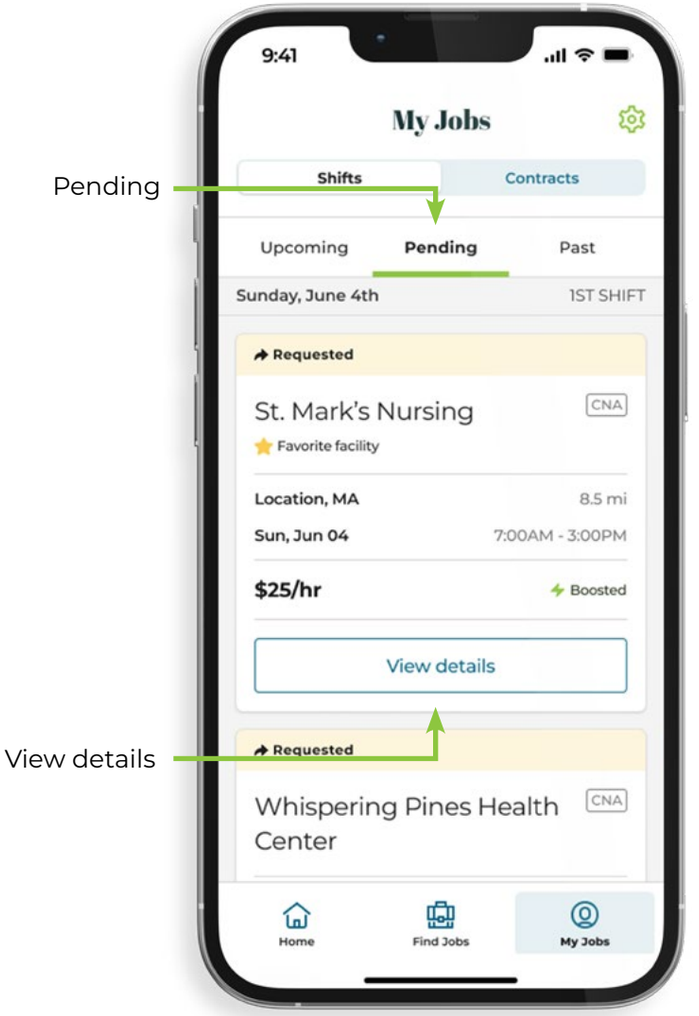
Your next approved shift will always appear at the top of the Upcoming tab, with a timer counting down to your scheduled clock-in time.

If you encounter issues on the day of your shift, you can click the Contact MAS link, which will connect you to our main phone line and allow you to speak with your scheduler.



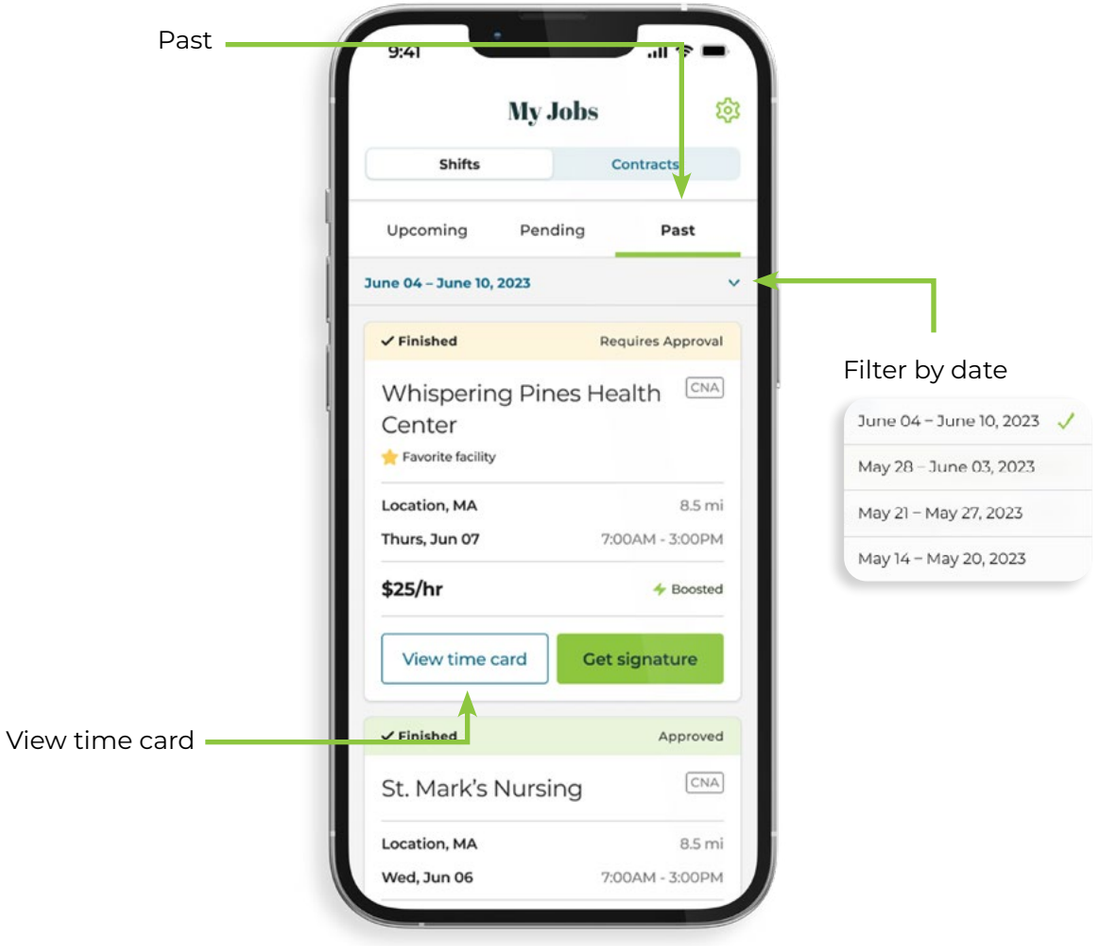
Pending jobs

View all of the jobs you have requested to work under the “Pending” tab in the My Jobs section of the MAESTRA app. You can view details for each individual shift by clicking the View details button.



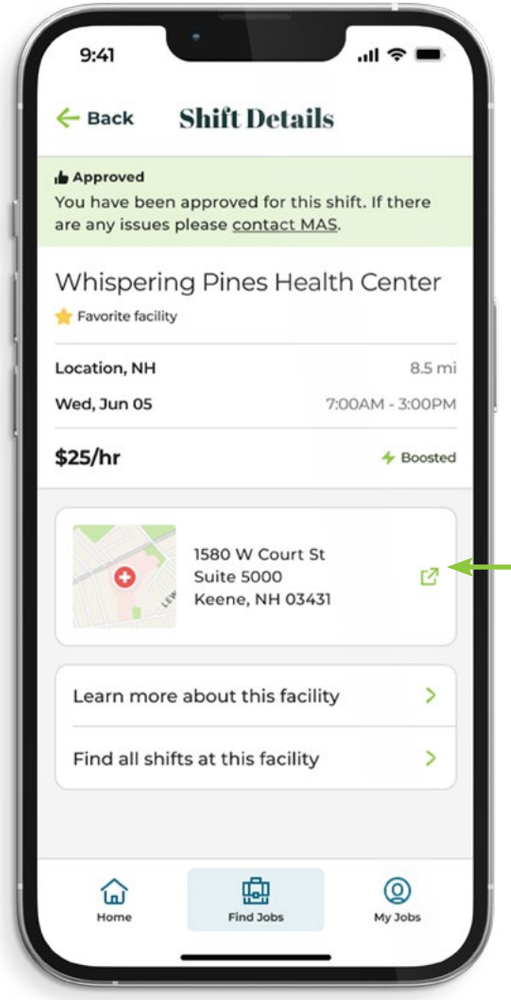
Past jobs

View all of the jobs you have worked in the past under the “Past” tab in the “My Jobs” section of the MAESTRA app. You can view shift details, view your time card and get missing signatures. Select the drop down filter to navigate to different weeks.



Shift details

Click the View details button on any shift under the Upcoming or Pending tab. There you will be able to find the date and time of your shift, the rate you will be paid, the facility's address, more information about the facility and other shifts available to work there.



Working a Shift

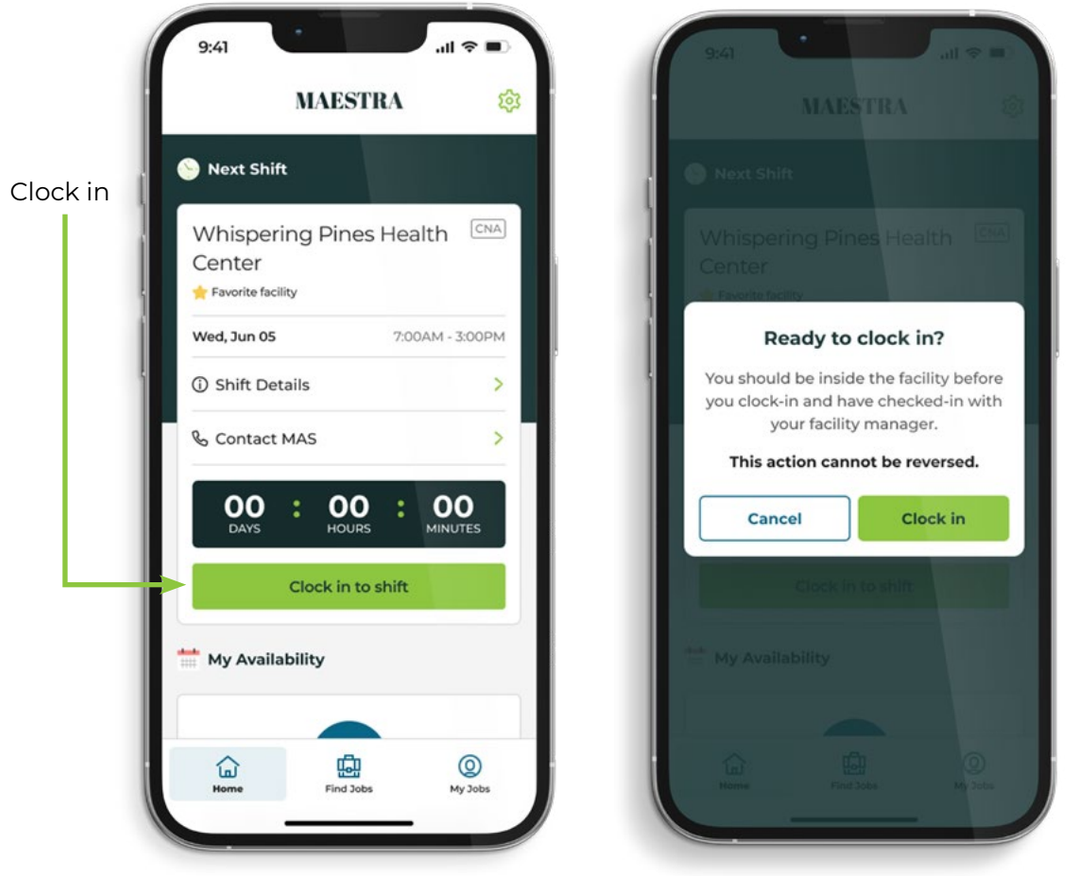
When you're ready to work a shift, MAESTRA is your time-keeping tool. Just open your app, and follow the easy prompts to start working.

Clocking in

On the Home and Upcoming jobs pages, there will be a countdown to your next shift. Once you have reached the scheduled shift time, a “Clock in to shift” button will appear.

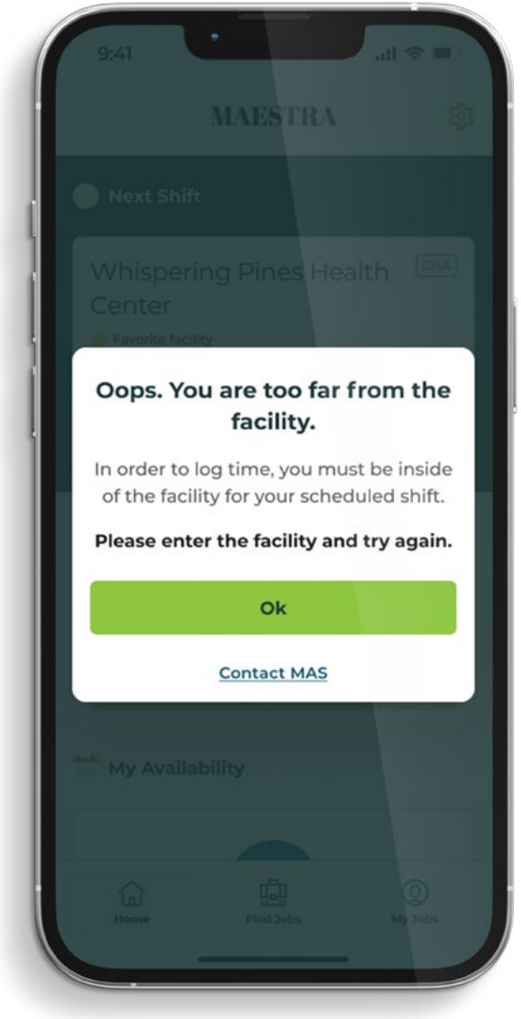
Ensure you are present at the facility and select the clock in button. A confirmation modal will appear to confirm your clock in action.

Once you are clocked in, your home screen will update to show a shift duration timer.



Location services required for logging time

In order to successfully clock in, you must be at the facility with your location services turned on. The app will present an error message if it detects you are not at the facility or do not have your location services turned on. Once you are at the facility, you will be able to clock in.

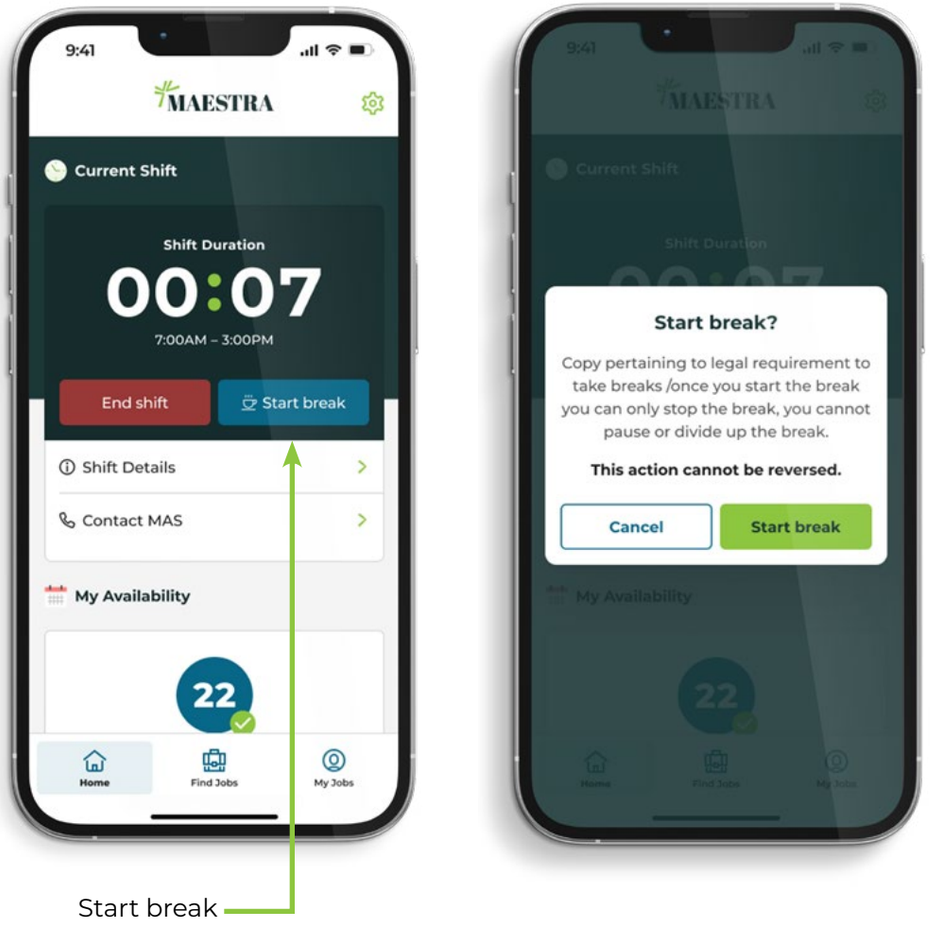


Break

When you go on your break, please select the “Start Break” button to log the duration of your break. Once the break is complete, please select “End Break.”

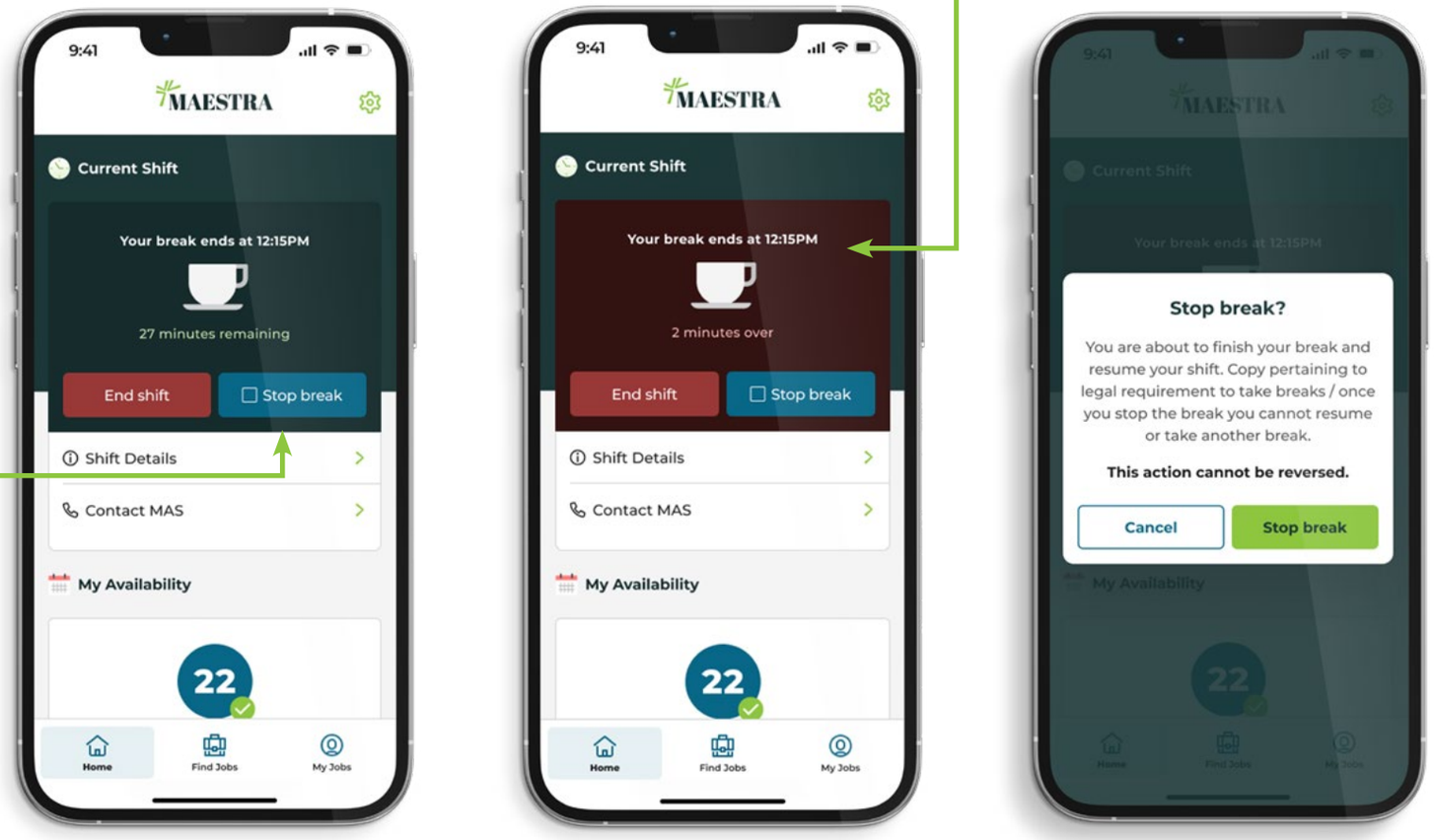
You are required to log accurate break times for all shifts. The easiest way to do this is to use the break timer function at the beginning and the end of your break - we’ll do the math for you!

If you forget to clock in/out of your break, you are able to adjust your break time prior to finalizing your shift, which will be covered later in this guide.



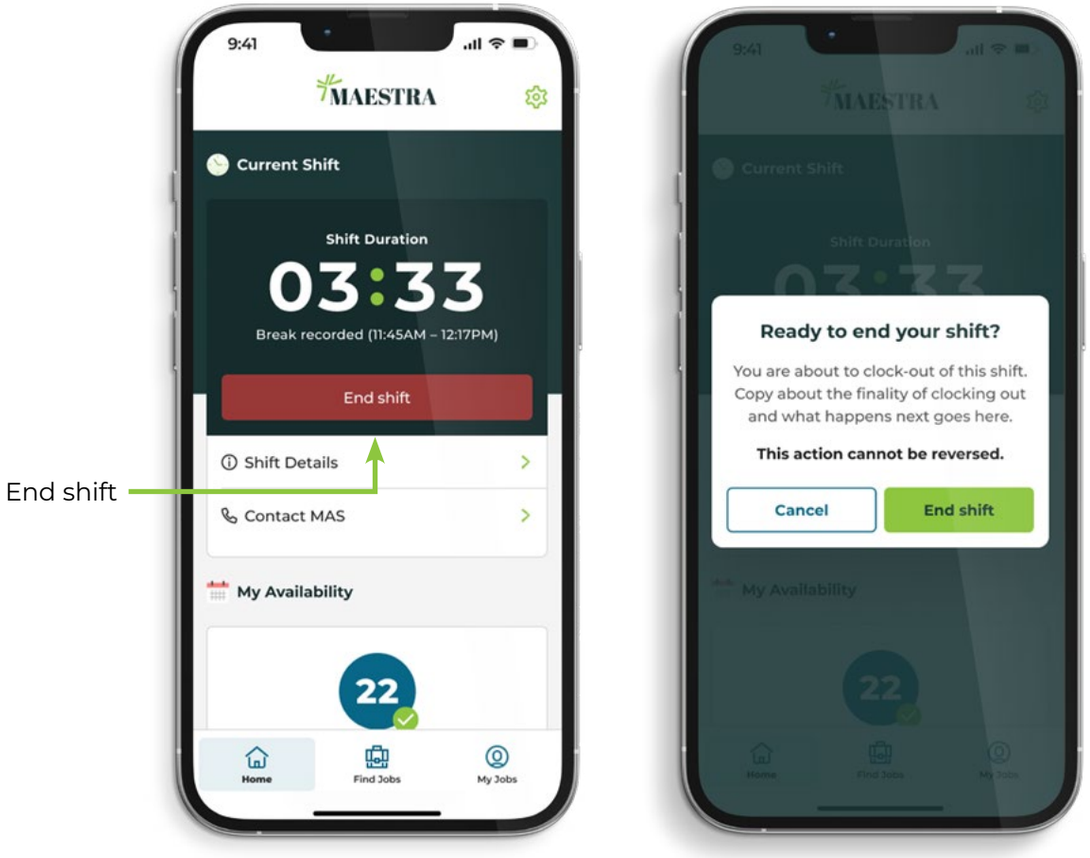
Alert that break is over time limit

Stop break



Clock out

When you are done with your shift, please select End Shift.

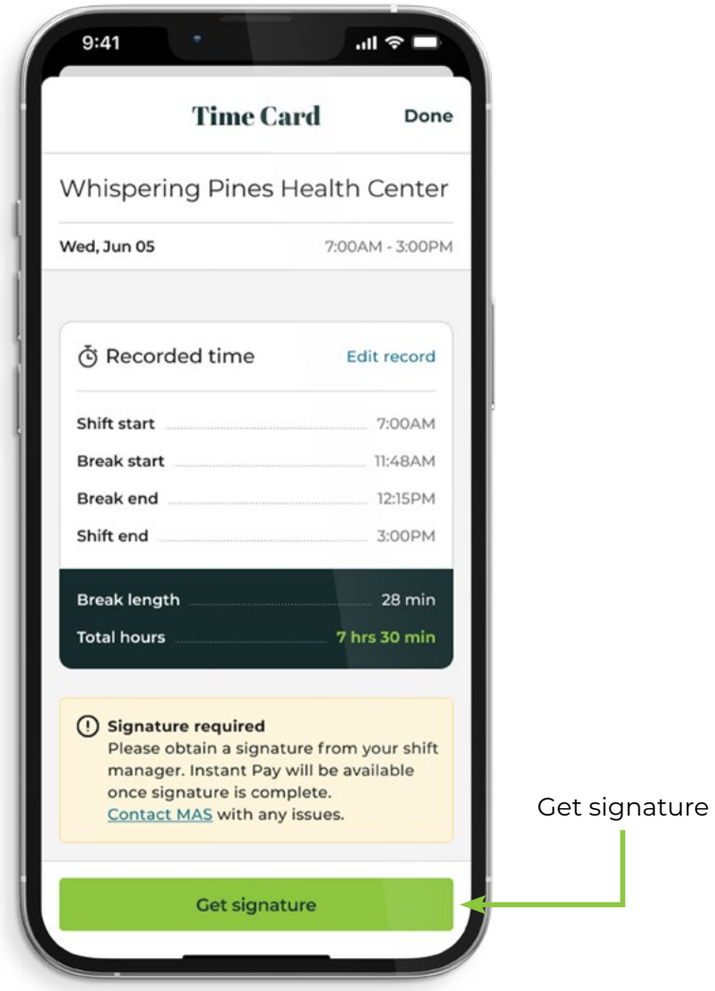


Finish a Shift and Shift Approval

Great work finishing another shift! Review your time card and get it approved by your shift manager for accurate and timely payment.

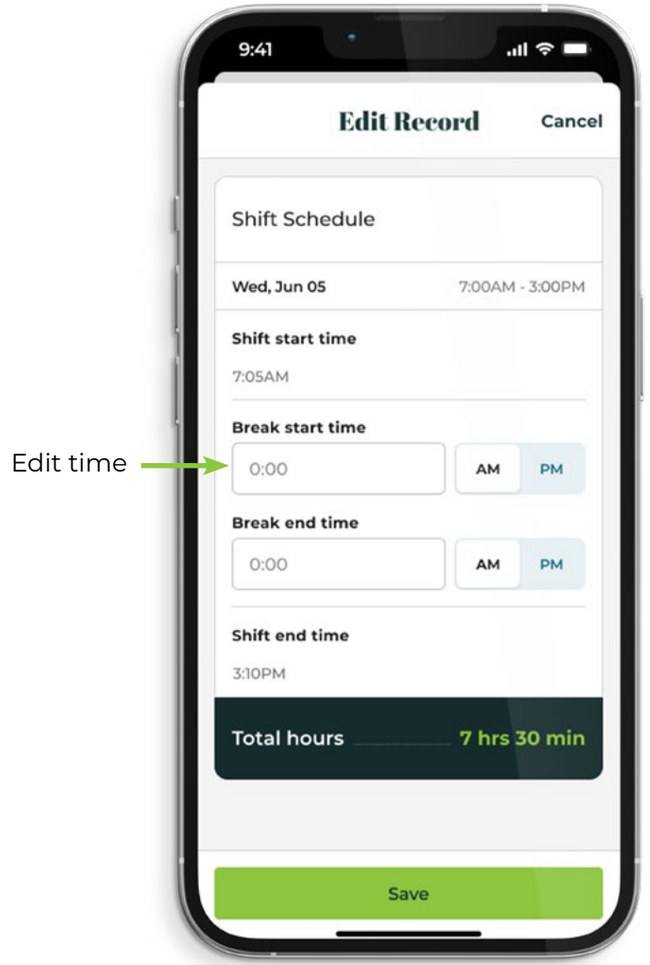
Review time card and edit

After your shift is complete, review your time card to ensure all timekeeping data is accurate.



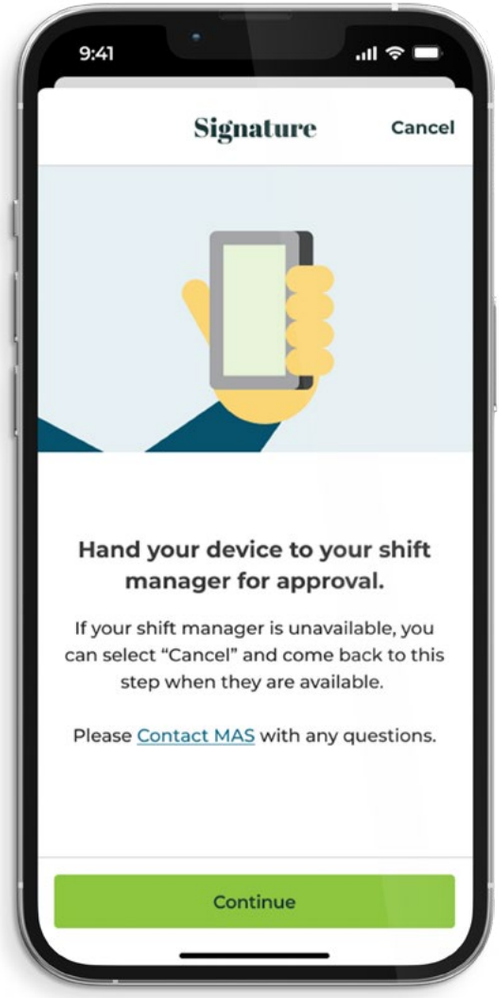
If there are issues with your break time or you are missing a break, select “Edit record” to update the break times.

Your shift start and end times are recorded when you clock in and out within MAESTRA, and can’t be edited within the app. If you need to change your clock-in or clock-out times, please contact your MAS Scheduler to adjust your time prior to getting facility approval.

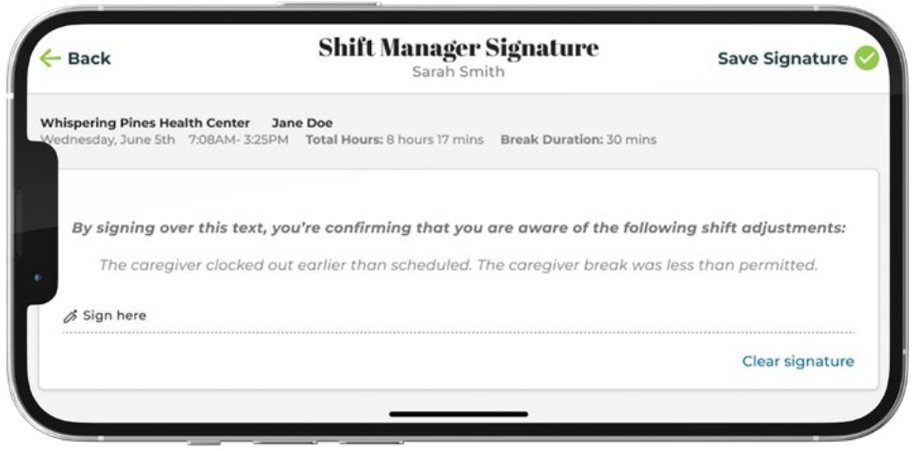


Once you have verified your shift times are correct, please select “Get Signature” and hand your mobile device to your shift manager for signature.

The shift manager is required to enter in their name and review the shift timekeeping data before signing. Once they have approved, they can add their signature and submit.



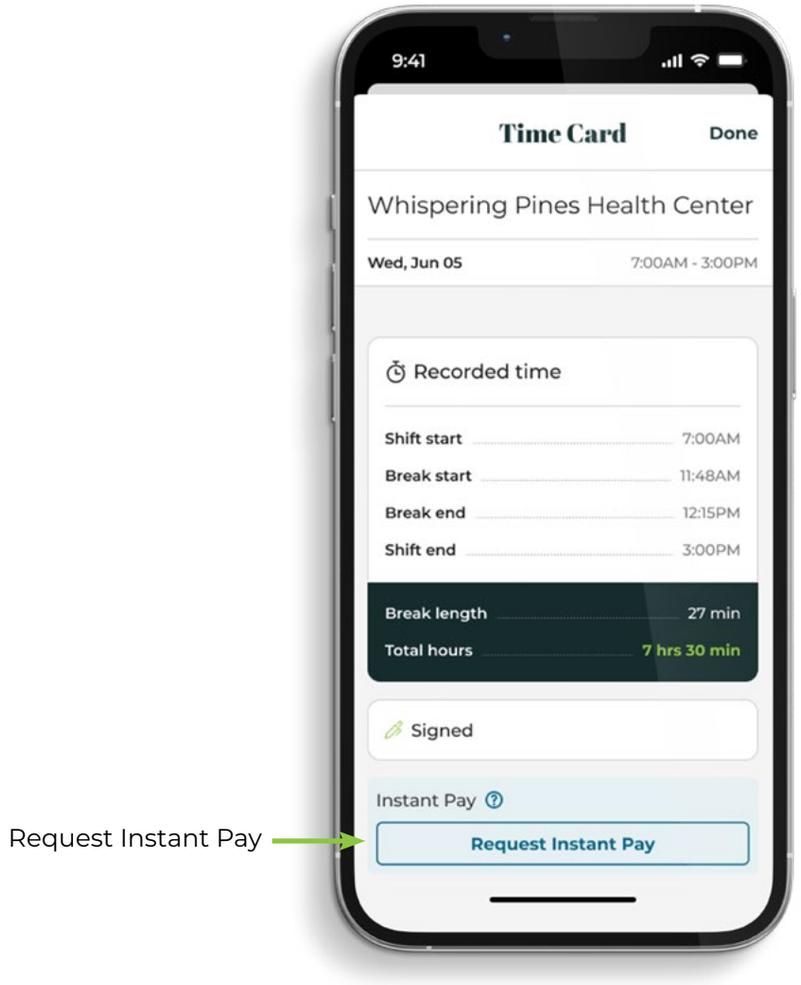
9:41
Signature
Cancel
Shift manager:
please enter your full name.
Full name
Continue


Back
Shift Manager Signature
Sarah Smith
Save Signature
Whispering Pines Health Center
Jane Doe
Wednesday, June 5th
7:08AM- 3:25PM
Total Hours: 8 hours 17 mins
Break Duration: 30 mins
By signing over this text, you're confirming that you are aware of the following shift adjustments:
The caregiver clocked out earlier than scheduled. The caregiver break was less than permitted.
Sign here
Clear signature

Instant pay

Hooray! Your shift is complete and is now approved. You can now request Instant Pay for your approved shift, if you are interested.

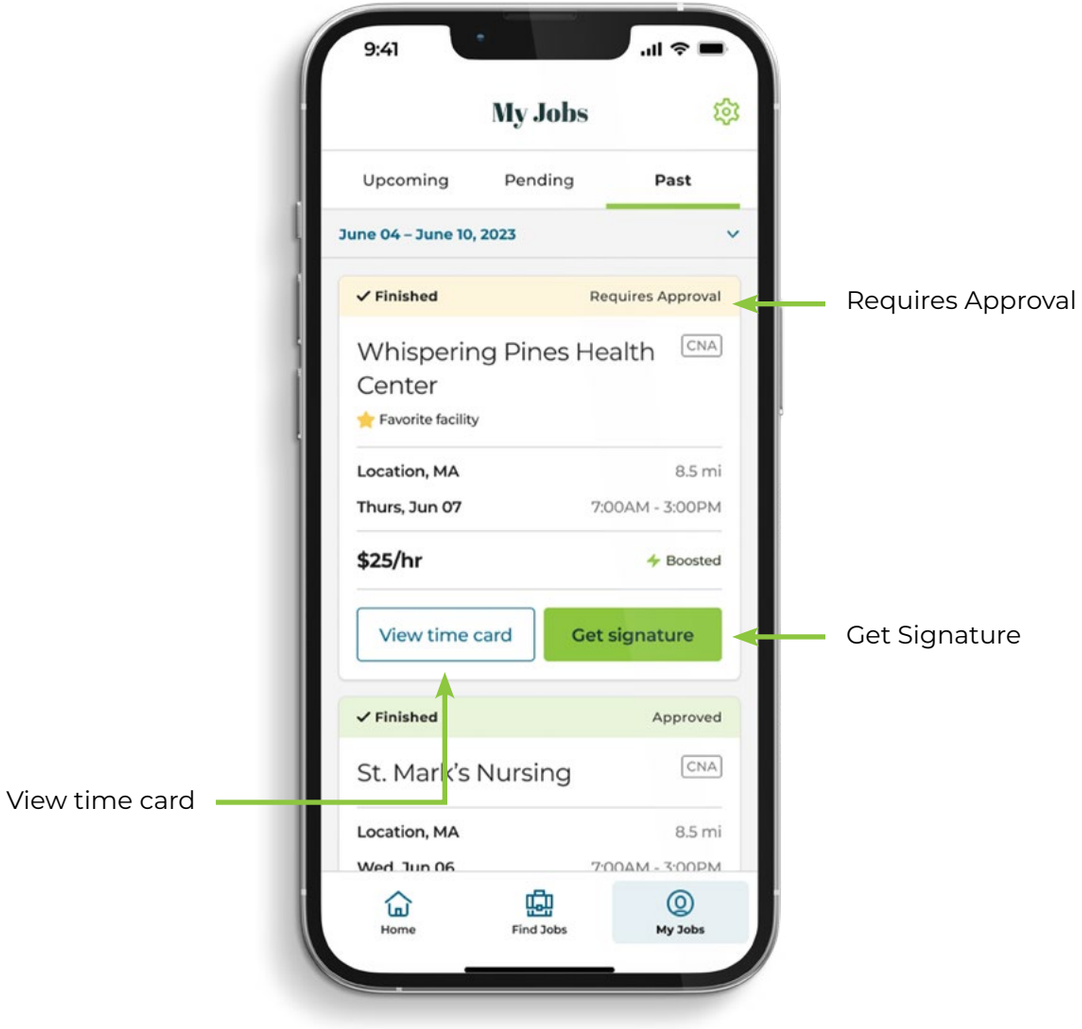
Remember that not all MAS shifts and not all staff are eligible to receive Instant Pay. If available, select the Request Instant Pay button and a team member will respond within 24 hours.



Requires Approval

A supervisor signature is required for all shifts. Please make sure that after your shift is finished, you get a signature. If you have issues getting a supervisor signature, please call MAS prior to leaving the facility premises.

Unsigned shifts can be accessed via My Jobs. From there, select the Past tab at the top of the page. Shifts requiring signature will have a yellow “Requires Approval” Banner at the top of the shift card.

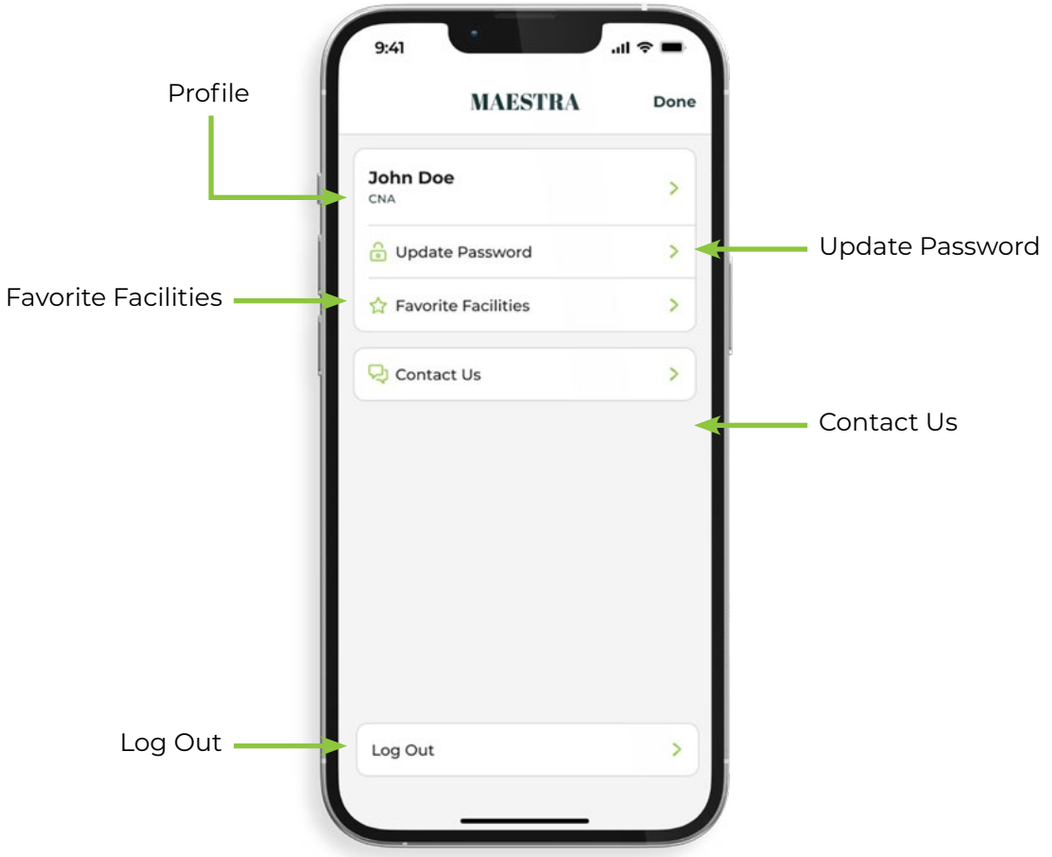


Settings

Manage your MAESTRA app easily with the settings section. You can quickly change your password, manage your favorite facilities, and find technical support.

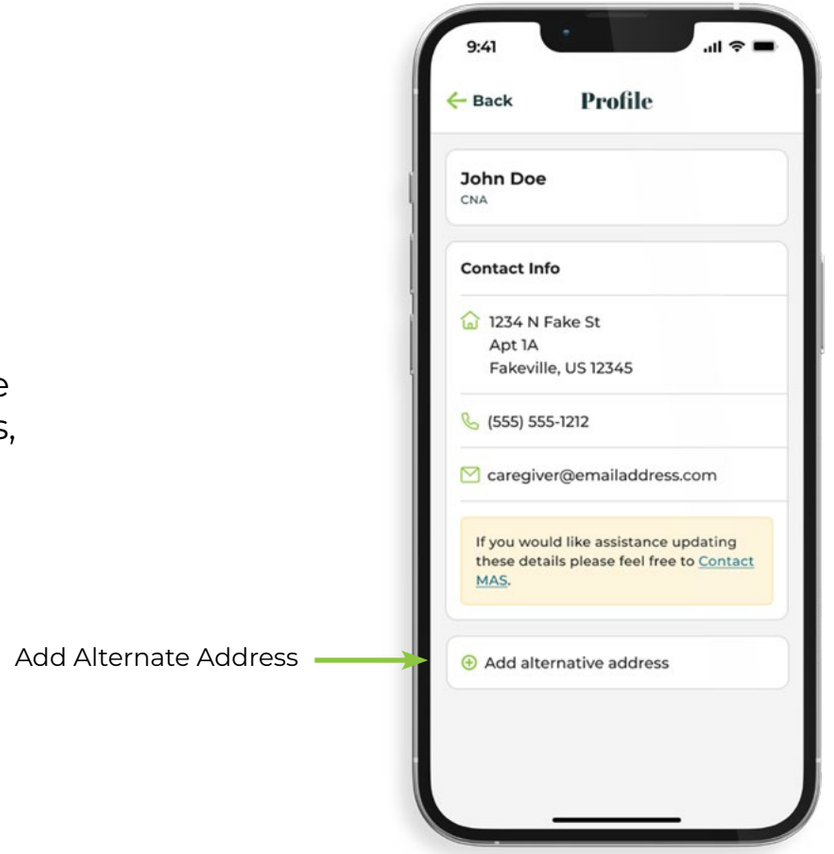
Overview

By selecting the gear icon in the top right corner, you an access app settings including your profile, a link to update your password, favorited facilities, and a contact us page. You can also find the logout button on this page.



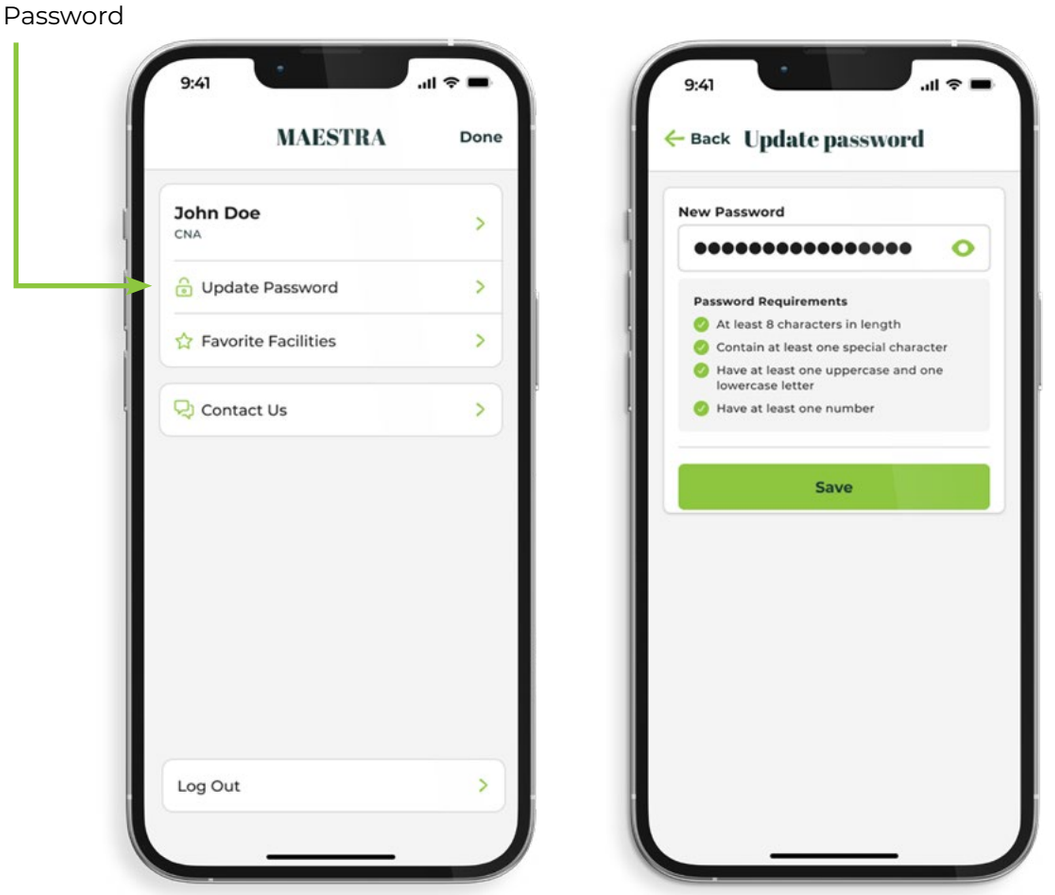
Profile

On the Profile page, you can view your name, address, phone number and email address. If you need to make any changes, please contact MAS.



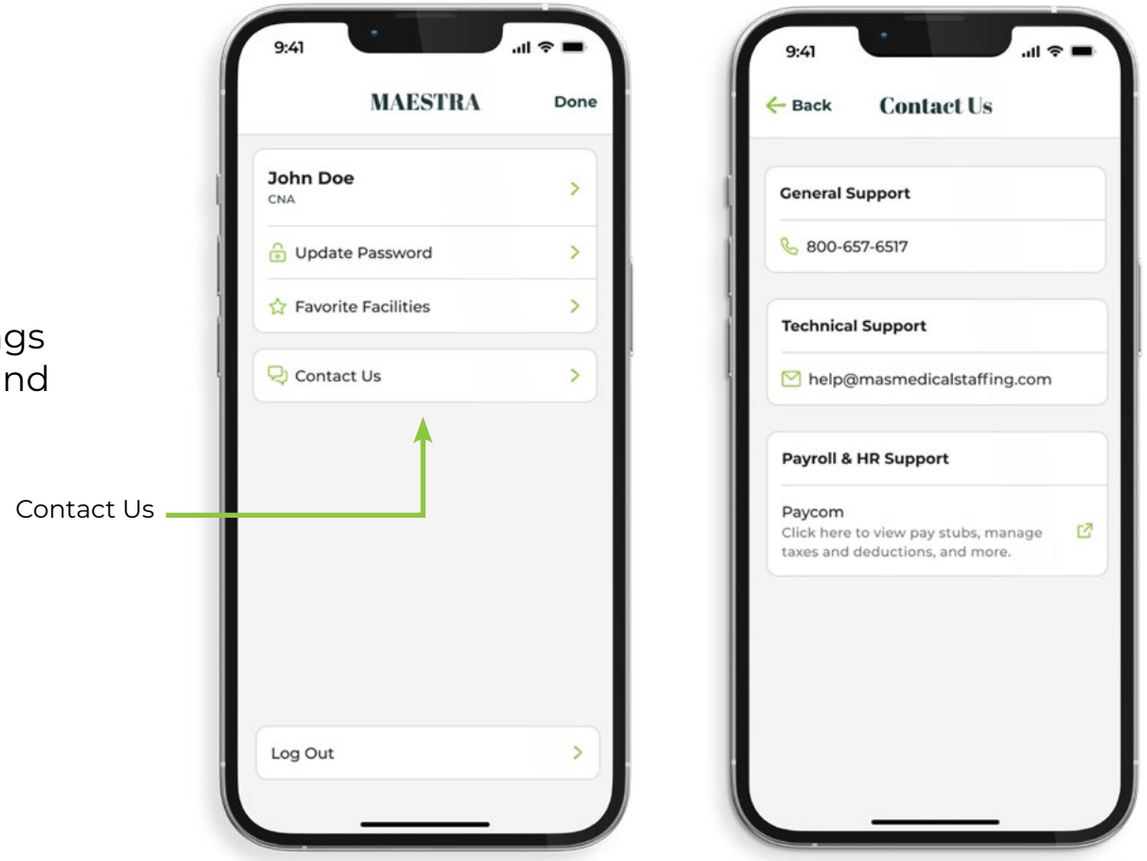
Update password

Need to change your password? Go to the settings section in your MAESTRA app. Select Update Password and enter the new password you would like to use. Make sure to save!



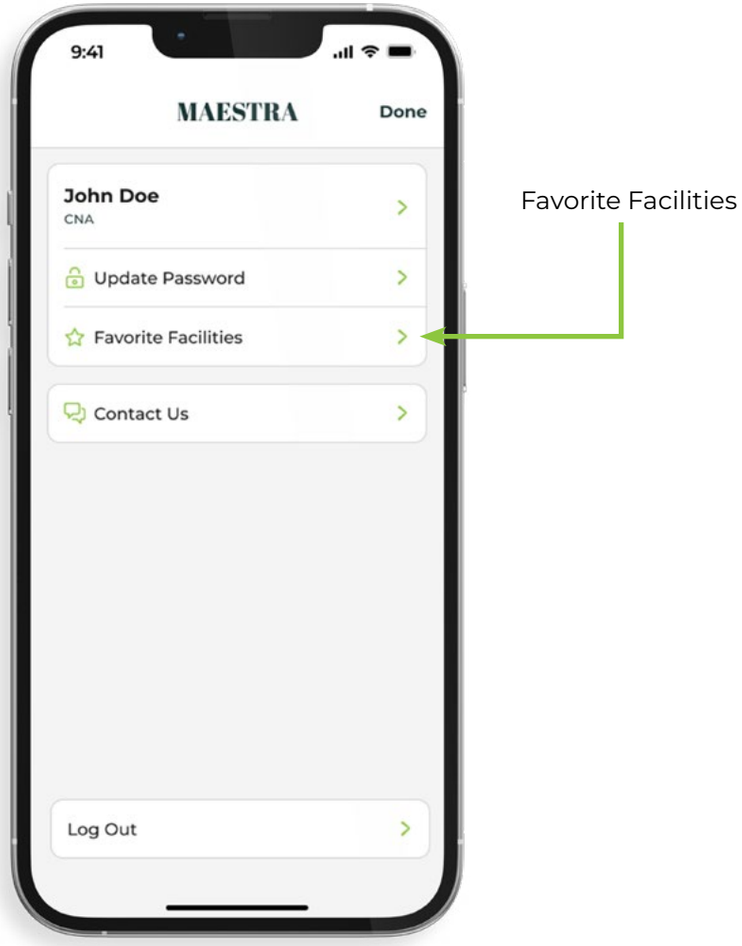
Contact us

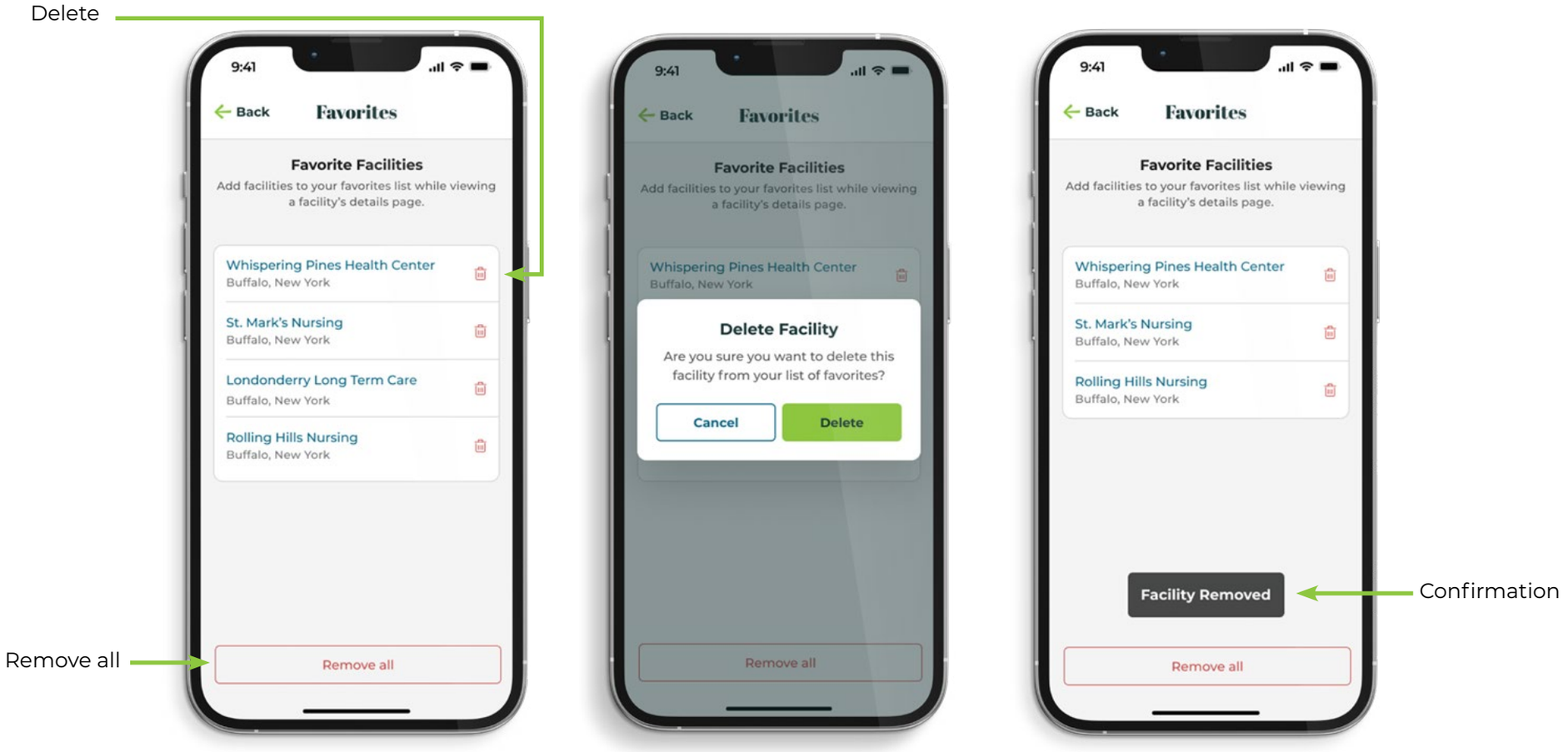
General and technical support can be found under Settings in the Contact Us section. Please note that you can also find Payroll and Paycom support in this section as well.



Managing favorite facilities

Need to manage your favorite facilities? Go to settings and click the “Favorite Facilities” button. This button will take you to the Favorite Facilities page. From here, you can hit the delete icon next to a facility you want to remove. The “Removal all” button will remove all of your favorite facilities. Please note, once this action, it can not be reversed.




Delete
9:41
Back
Favorites
Favorite Facilities
Add facilities to your favorites list while viewing a facility's details page.
Whispering Pines Health Center
Buffalo, New York
St. Mark's Nursing
Buffalo, New York
Londonderry Long Term Care
Buffalo, New York
Rolling Hills Nursing
Buffalo, New York
Remove all
Delete Facility
Are you sure you want to delete this facility from your list of favorites?
Cancel
Delete
Facility Removed
Confirmation

MAS

Contact Us

For questions regarding your shifts, please contact your dedicated MAS Scheduler.

For technical support, please contact:
help@masmedicalstaffing.com