



1.877.844.7727 ext. 4

support@lightning-bolt.com

Getting Started with Lightning Bolt

For Providers

A simple guide for providers to start using Lightning Bolt's scheduling system.

How do I log in?

If it is your first time logging in, you may have received an email prompting you to set your password. Follow the instructions in the email to set your password.

To login, navigate to lightning-bolt.com and click **Log in** in the top right corner.

Enter your username and password. **Your username will be set by your administrator.** Your password will either be set by your administrator or by you through a link provided via email.

If you don't know your username or password, click **Forgot Password** or contact your scheduling administrator.

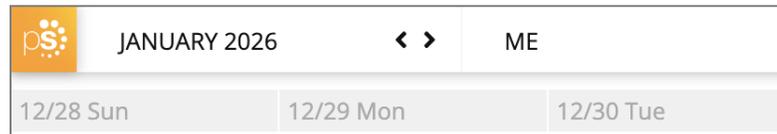
Viewing the Schedule

Once you've logged into Lightning Bolt, you will be taken to the Dashboard. In the upper right corner select **View > Schedule/Requests** or click **Viewer** icon.

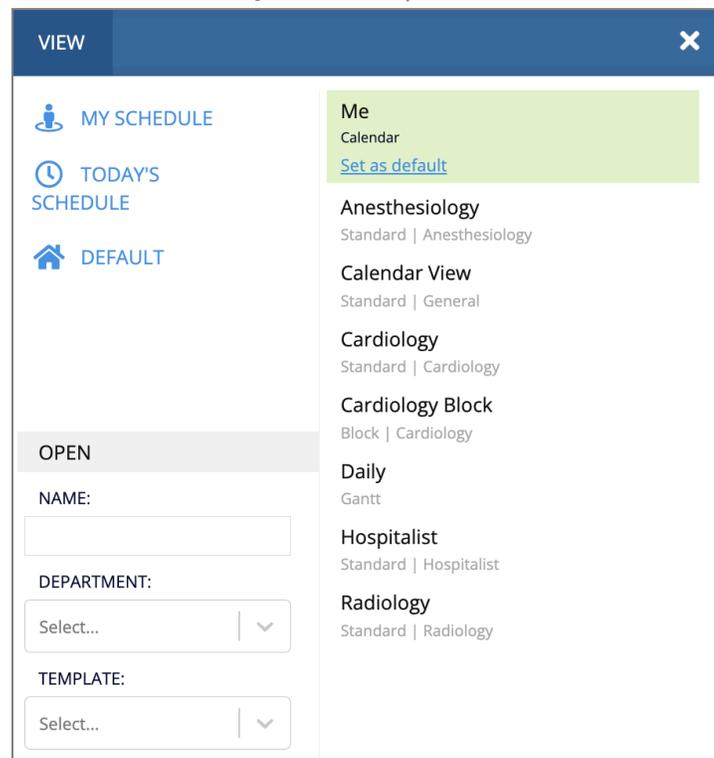


What are the different ways I can view my schedule?

If it's your first time using Lightning Bolt, your default view will be "Me". To change your view, simply click on the view name at the top of the screen.



On the right side of your screen, the **Views panel** will open:



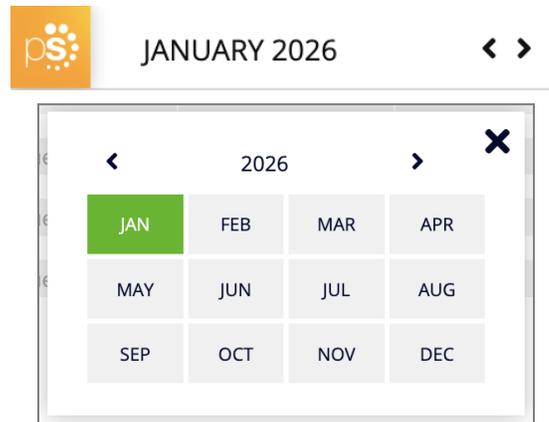
The right panel displays the list of all available views. Click the view you'd like to open.

All versions of Lightning Bolt come with two standard views that everyone will have access to: the **Me** view and the **Daily** view (you can find these on the left side of the Views panel as well). You can also click on these views to open them up.

Once you've found a view that you like, you can open the Views panel back up and click the **Set as Default** link to make the view your default. Whenever you open up the schedule in the future, it will load the calendar with your default view.

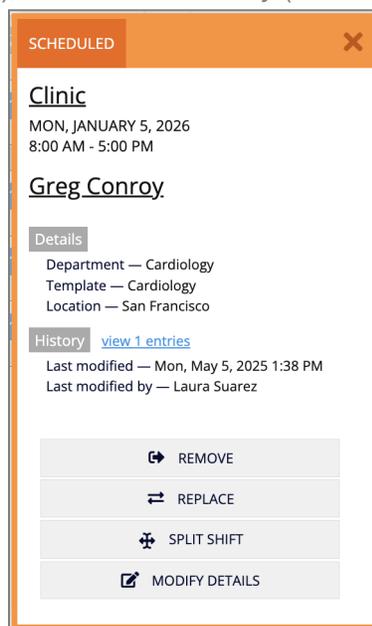
How do I navigate between days/weeks/months on the schedule?

By default, the schedule will load the calendar for the current month, week or day, depending on your default view settings. You can easily navigate between specific days, weeks, or months by using the **date selector** in the top-left corner of the page. Use the arrows to scroll through the months, or click on the month's name to select a specific date.



How do I see the details of an assignment?

Left-click any cell on the schedule to see the information about the provider who is scheduled, the slot details (such as pending swaps), and the slot history (such as changes that have been made).



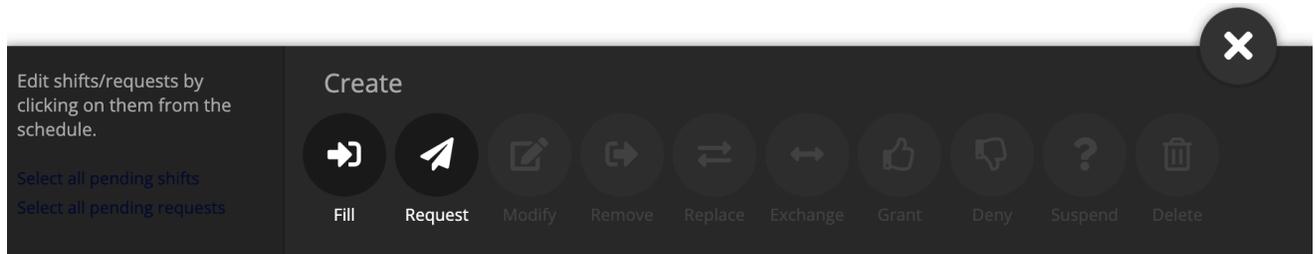
How do I make a request?

If your administrator has set up the appropriate permissions, you can use Lightning Bolt to make requests for time off (or other shifts) on future schedules.

On the Schedule, navigate to a future date you would like to make a request for.



Select the pencil icon in the bottom right corner. This will expand a toolbar. Select + **Request** button.



Select the **date(s)** you would like to request by selecting them in the calendar.

Your name should be selected under Personnel by default.

Select **Assignment(s)** you would like to request.

Optionally, you can add a **Note** attached to the request(s).

Click **Submit**.

Fill
✕

Customize
Preview

Template
Cardiology

Personnel
Greg Conroy

Assignment
Clinic

Date
Select

Time Default Custom

Note

Add demand if necessary

✓
SUBMIT

Tip: The request window by default will open up the first month that is requestable (the month right after the last schedule that has been released). It will also stop you from making a request too far in the future. The administrator can configure how far in the future you are able to request.

Getting Started with Lightning Bolt

Request Status:

| Mo 02/02 | Tu 02/03 | We 02/04 | Th 02/05 |
|------------|------------|------------|--------------|
| Vacation ? | Vacation ✓ | Vacation ✗ | Vacation 📄 ? |

- A request with a **blue question mark** means that request is pending, waiting approval from the administrator. Pending requests do not get added to the schedule.
- A request with a **green checkmark** means that request has been approved. Approved requests will get added to the schedule.
- A request with a **red x** means that request has been denied. Denied requests do not get added to the schedule.
- A request with a **yellow sticky note** means there is a note attached to that request.

Tip: You can hover over any request and it will show you the status of that request and the request note if applicable.

Alternative way to make a request:

You can also make a request by left clicking on the date on the schedule and then selecting **Create Request**.



Select the proper information for the request. Then click **Next**.

Request ✕

Template
Cardiology

Personnel
Greg Conroy

Assignment
Vacation

➔
NEXT

Getting Started with Lightning Bolt

Select the date(s) you would like to request. Then click **Next**.

Request

< AUG 2026 >

| SUN | MON | TUE | WED | THU | FRI | SAT |
|-----|-----|-----|-----|-----|-----|-----|
| | | | | | | 01 |
| 02 | 03 | 04 | 05 | 06 | 07 | 08 |
| 09 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 | | | | | |

← BACK → NEXT

Review your request and click **Submit**.

Request

Mon, Aug 3, 2026, 8:00a - 5:00p
Vacation
Greg Conroy

Time Default Custom

Note

← BACK ✓ SUBMIT

How do I make swaps?

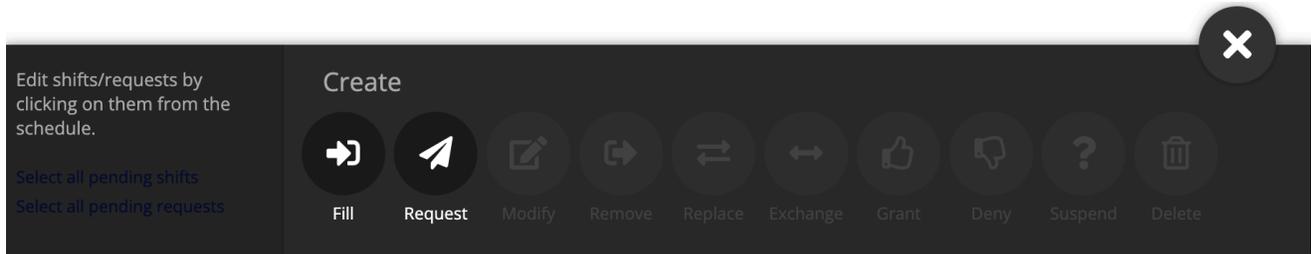
If your administrator has set up the appropriate permissions, you can use Lightning Bolt to request shift swaps on the current schedule.

On the schedule navigate to the date you would like to make a swap for.

Select the  pencil icon in the bottom right corner. This will expand a toolbar.

Swap tool bar options:

Fill allows you to add yourself to the schedule. Select **Fill**.



Select the **date(s)** you would like to request by selecting them in the calendar.

Your name should be selected under Personnel by default.

Select **Assignment(s)** you would like to add.

Optionally, you can add a **Note** attached to the fill(s).

Click **Submit**.

Fill
✕

Customize
Preview

Template
Cardiology

Personnel
Greg Conroy

Assignment
Select

Date
Select

Time Default Custom

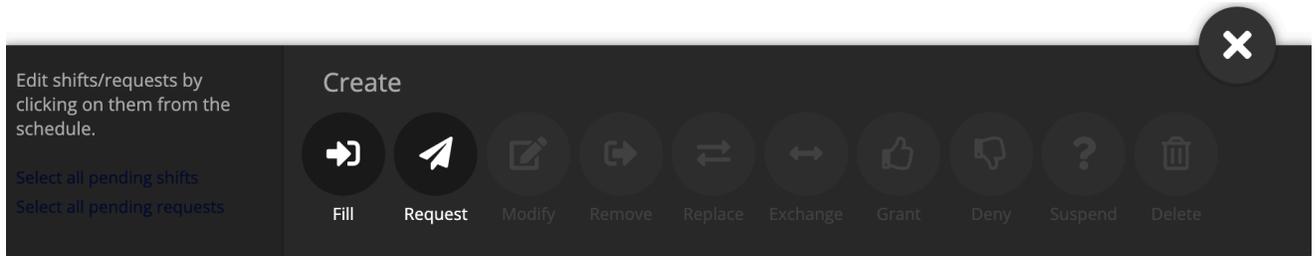
Note

Add demand if necessary

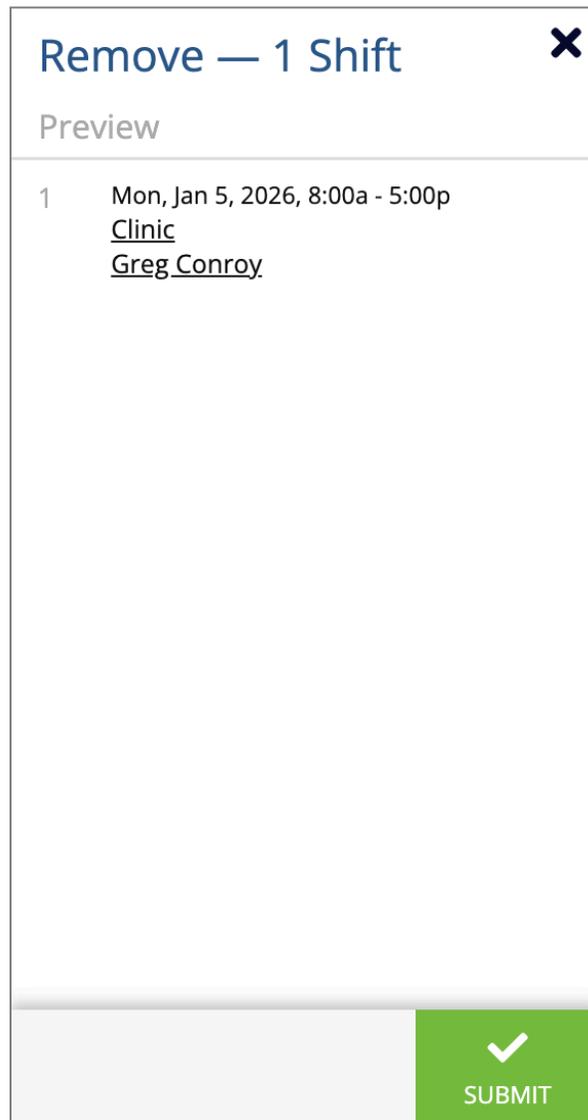
Getting Started with Lightning Bolt

Remove allows you to take yourself off the schedule.

First **select cell(s)** that you are working on the schedule that you would like to remove. Select **Remove**.



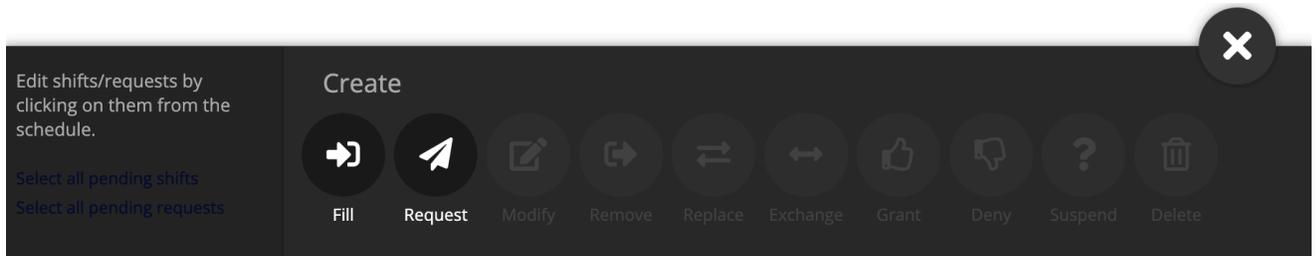
Review the remove. Then click **Submit**.



Getting Started with Lightning Bolt

Replace allows you to take someone else's shift(s) or have someone take over your shift(s).

First **select cell(s)** that you are working on the schedule that you would like to be replaced. Select **Replace**.



Select a New Personnel to replace you. Click **Submit**.

Or you can select someone else on the schedule.

Replace — 1 Shift ✕

| Customize | Preview |
|---|---|
| <p>Personnel <u>Aaron Zhang</u></p> <p>Assignment Clinic</p> <hr/> <p>Note <input style="width: 150px;" type="text" value=""/></p> <p><input type="checkbox"/> Add demand if necessary</p> | <p>1 Mon, Jan 5, 2026, 8:00a - 5:00p <u>Clinic</u> Greg Conroy → <u>Aaron Zhang</u></p> |
| <div style="background-color: #4CAF50; color: white; padding: 5px 15px; display: inline-block;"> ✓ SUBMIT </div> | |

Select **Replace** and by default your name appears in the New Personnel field. Click **Submit**.

You now will take that person's shift.

Getting Started with Lightning Bolt

The **Exchange** tool allows you to switch two unique provider's schedules.

First select cells of your schedule and another person. And only select one other person.

| PERSONNEL | Mo 01/12 | Tu 01/13 | We 01/14 | Th 01/15 | Fr 01/16 |
|--------------|----------|----------|----------|----------|----------|
| Anja Stanton | Day Call | Day Call | Day Call | | |
| Greg Conroy | | | | Day Call | Day Call |

Tip: The Exchange tool can be used if only two personnel are selected in the schedule.

Select **Exchange**.

The screenshot shows a dark-themed interface with a menu of actions. The 'Exchange' option, represented by a double-headed arrow icon, is highlighted. Other options include Fill, Request, Modify, Remove, Replace, Grant, Deny, Suspend, and Delete. A 'Reset' button is also visible. On the left, there are instructions: 'Edit shifts/requests by clicking on them from the schedule.', 'Select all pending shifts', and 'Select all pending requests'. A close button (X) is in the top right corner.

Review the exchange. Then click **Submit**.

The screenshot shows a preview window titled 'Exchange — 5 Shifts'. It lists five shifts with their dates, times, and the exchange between providers:

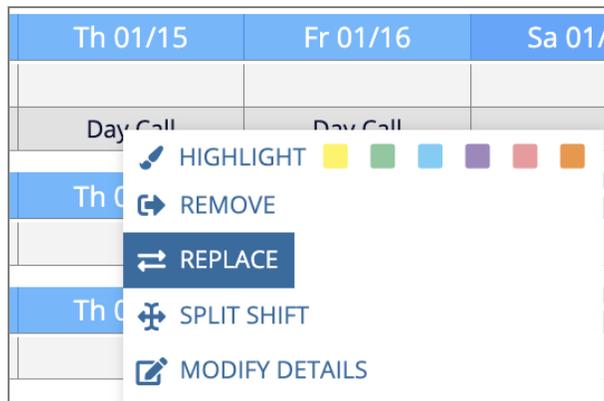
- 1 Mon, Jan 12, 2026, 7:00a - 7:00p
Day Call
Anja Stanton → Greg Conroy
- 2 Tue, Jan 13, 2026, 7:00a - 7:00p
Day Call
Anja Stanton → Greg Conroy
- 3 Wed, Jan 14, 2026, 7:00a - 7:00p
Day Call
Anja Stanton → Greg Conroy
- 4 Thu, Jan 15, 2026, 7:00a - 7:00p
Day Call
Greg Conroy → Anja Stanton
- 5 Fri, Jan 16, 2026, 7:00a - 7:00p
Day Call
Greg Conroy → Anja Stanton

At the bottom right of the preview window is a green button with a checkmark and the text 'SUBMIT'.

Getting Started with Lightning Bolt

Alternative way to make a swap:

You can **right click** on the cell and select **Replace**.



Select a new Personnel to Replace you.

Replace ✕

Date
Thu, Jan 15, 2026

Personnel
Anja Stanton

Assignment
Day Call

➔
NEXT

Getting Started with Lightning Bolt

Review the swap. Then click **Submit**.

Replace

✕

Thu, Jan 15, 2026, 7:00a - 7:00p
Day Call
 Greg Conroy → Anja Stanton

Note

Add demand if necessary

←
 BACK

✓
 SUBMIT

*Tip: When you **right click** a cell, make sure to close the pencil tool bar on the bottom first because the right click actions will be different while the tool bar is open.*

Note: If the **Swapportunity feature has been enabled for your group, you can select multiple providers to replace your assignment. Lightning Bolt will email each provider letting them know you've requested they cover your shift. They can accept or decline the request from the email or the schedule.*

How do I grant or deny a swap?

If your administrator has set up the appropriate permissions, you can use Lightning Bolt to **grant** or **deny** swaps that other providers have requested on the current schedule.

Typically, you will only be allowed to approve swaps that other providers have requested involving you (e.g. a swap that involves you covering another provider's shift, or a swap where another provider takes one of your currently scheduled shifts).

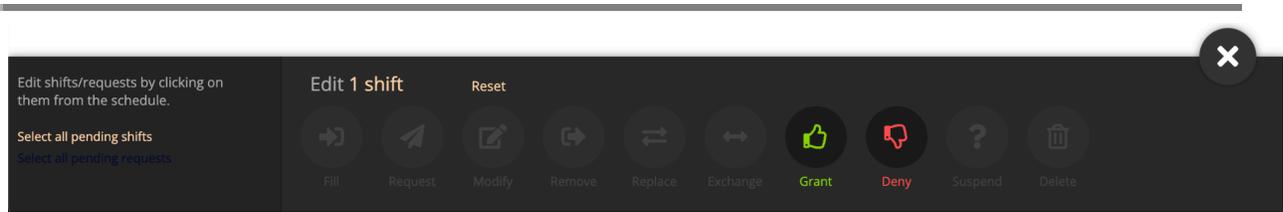


Select the pencil icon in the bottom right corner. This will expand a toolbar.

Select the **pending swap(s)** on the schedule by clicking on them individually or using the 'select all' buttons along the left-hand side of the bulk action toolbox.

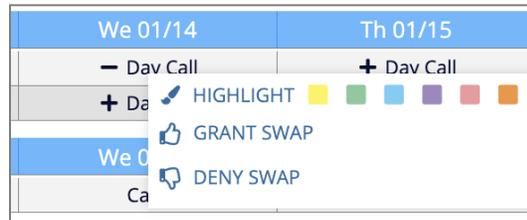
Then click on either **Grant** or **Deny**.

Getting Started with Lightning Bolt



Alternative way to grant or deny a swap:

Right-click on a pending swap. Select on either **Grant Swap** or **Deny Swap**.



You'll then see another pop-up asking you to confirm your choice – when you're done, just click **Submit**, and the schedule will update to reflect your change.

How do I set up a calendar subscription?

A calendar subscription allows you to sync your personal schedule to another calendar. On the **Dashboard**, click **Sync with Calendar**.



Enter your email address. You can optionally subscribe to a subset of your assignments. Click Submit.

📅
SYNC WITH CALENDAR

Your e-mail:

Which assignments would you like to see?

All assignments

Selected Assignments: [Edit...](#)

Import your Lightning Bolt assignments into a calendar program such as Google Calendar, iCalendar, Outlook, or Lotus Notes. After completing this form, you will receive an email with instructions on how to import your new subscription into each program. Please note that changes to your schedule may take up to twenty-four hours to appear on a third party calendar.

Getting Started with Lightning Bolt

You then will receive an email with a variety of links and directions for adding your schedule to different forms of calendars that include Google Calendar, iPhone, Android, IBM Lotus Notes, iCal, and Microsoft Outlook.

Can I access my schedule from my mobile device?

Yes, Lightning Bolt's mobile app makes it easy to submit requests for time off and swap shifts with your colleagues from the convenience of your mobile device. You can find more information about the app [here](#).

We provide both iPhone and Android apps that are available for download.

iPhone: You can find us in the App Store [here](#). You can also load the App Store on your mobile device, and search "Lightning Bolt Solutions".

Android: You can find us in the Google Play store [here](#). Or you can search for "Lightning Bolt Solutions".

How do I change my password / email address?

Select the **person icon** in the upper right corner.



From there you will be able to change your **password**, **recovery email**, and **notification email**.

⚙️ ACCOUNT SETTINGS
✕

| | |
|---|---|
| PASSWORD | Current Recovery Email: |
| RECOVERY EMAIL | New Recovery Email: <input style="width: 100%;" type="text"/> |
| NOTIFICATION EMAIL(S) | Confirm Recovery Email: <input style="width: 100%;" type="text"/> |
| Set a new recovery email for your account | |
| <input type="button" value="UPDATE"/> | |