



FREQUENTLY ASKED QUESTIONS

PRE-SHIFT PREPARATIONS

How do I know what uniform is required for an event?

You should always check the [Team Member Toolbox](#) before working an event. Here you will find dress code requirements, event times, briefing times, parking, and any changes in procedures. It is located on the MB Superdome website under the ["About Us"](#) tab. The case sensitive password to access the toolbox is "asmteammember".

Do I need to use the on-premise clock?

Yes, when entering the Superdome, always use the on-premise clock first. This is for security reasons as well as for your own safety. If you're working at the Smoothie King Center or Champions Square simply go straight to the time-clock there, as staff are in place to help check you in.

If I arrive early for my shift, how soon can I clock-in before my pre-confirmed call time?

This varies by department. Please check with your scheduling coordinator for specific details.

COMMUNICATIONS

When am I able to receive a message or notification from the system?

Once you have scheduled and confirmed the shift an email will be sent to your address on file with us. If you are not receiving this email, you must go to your profile to allow emails to be sent through your account. (Make sure your spam filter is allowing access to ABI)

How do I sign up for alerts?

Log in to the [ESS.ABIMM.com](#) website and select "Update My Profile" from the Navigation Menu. Update your profile to include permissions to send you emails and texts. Double check your data entry to be sure that you have entered the correct email and phone number (including the area code).

What confirmations via email or text are currently available?

Confirmations via email or text are customized by the Scheduling Coordinators and may vary with each department.

The most frequent usage of email and text confirmations include scheduling messages, updates to report times or scheduling changes. For example, once you are scheduled for a shift, an email and/or text will be sent to your email or phone number on file advising that you have been scheduled, along with a deadline to confirm your schedule. Please remember that you are responsible for keeping your email and phone number and updated with us at all times. You can make any changes under your Profile settings.

Can I get alerts via email?

Yes, this feature is set up under your ABI profile. Simply add your current email address in the “Email Address” field on the profile page. Please note it is your responsibility to update your profile if this information changes.

Can I get alerts via text message?

Yes, this feature is set up under your ABI profile. Simply add your cell phone number and service provider in the “Text Message Address” field on the profile page. **NOTE: Always make sure your profile is updated with current contact info.**

SCHEDULING

Can I view my upcoming schedules on the app?

Yes, you can. Log in to the ESS.ABIMM.com website and select “View My Schedule” from the Navigation Menu. It will show you all events you are scheduled for, including call times. Be sure to check regularly as call-times are subject to change. **NOTE: ABI is NOT an App. It is a website!**

Can I work a portion of a shift? If so, how do I notify ABI in advance?

This varies by department. Please check with your scheduling coordinator for specific details.

When I select my availability, it only allows me to say “yes” or “no”. Does that mean if I cannot work the exact timeframes that I am ineligible to work that shift for an event?

This varies by department. Please check with your scheduling coordinator for specific details.

CANCELLING A CONFIRMED SHIFT

If I am unable to make a previously confirmed shift, how do I notify my staffing coordinator?

The “Contact My Scheduler” tab sends an email directly to your scheduling coordinator. Enter a message and include the reason for the cancellation. Then click “submit”.

FUNCTIONALITY

Can the desktop view of the system show color codes (i.e. one color for “scheduled”, one color for “almost full”, etc.?)

Unfortunately, the system does not currently allow for color coding.

Is the system capable of showing call-times and end-times for a shift?

This varies by department. Please check with your scheduling coordinator for specific details.

Can the system display the report time next to each event at sign-up?

Call times often vary for different positions and therefore, we cannot display the report time next to each event. For information regarding event times, please visit the [Team Member Toolbox](#). The Toolbox is located on the MB Superdome’s website under the “About Us” tab. The case sensitive password is “asmteammember”.

Is there a method to display the hourly rate for each event?

Hourly rates vary for Team Members; therefore, we would not be able to post the hourly rate for each event. High volume events at the Superdome (i.e. Saints games, Sugar Bowl, Essence Fest, etc.) pay an additional two dollars an hour as an incentive for Team Members to sign up for those big events. For information about your pay rate, log in to MyADP.com to access hours worked, payroll information and income tax information. ADP is an account you set up at hire, and if you've forgotten your password, you'll need to call Human Resources at (504) 587-3995 for help resetting your password.

Does ABI ESS keep track of your hours worked for payroll purposes?

No. ABI is a Scheduling tool. ADP is the program that tracks your payroll and provides you access to your tax information. You set up a personal password upon hire and if you have lost this password, you will need to contact Human Resources so that you may reset it.

BREAKS

Am I able to return to post prior to the entire minimum break time expiring?

Unfortunately, you cannot return to work prior to exhausting your entire break. ASM Global policies require us to provide our Team Members working 5 or more hours with a 30-minute break. You should utilize that time to reset and rest. Your safety and health are important to us.

LEARNING MORE

Is there a training video for using ABI Mastermind available?

Yes. It is in the Team Member Toolbox under the "ABI Mastermind Help Center" listing. There you will also find step-by-step instructions for first time users. Simply click on "ABI Clock-in Procedures" tab to watch the video.