

CarelinkGo – Support Workers Rostering and Tech Help



On this page you'll find answers to some of the common Rostering and Tech questions for CarelinkGo.

What happens if I forget my password?

Please contact the ICT Service Desk on 1300 742 212 to have your password reset.

What happens if I entered in the wrong password too many times?

To align with Endeavour Foundation's security needs, your CarelinkGo account will be locked after 3 failed attempts. Please contact the ICT Service Desk on 1300 742 212 to reset access.

My roster in CarelinkGo isn't right.

If your roster in CarelinkGo isn't right, please talk with your leader as they will need to work with the Rostering team to amend this.

I can't see my co-workers progress note.

Your co-worker may need to sync their CarelinkGo session to send the note to CarelinkPlus. Once they've synced their session, sync your device to receive the update.

Something isn't working in my app.

Please contact the ICT Service Desk on 1300 742 212 for their assistance.

One of my successful vacant shifts isn't in my roster

Press the sync button in your settings to refresh roster changes and receive updates.



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CarelinkGo

Your roster, anytime, anywhere