



Clairvia Updates

WHAT: An update to streamline employee information from **Infor** to **Clairvia**, along with two enhancements to concerning **Primary Email Designations** and **Employee Threshold Settings**.

Primary Email Designations

- **Change:** Employees in Clairvia will now have their Northern Light email address set as the primary email.
- **Impact:** All Employees
 - Employees without a designated primary email in Clairvia will now have their Northern Light email set as primary, with all employee-level notifications enabled by default. Preferences can be updated at any time through Clairvia Web.
 - Employees with a designated primary email will have their existing notification settings transferred to their Northern Light email.
- **Action Recommended:** Review your employee notification preferences on or after 10/1/2025. (Recommended Settings, page 7: [Clairvia Web - Team Scheduling Guide](#).)

Employee Threshold Settings

- **Change:**
 - Max Hours: Employees in Clairvia will now only get a “max hours” warning when they reach **40 hours in one week**.
 - Minimum Hours: Minimum expected hours will now be calculated based on the **entire pay period**, rather than a single week.
- **Impact:** Schedulers
 - Improved accuracy for conflict messages when working in Schedule Editor.
 - Enhanced tracking of minimum hours per pay period in the Staffing Analyzer tool.

- **Action Recommended:** None

WHY: The enhancement addresses recurring issues related to rehire processing, employee transfers, and terminations, frequently reported via ServiceNow tickets.

Primary Email Designations

- **Why:** Having a designated primary email address is critical for manager notifications to function properly.

Employee Threshold Settings

- **Why:** Thresholds in Clairvia support scheduling staff with FTEs and avoiding premium labor costs. These thresholds are already maintained through the interface with Infor interface and are being adjusted for consistency.

WHEN: **Wednesday, October 1, 2025**

WHERE: **The change will affect the following venue(s):**

- All Units using Clairvia

At the following NLH Member Organization(s):

- All NLH Hospitals

WHO: **The change will affect the following staff at the above noted locations:**

- All Staff with Clairvia Access