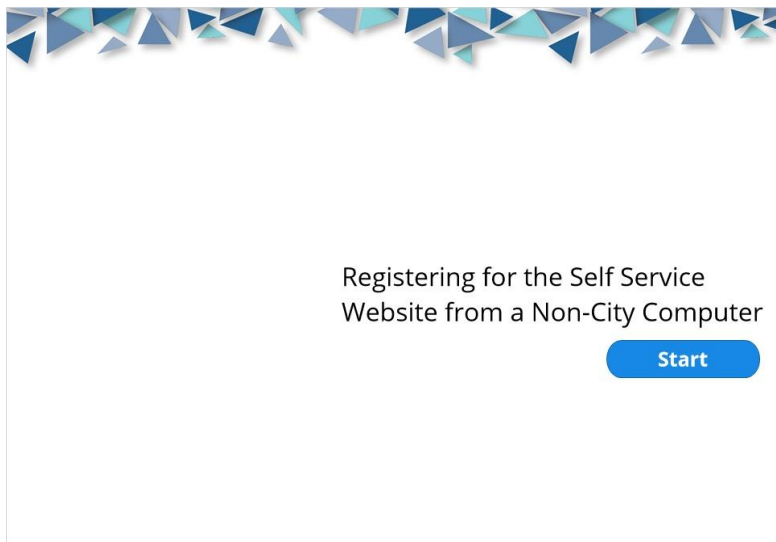


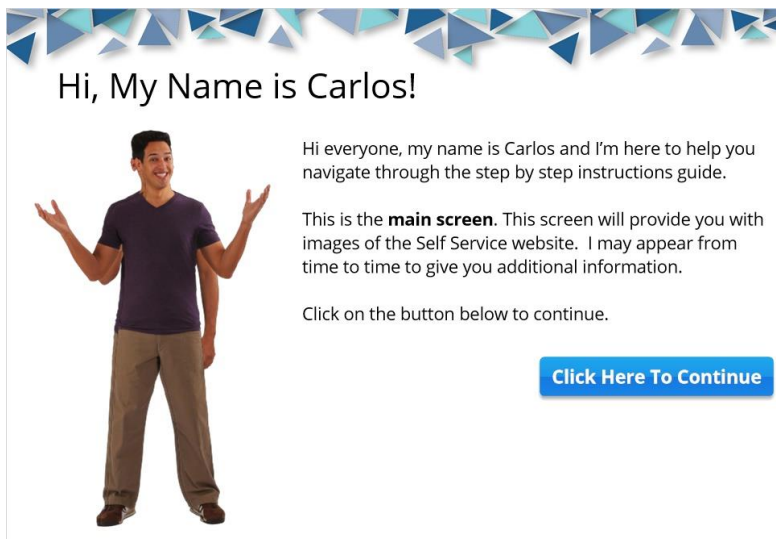
Registering for the Self Service Website from a Non-City Computer

1. Introduction

1.1 Starting Page



1.2 Hi, my name is Carlos!



1.3 Let's talk about the Menu



Let's Talk About The Menu



If you look to the left, you will find the step-by-step instructions.

Click on each menu item to navigate through each step. The  button on the bottom right has been disabled.


When you find a screen with blue or black buttons, use the buttons to select the option you desire.

Click on the Main Menu button on the top right hand corner (represented by 3 dots) to return to the Main Menu anytime.


Click on the button below to continue.

[Click Here To Continue](#)

1.4 Come back anytime!



Come Back Anytime!



This step by step instruction guide is organized into modules based on the registration process of the Self Service website.


You can review this guide before completing your registration, have this guide open as you register on a separate window/tab, or come back anytime to review this guide.

If you want to jump to a specific task you can go to the Main Menu and select your desired option.

Now let's get started! Click on the button below to continue.

[Click Here To Continue](#)

1.5 Employee Remote Access




Employee Remote Access

The City of Toronto has launched a website that allows Recreation Workers the ability to access their schedule, time card as well as request work behind a secure connection.

- 01 The Self Service website is secured by a two step process. You will need to use a password as well as a unique security code sent to your phone via phone call or text message to access it.
- 02 After you complete your registration, you will have access to the Kronos WFC tool to log in and review your time card and schedule.
- 03 You can see the most up-to-date information regarding your schedule and timecard in Kronos. If a Scheduler makes a change in the system it is visible immediately.
- 04 You can request shifts, review work request status, update your resume and much more using this website.


1.6 Things you will need before getting started




Things You Will Need Before Getting Started

You will need 4 things before setting up your account in the Self Service website. It is recommended that you use a computer using a Google Chrome browser or tablet running IOS 10 or higher or Android 4.4.2.8 or higher. You may experience issues using a mobile phone.

- 1. Your Unique registration code:** This code was sent to you in the mail. If you do not have your unique registration code, you will need to register your account at a City of Toronto staff computer located at a Community Centre or Civic Centre, or email: recworkerscheduling@toronto.ca to retrieve it.
- 2. Your employee number:** Your employee number as it appears on your pay stub is your username.
- 3. Your Social Insurance Number (SIN):** You will need to know your social insurance number, part of it is used for your password.
- 4: Your Mailing Address on File:** Your mailing address as it appears on your registration letter, the last 3 characters of the postal code will be used for your temporary password.



1.7 How are you accessing the website




How Are You Accessing the Self Service Website?

There are two ways to access the Self Service website:

On site at a City of Toronto PFR facility or Civic Centre using a City of Toronto Staff computer. If you are using this method you are using an **Internal** method. If you are using an internal method and currently viewing this guide while completing your registration, please close this guide and open the Registering for the Self Service Website from a City Staff Computer step by step instructions guide.

If you are connecting to the Self Service Website from a personal computer, at a library or at a youth lounge, etc you are using an **External** method.


IMPORTANT: For optimal results the Self Service website should be viewed using a computer using a Google Chrome browser or tablet running IOS 10 or higher or Android 4.4.2.8 or higher. You may experience issues using a mobile phone.




PFR Scheduling System

2. Main Menu

2.1 Main Menu




Main Menu



About This Guide

This step by step guide is built based on the order of steps you will take to register your account and logging in after registering.



Additional Information

You are welcome to complete this step by step guide in full or complete a specific section if you are having difficulties registering your account or logging in. You can also return to this guide in the future.

To start, click on the Logging in for the First Time button.

Registering Your Account

01 Logging In for the First Time

02 Updating Your Security Questions and Recovery Passphrase

03 Setting Up Your Phone Number

04 Setting Up Your Password

After Registering Your Account

05 Logging Into the Self Service Website

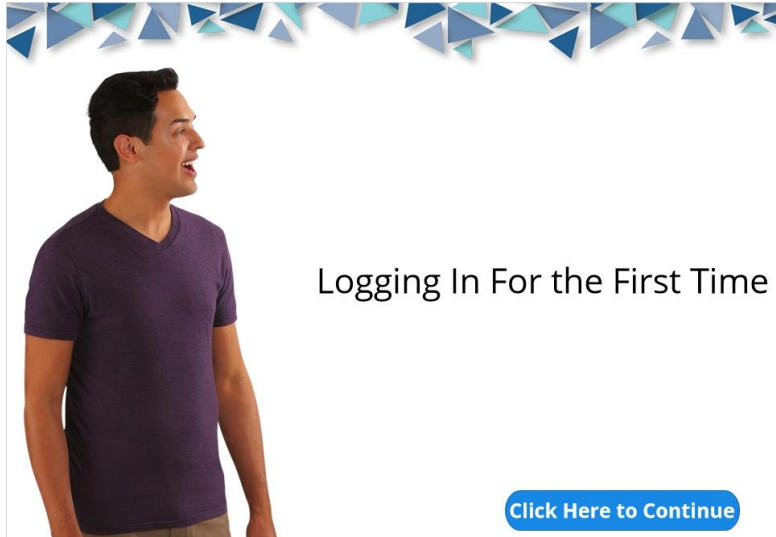
06 Logging Into Kronos WFC

07 Checking Your Schedule in WFC

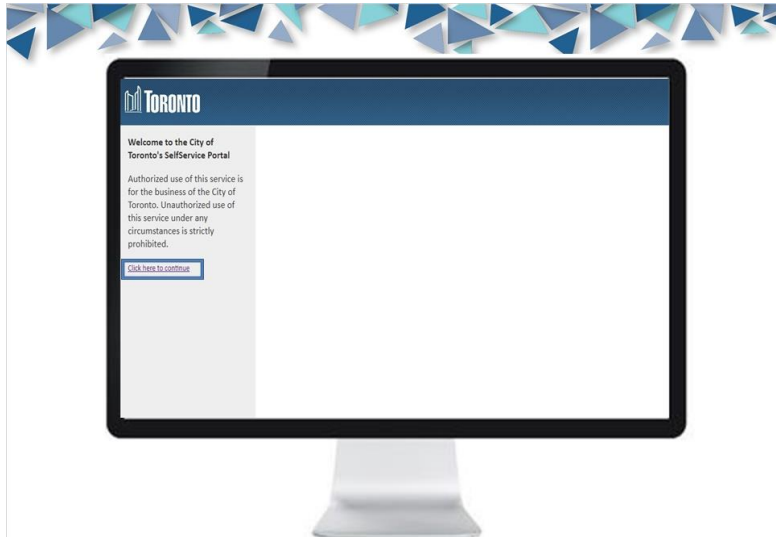
08 Checking Your Timecard in WFC

3. Logging In for the First Time

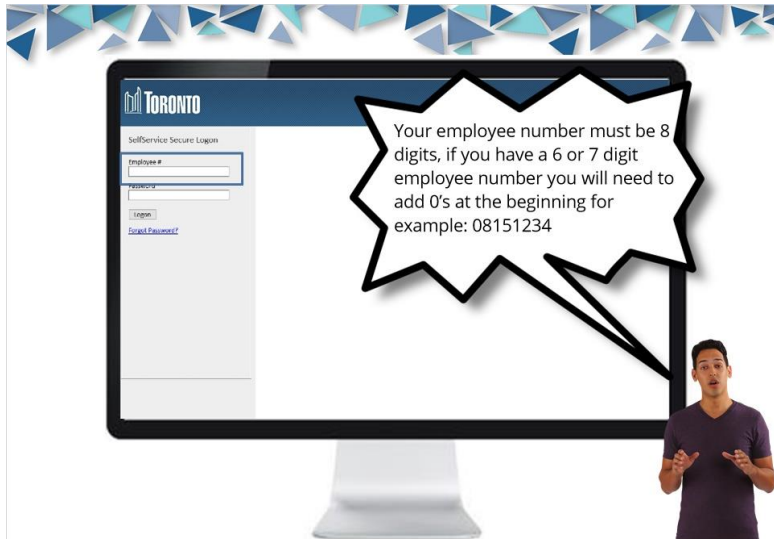
3.1 Logging in for the very first time title page



3.2 Click on Click Here To Continue.



3.3 Enter your 8 digit employee number. Remember if your employee number is 6 or 7 digits, you will need to add additional 0's at the beginning.



3.4 Important information about your initial password.

The Initial Password Format

Your initial password is comprised of several different pieces of personal information. **This is not your registration code.**

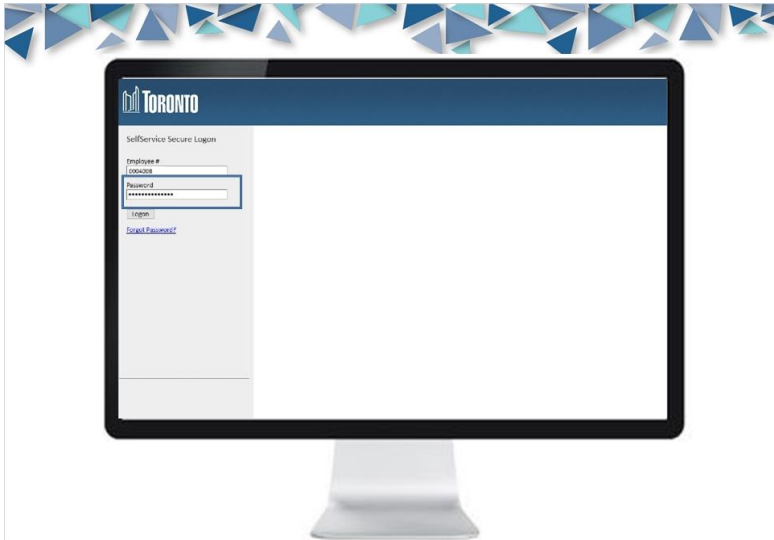
Your Date of Birth: You will enter your birthday in numeric format starting with a 2 digit birth month and two digit birth date.

The Last 4 digits of your SIN: After entering your birthday you will enter the last 4 digits of your 9 digit SIN number.

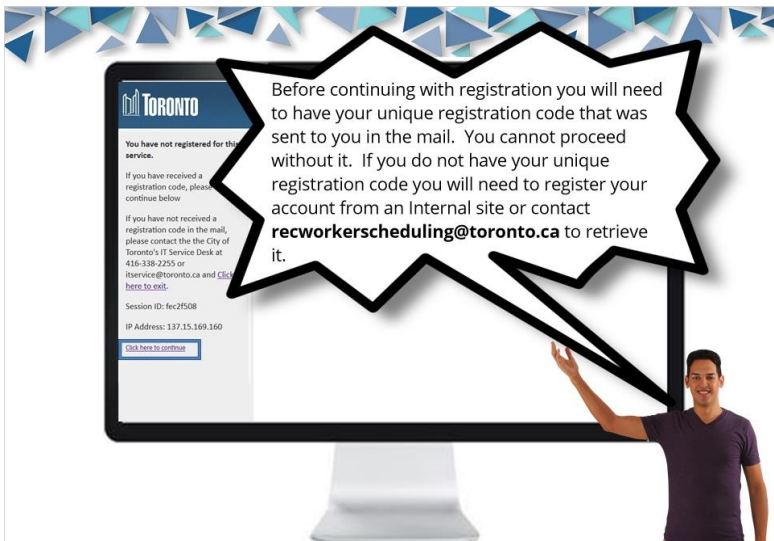
Your Primary Address Postal Code: Finally the last part of your password will be made up of your Postal Code currently on file with the City of Toronto. You will enter the last 3 characters of your postal code capitalizing the Alpha character.

0	8	2	1	8	7	6	5	2	G	7
Birth Month (two digits)		Birth Date (two digits)		Last Four Digits of SIN				Last Three Digits of Postal Code - use UPPERCASE		

3.5 Enter your initial password (combination of your date of birth, SIN and postal code currently on file with the City of Toronto).



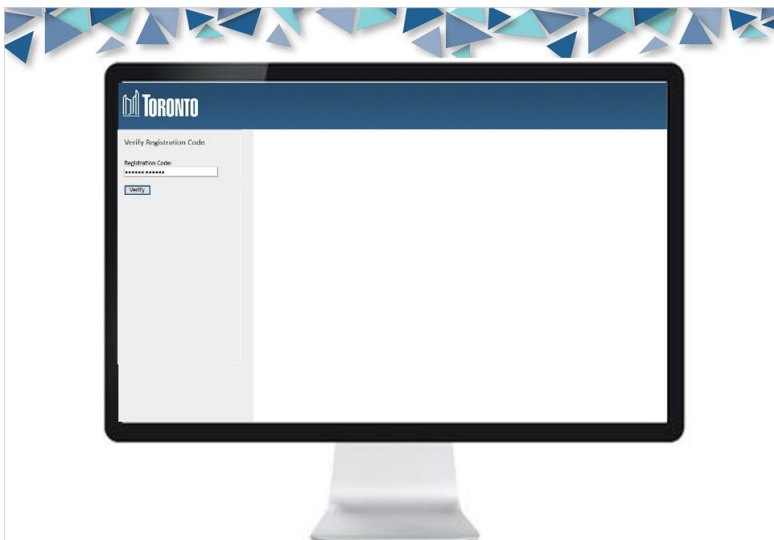
3.6 You will see a screen advising you that you are not registered for this service. Click on Click Here to Continue.



3.7 Enter your unique 12 character alpha/numeric registration code received in the mail. The unique registration code is case sensitive.



3.8 Click on the Verify button.



3.9 Click on Manage Account.

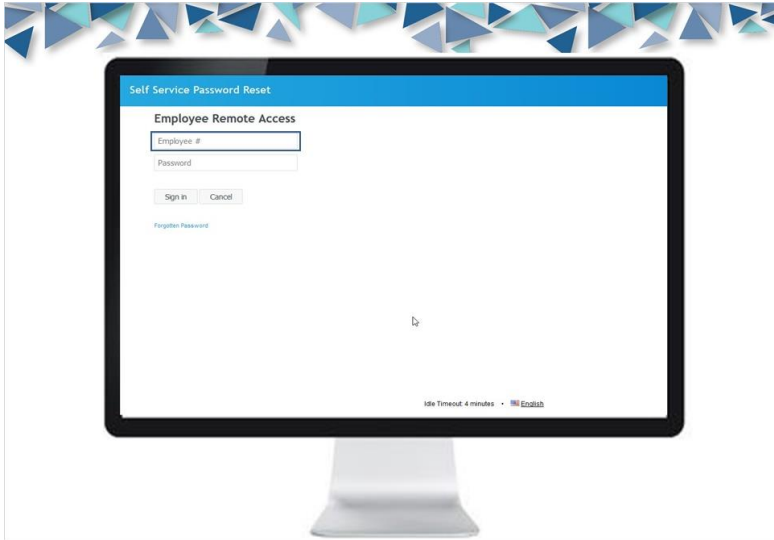


4. Updating Your Security Questions and Recovery Passphrase

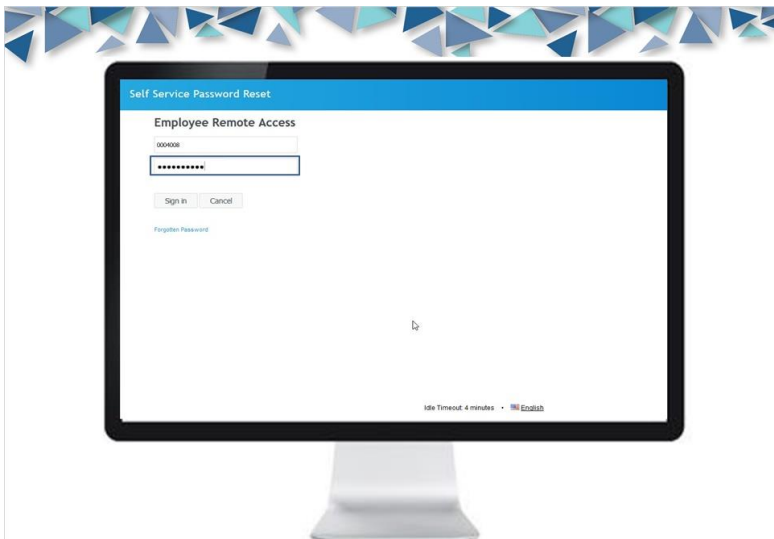
4.1 Updating your security questions and Recovery Passphrase title page



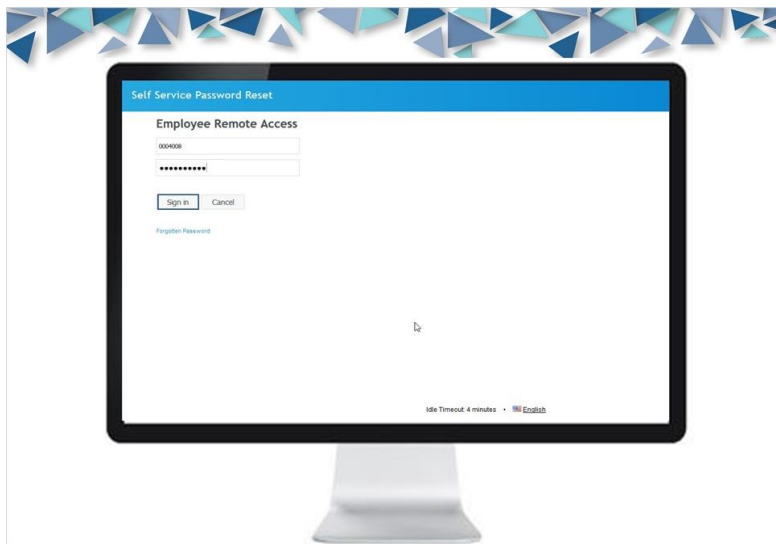
4.2 Enter your 8 digit employee number. Remember if your employee number is 6 or 7 digits, you will need to add additional 0's at the beginning.



4.3 Enter your initial password (combination of your date of birth, SIN and postal code currently on file with the City of Toronto)



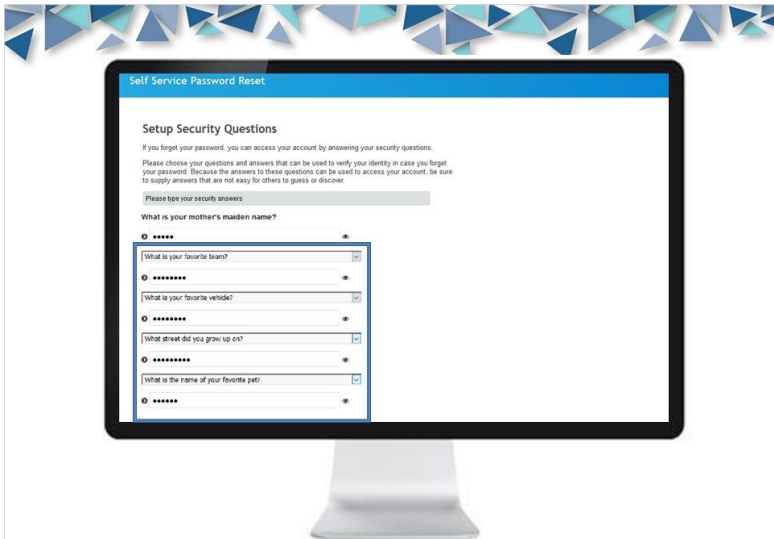
4.4 Click on the Sign in button.



4.5 Enter Your Mother's Maiden Name. This field requires a minimum of 4 characters. If the maiden name is less than 4 characters add zeros at the end.

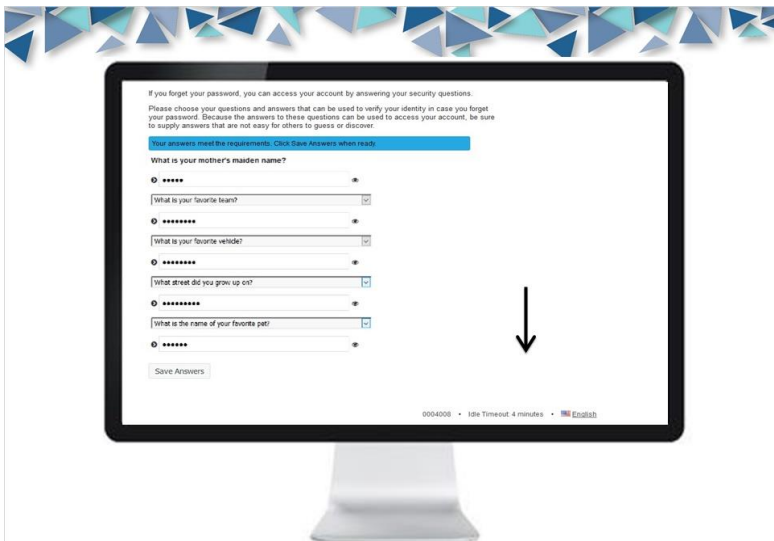


4.6 Select a question and respond, You will need to select 4 additional questions. 3 of the 4 questions are randomly used if you forget your password.



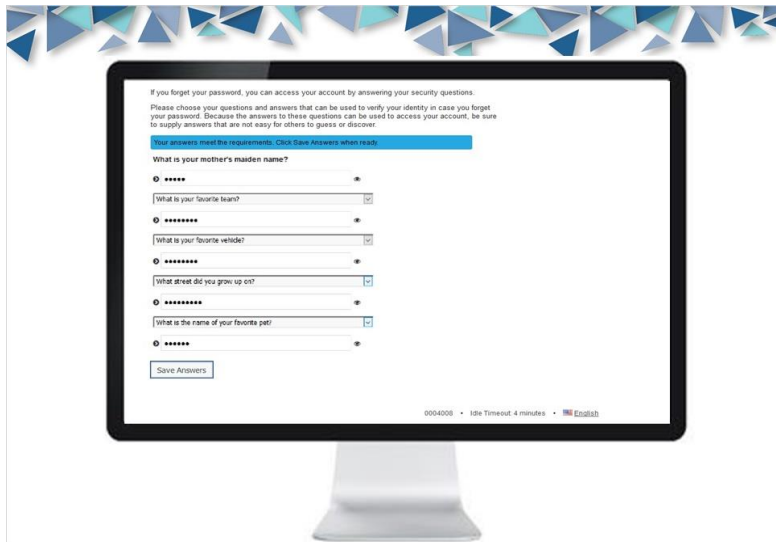
The screenshot shows a computer monitor displaying a web page titled "Self Service Password Reset". The page has a blue header bar. Below the header, the section "Setup Security Questions" is visible. It includes a sub-header "Setup Security Questions" and a paragraph explaining that these questions are used to verify identity if the password is forgotten. Below this, there is a prompt "Please type your security answers" and a list of questions, each with a text input field and a "Save" button. The questions are: "What is your mother's maiden name?", "What is your favorite team?", "What is your favorite vehicle?", "What street did you grow up on?", and "What is the name of your favorite pet?". The first question is highlighted with a blue border. At the bottom of the screen, there is a "Save Answers" button.

4.7 Scroll down.



This screenshot shows the same "Self Service Password Reset" page as the previous one, but with a large black downward-pointing arrow on the right side of the screen, indicating the user should scroll down. The "Save Answers" button is now visible at the bottom of the question list. At the very bottom of the screen, there is a footer with the text "0004008 • Idle Timeout 4 minutes • EN English".

4.8 Click on Save Answers.



If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Your answers meet the requirements. Click Save Answers when ready.

What is your mother's maiden name?

What is your favorite team?

What is your favorite vehicle?

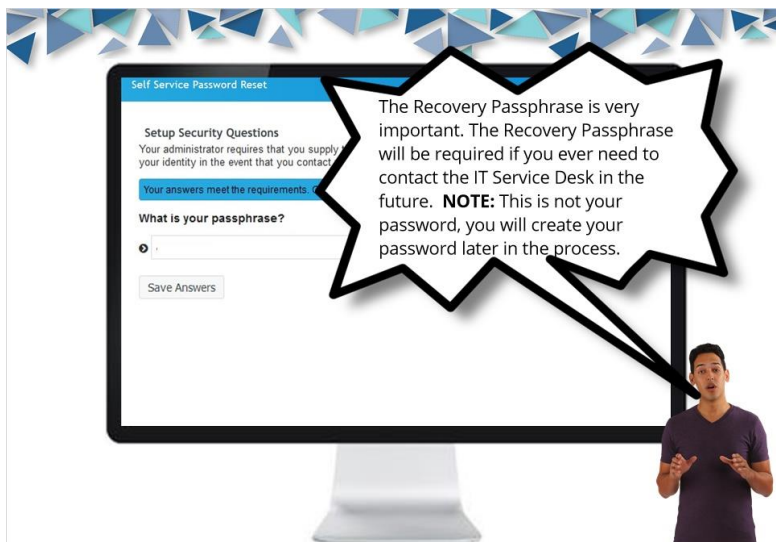
What street did you grow up on?

What is the name of your favorite pet?

Save Answers

0004008 • Idle Timeout: 4 minutes • EN English

4.9 Important information about your recovery passphrase.



Self Service Password Reset

Setup Security Questions

Your administrator requires that you supply your identity in the event that you contact

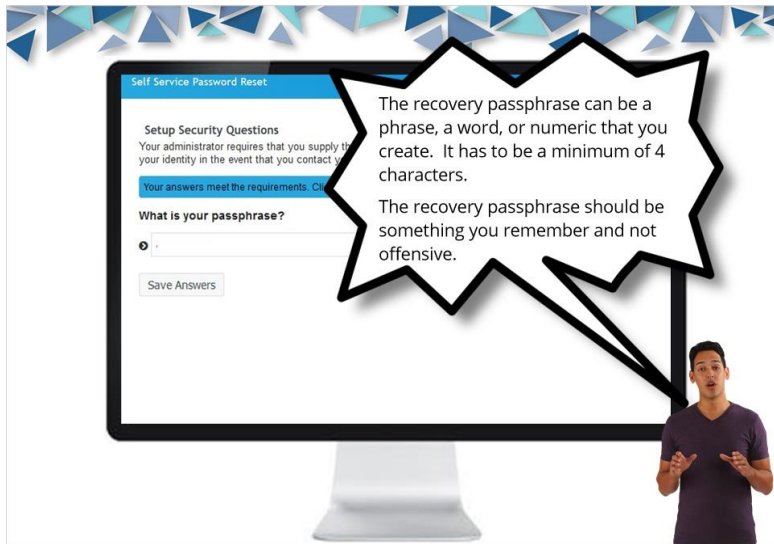
Your answers meet the requirements.

What is your passphrase?

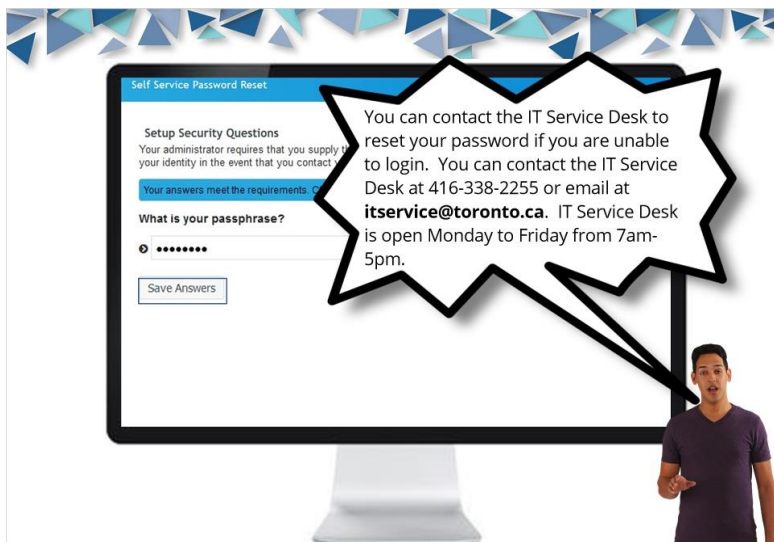
Save Answers

The Recovery Passphrase is very important. The Recovery Passphrase will be required if you ever need to contact the IT Service Desk in the future. **NOTE:** This is not your password, you will create your password later in the process.

4.10 Enter a Recovery Passphrase.



4.11 Click on Save Answers.

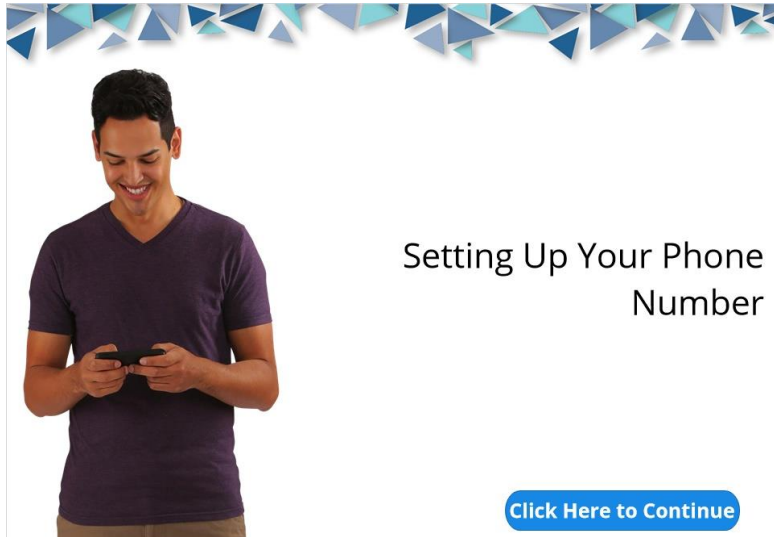


4.12 Click on the Continue button.




5. Setting Up Your Phone Number


5.1 Setting up your phone number title page



5.2 Before you get started.



Setting Up Your Phone Number in the Self Service Website



You will need to set up a phone number to receive a text message or a phone call to use the Self Service website. It is important to complete the steps outlined in this section to minimize the number of logins required in your registration.


You will need to select a phone or mobile device you will be near each time you are logging into the Self Service website.

The website uses your phone number to send a unique six digit security code for you to login each time. The code is only good at the time of your login and cannot be reused.

Click on [Click Here to Continue](#).


[Click Here to Continue](#)

5.3 Where are you in the process?




Where are You in the Process?

Setting Up Your Security Questions and Recovery Passphrase




You have setup your security questions and recovery Passphrase as part of your initial login.

Setup Your Phone Number



The next step will be to setup your phone number to receive a text message or an automated phone call to receive your security code.

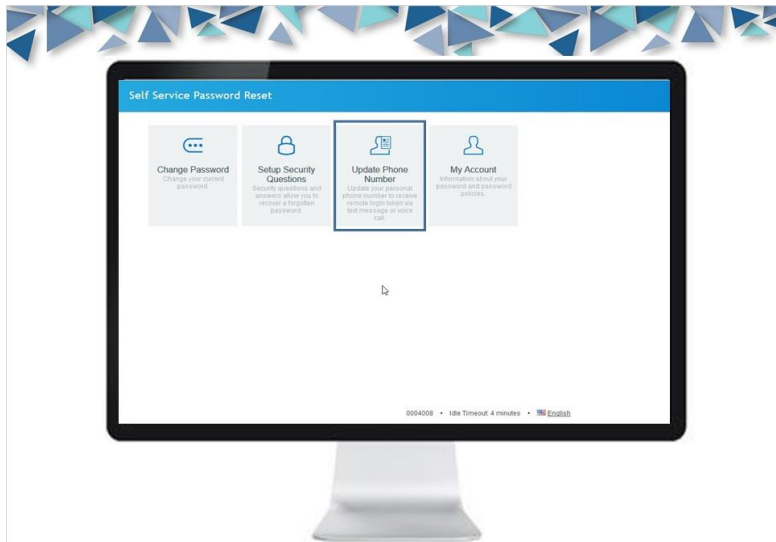
Setting Up Your Personalized Password



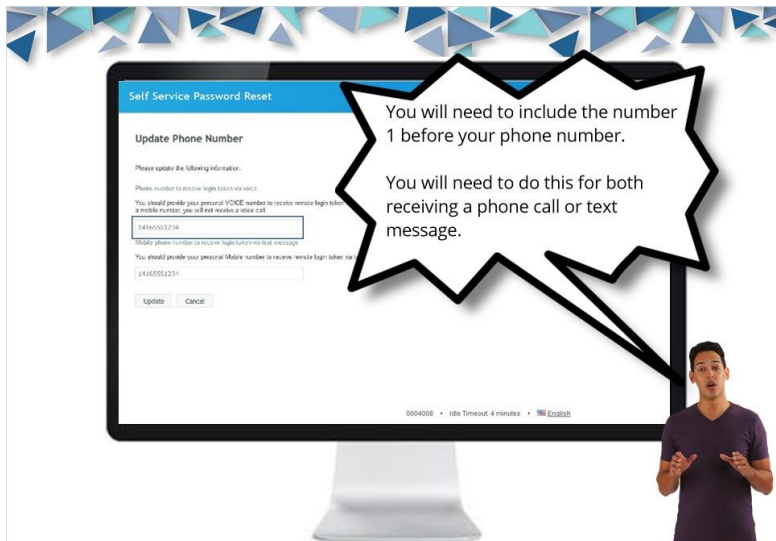
After setting up your phone number you will create your personalized password.

It is recommended to complete setting up your phone number before your password to reduce the amount of logins for registration.

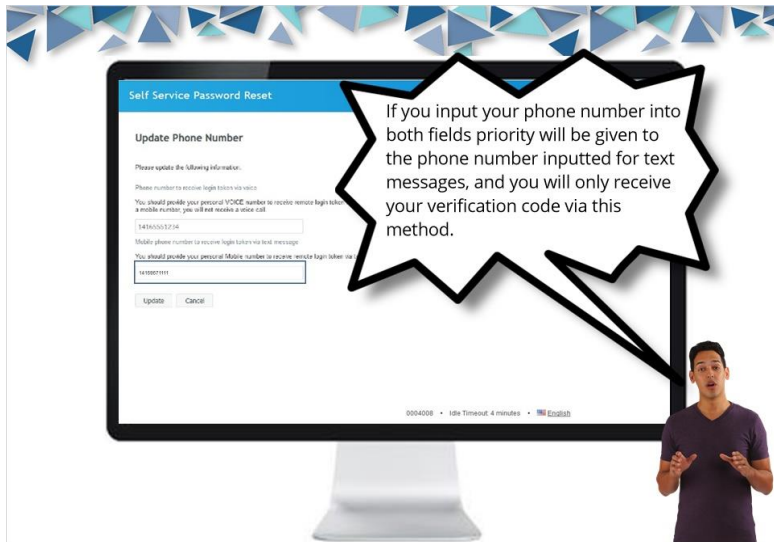
5.4 Click on Update Phone Number.



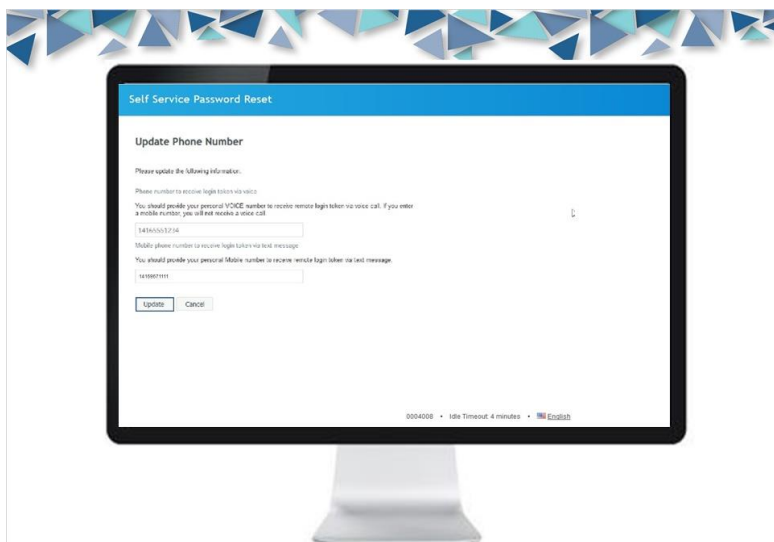
5.5 If you would like to receive a phone call with your security key, add your phone number in the highlighted box.



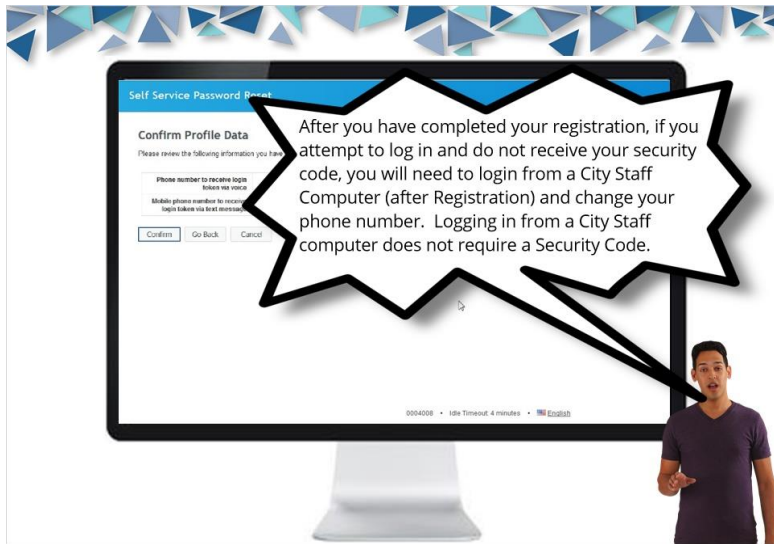
5.6 If you would like to receive a text message for your security key, add your phone number in the highlighted box.



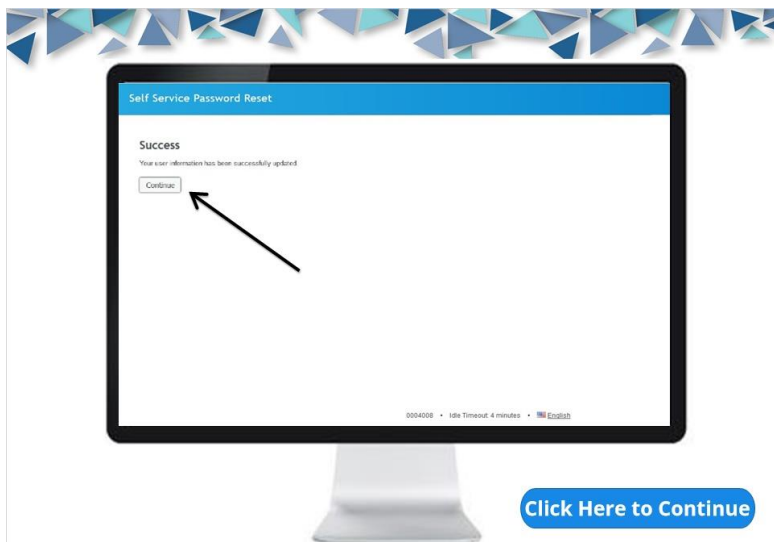
5.7 Click on the Update button.



5.8 Verify that the phone number is correct, click on the Confirm button.

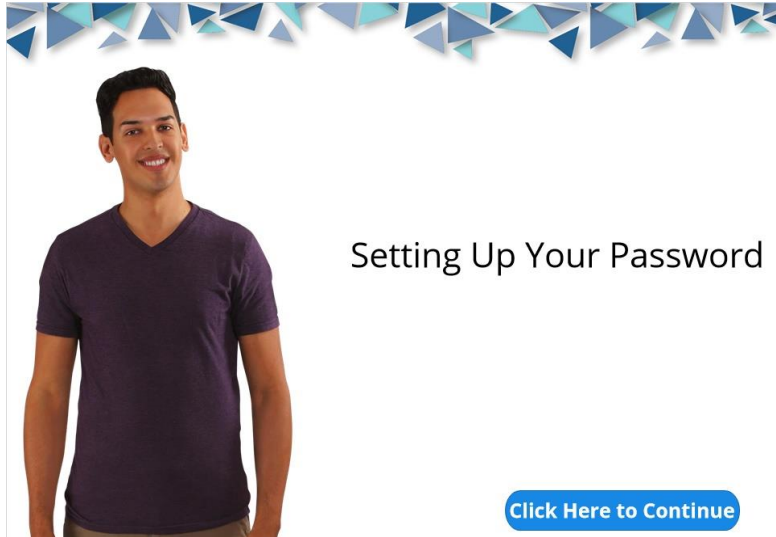


5.9 Click on the Continue button.



6. Setting Up Your Password.

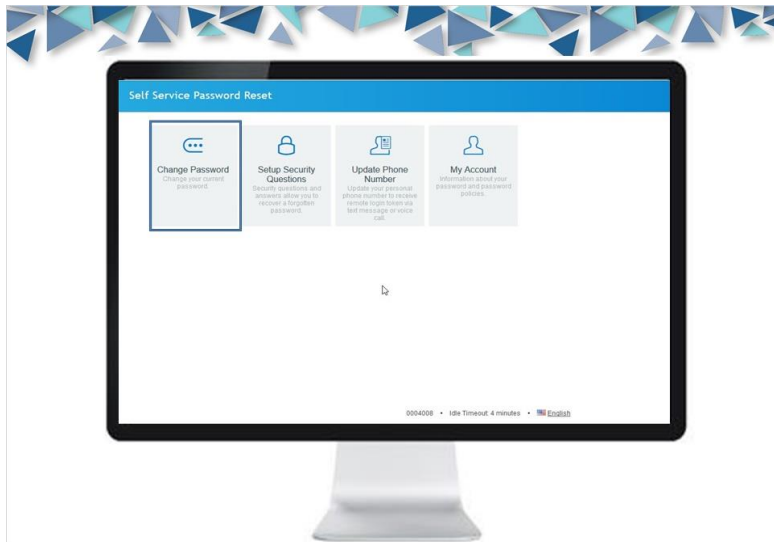
6.1 Setting up your password title page



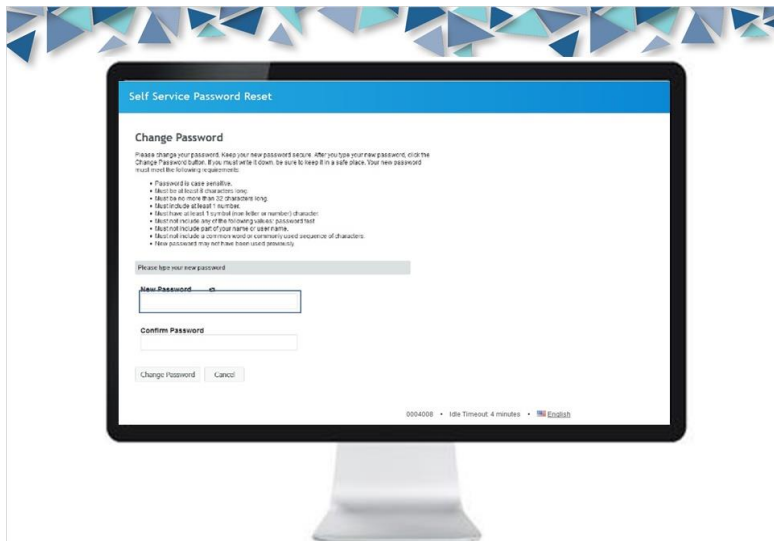
6.2 Where are you in the process?



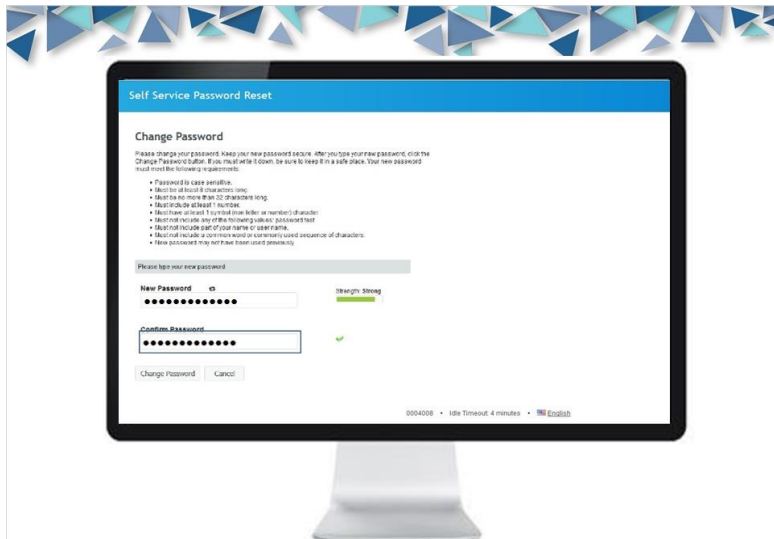
6.3 Click on Change Password.



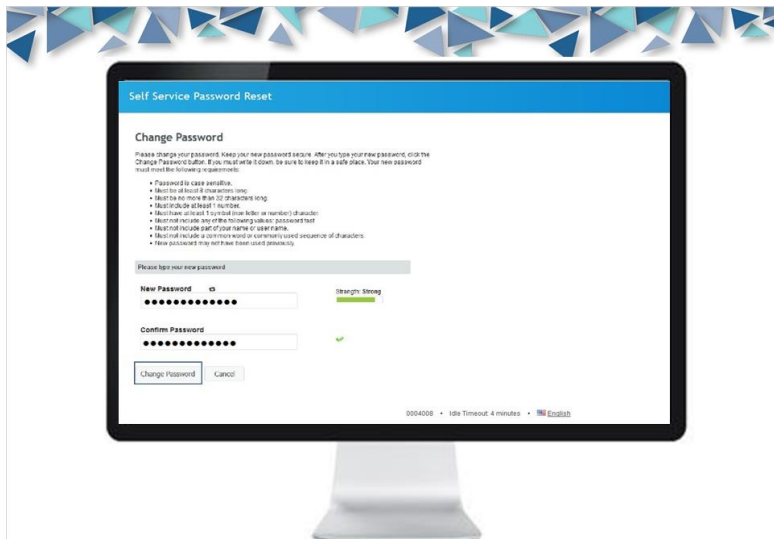
6.4 Enter your new personalized password, you will need to include a lower case letter, a capital letter, numeric character and a symbol. The personalized password must also be a minimum of 8 characters long.



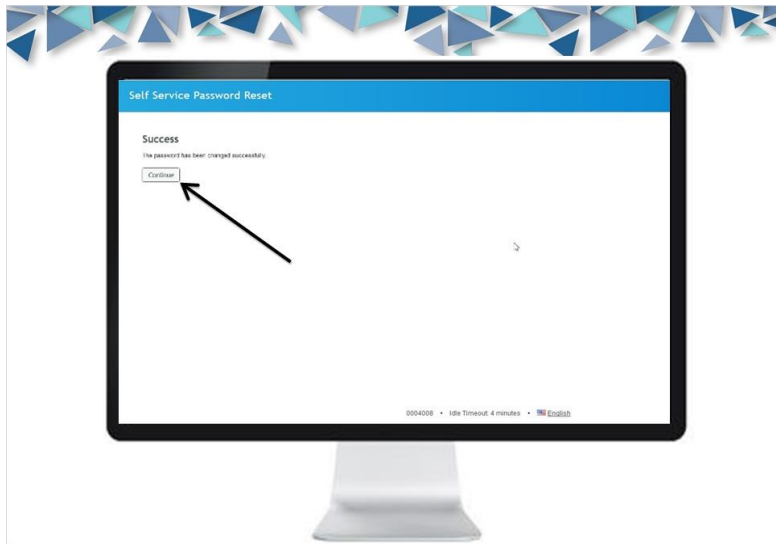
6.5 Re-enter your personalized password to confirm it was typed in correctly.



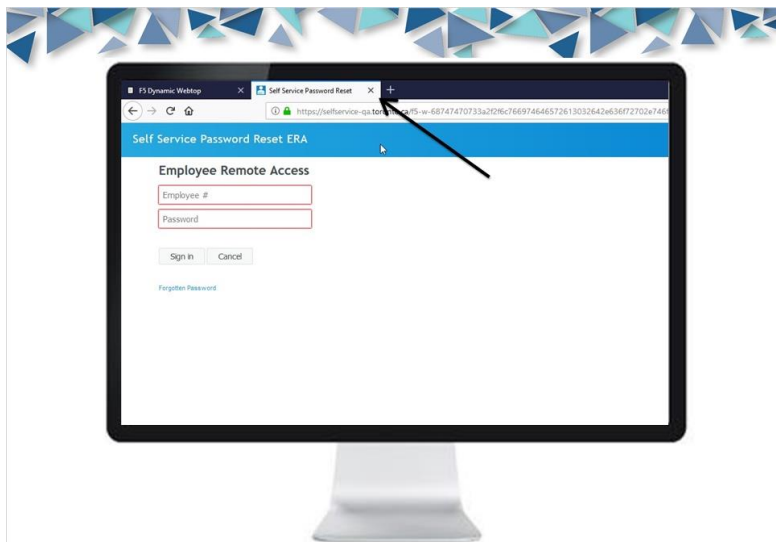
6.6 Click on the Change Password button.



6.7 Click on the Continue Button.



6.8 You will return to the Self Service Password Reset page. Close the tab at the top.



6.9 You will return to the main page. Click on the Logout button to log out of the Manage Account screen.

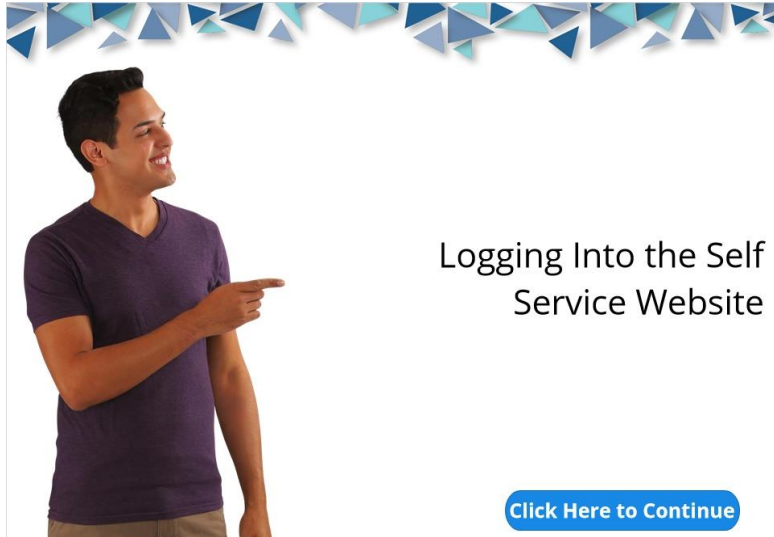


6.10 Your account has been fully registered. You can now use your personalized password and receive your security key on your selected device.

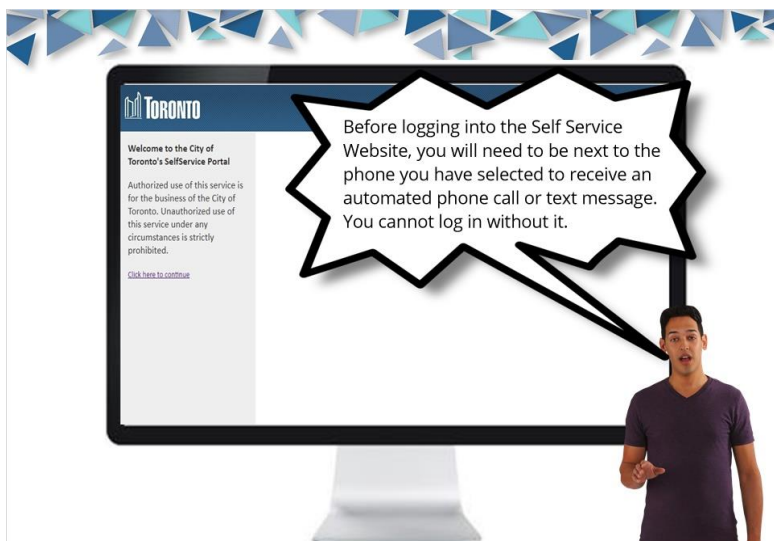


7. Logging Into the Self Service Website

7.1 Logging Into the Self Service Website title page

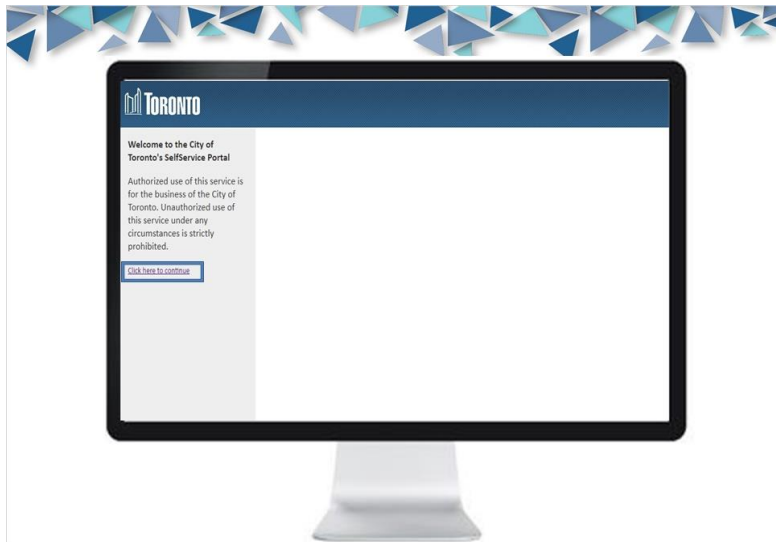


7.2 NOTE: Before logging into the Self-Service website, you will need to be next to the phone you have selected to receive the phone call or text message. You cannot log in without it.

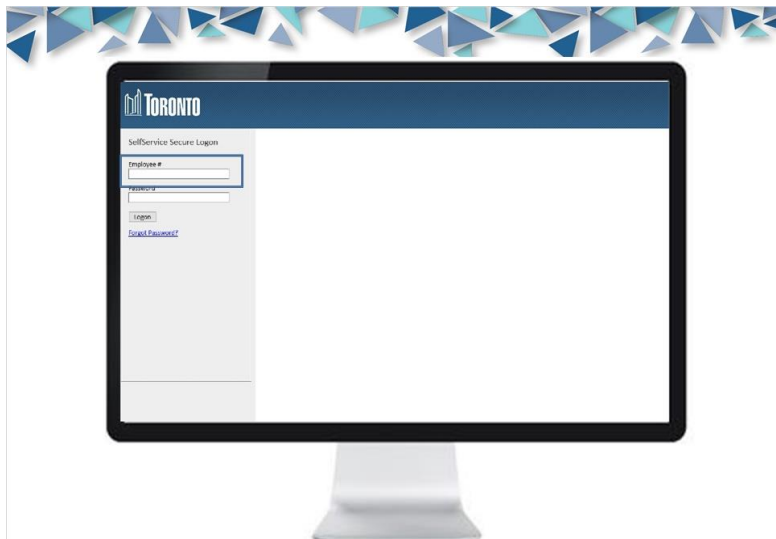


Notes:

7.3 Click on Click Here To Continue.



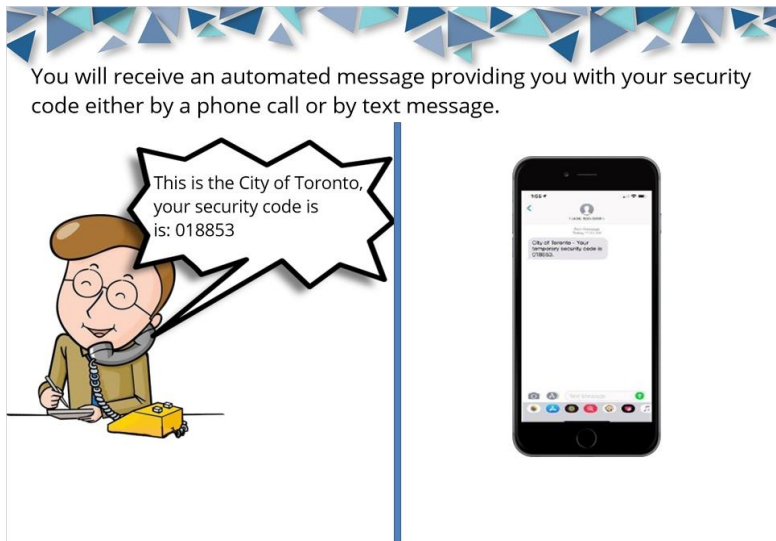
7.4 Enter your 8 digit employee number. Remember if your employee number is 6 or 7 digits, you will need to add additional 0's at the beginning.



7.5 Enter your personalized password and click on the Logon button.



7.6 You will receive an automated message providing you with your security code either by a phone call or by text message.



7.7 Enter your one time, 6 digit Security Code.

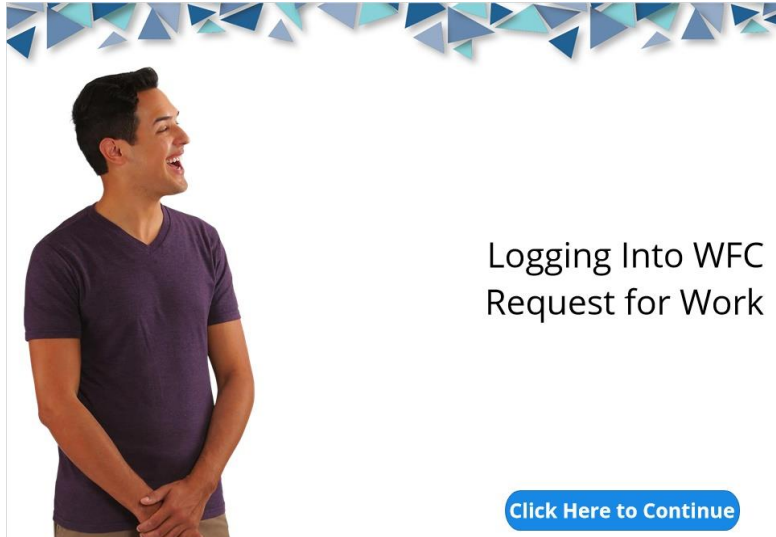


7.8 Click on Logon.



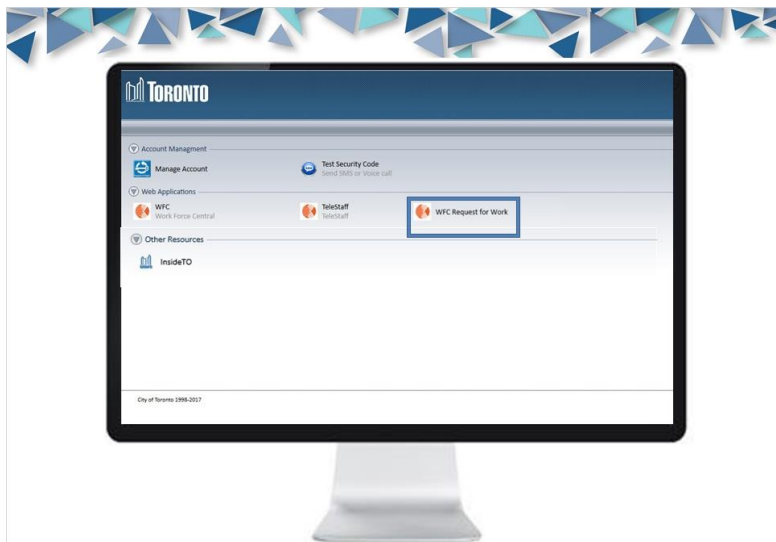
8. Logging Into WFC Request for Work

8.1 Logging Into WFC Request for Work title page

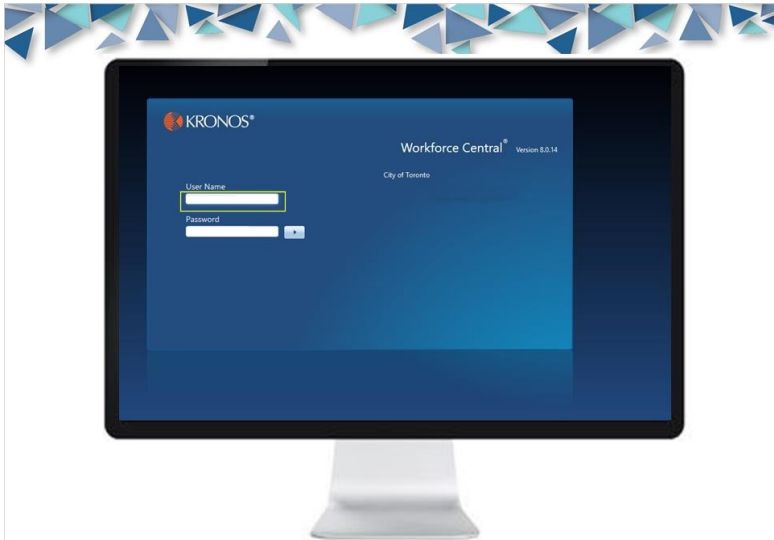


Notes:

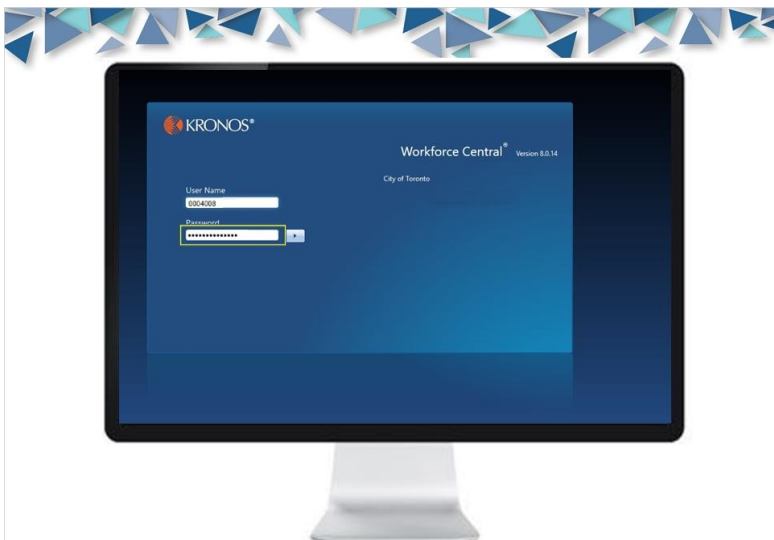
8.2 Click on WFC Request for Work.



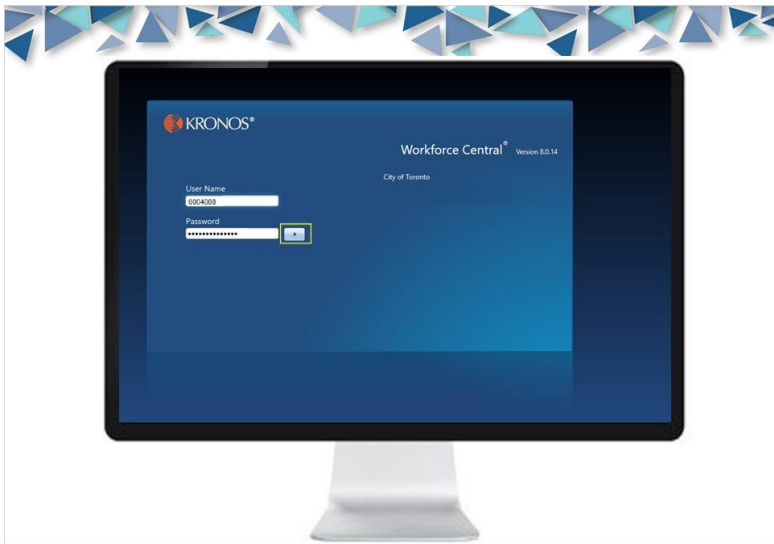
8.3 Enter your employee number (including the necessary 0's) into the Username field.



8.4 Enter your personalized password.



8.5 Click on the Arrow button to log in.



8.6 You will see the homepage displayed.



8.7 Your account has been fully registered. You can now use your personalized password and receive your security key on your selected device.



After Logging Into WFC Request for Work

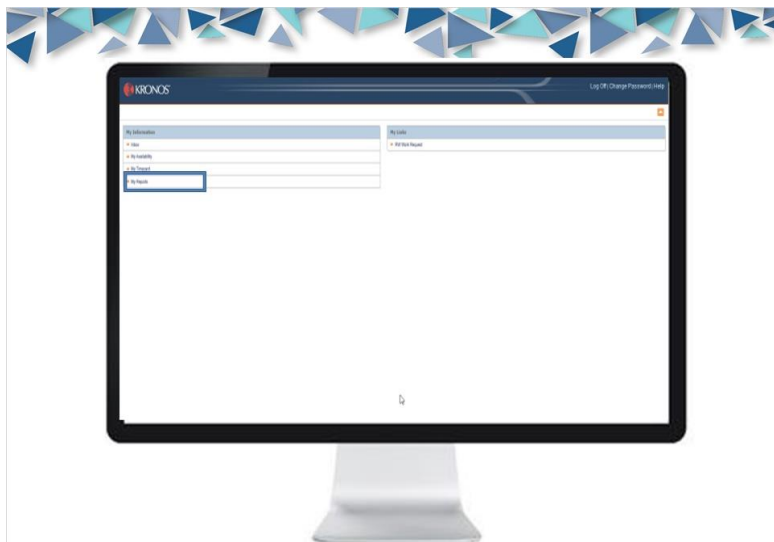
After logging into WFC Request for Work you will have access to:

1. Review your schedule and timecard using the Kronos My Reports section.
2. Submit Work Requests, review your schedule in a calendar format or accept job offers. You can review the training material for how to do so [here](#).

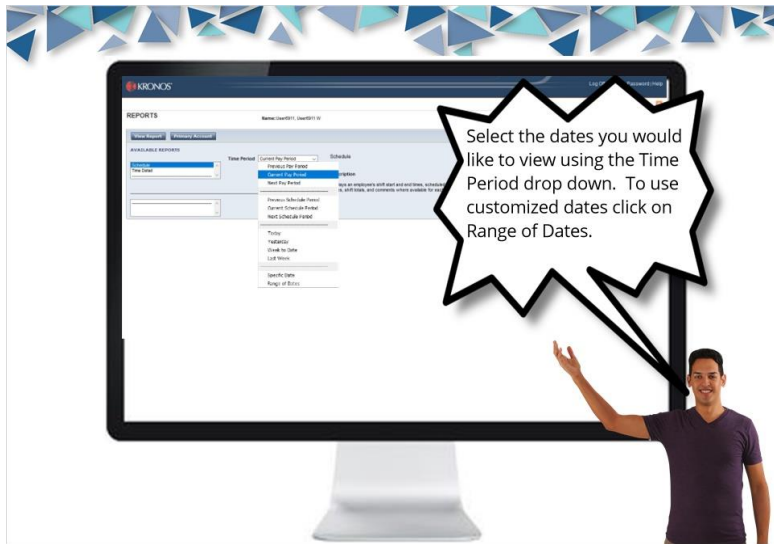
[Click Here to Continue](#)

9. Checking Your Schedule in WFC Request for Work

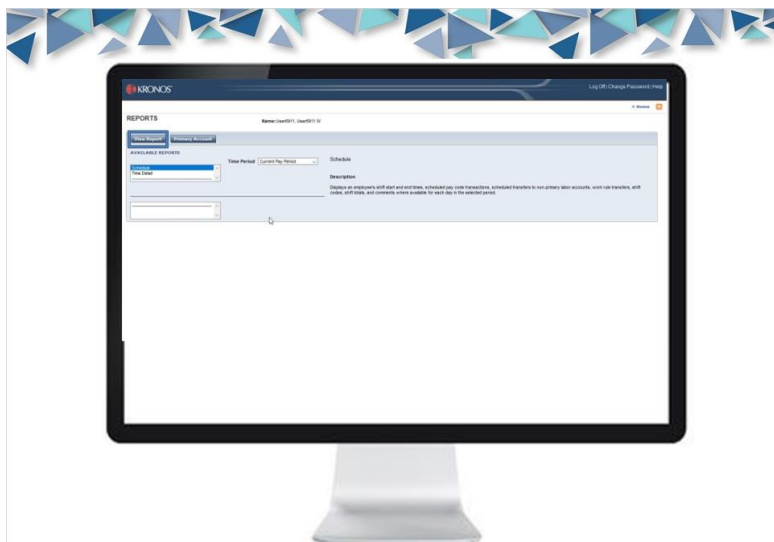
9.1 Click on My Reports.



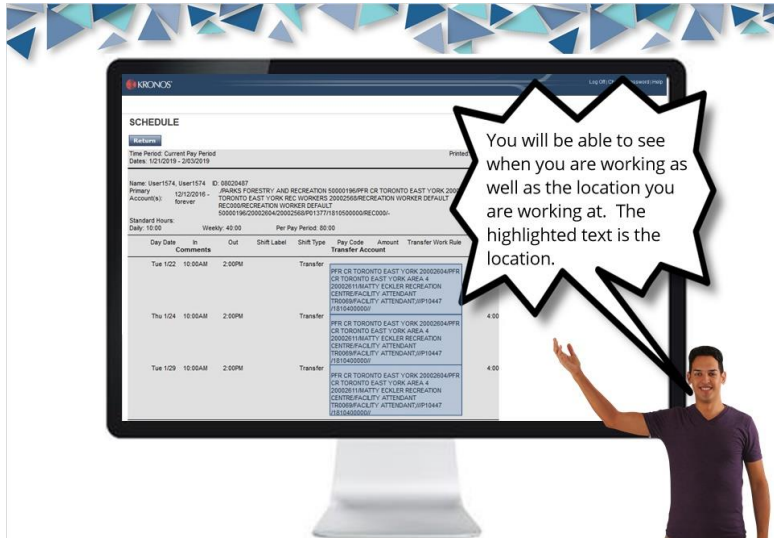
9.2 Set your date ranges



9.3 Click on View Report.



9.4 You will be able to see your schedule for the time period selected. If the report is blank, change the date range. If it is still blank you may not be scheduled for that date range. Speak to your Scheduler (CRP/YRP) for more clarification.



The screenshot shows the Kronos SCHEDULE interface. The user is logged in as 'User1574'. The schedule is for the period '12/1/2018 - forever'. The schedule table shows the following data:

Day	Date	In	Comments	Out	Shift Label	Shift Type	Pay Code	Amount	Transfer Work Rule
Tue	1/22	10:00AM		2:00PM		Transfer			
Thu	1/24	10:00AM		2:00PM		Transfer		4.00	
Tue	1/29	10:00AM		2:00PM		Transfer		4.00	

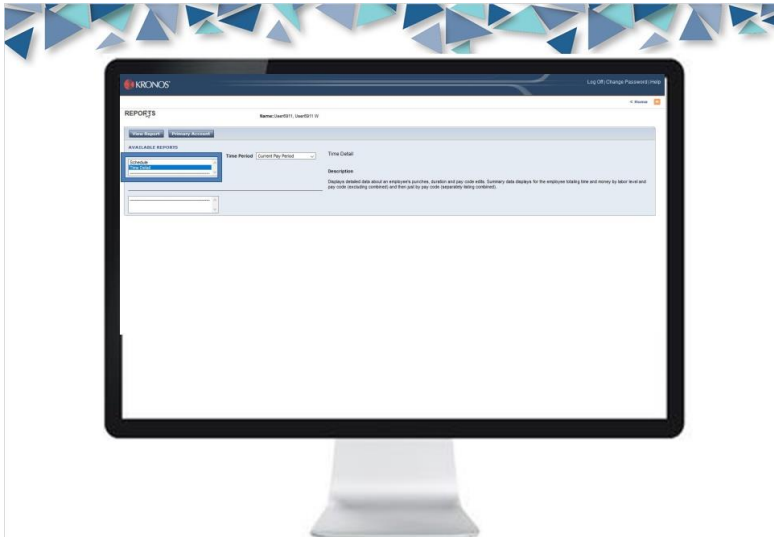
The callout bubble contains the text: "You will be able to see when you are working as well as the location you are working at. The highlighted text is the location." The location text in the schedule table is highlighted in blue.

10. Checking Your Time Card in WFC Request for Work

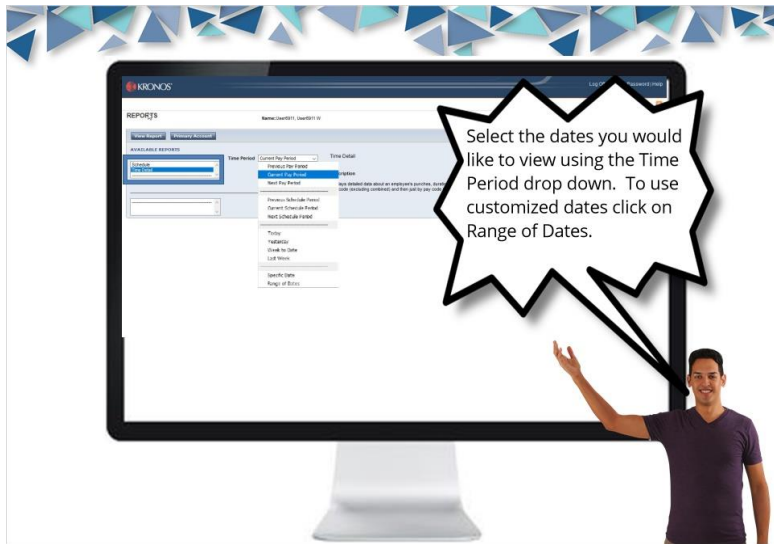
10.1 Click on *My Reports*.



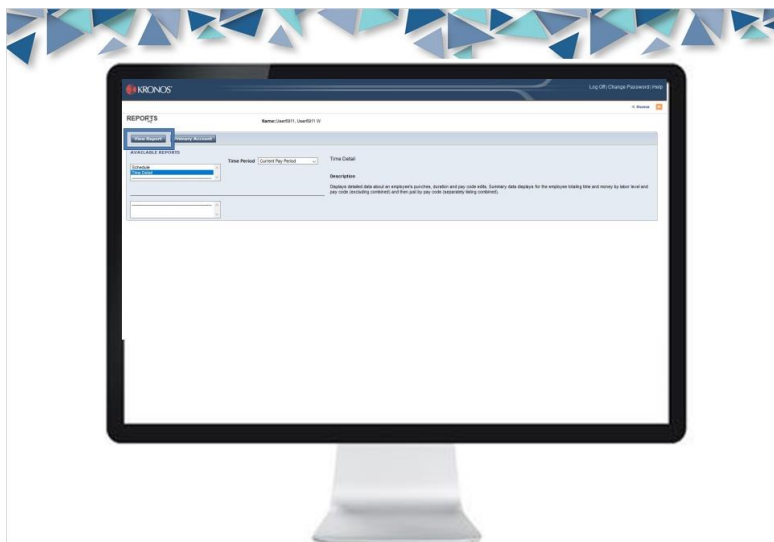
10.2 Click on *Time Detail* in the Available Reports window.



10.3 Select your date ranges using the Time Period drop down menu.



10.4 Click on View Reports.



10.5 You will be able to see your schedule for the time period selected. If the report is blank, change the date range. If it is still blank you may not be scheduled for that date range. Speak to your CRP for more clarification.

Details about the total amount of hours you have worked for the shift (red), your scheduled hours (orange) and what job/ location you completed for your hours (blue) will display.

11. Wrap Up


11.1 Recap of the steps to register your account

Recap of the Steps to register Your Account

Here are a recap of the steps you took to register your account in the Self Service Website. **Click on each button to reveal additional information.**

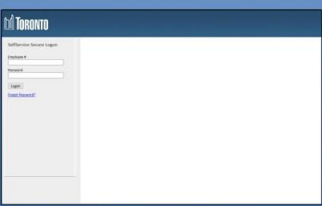
Entering Your Username/Initial Password	
Set Up Your Security Questions and Recovery Passphrase	
Setting Up Your Phone Number	
Setting Up Your Password	
First Login after registering Your Account	
Logging into Kronos WFC to see your schedule and your timecard	

Entering Your Username/Initial Password




Recap of the Steps to register Your Account

Here are a recap of the steps you took to register your account in the Self Service Website. **Click on each button to reveal additional information.**


Entering Your Username/Initial Password	 <p>To start off you entered your username (employee Number with leading 0's) and your initial password.</p>
Set Up Your Security Questions and Recovery Passphrase	
Setting Up Your Phone Number	
Setting Up Your Password	
First Login after registering Your Account	
Logging into Kronos WFC to see your schedule and your timecard	

Setting Up Your Password Questions/Passphrase




Recap of the Steps to register Your Account

Here are a recap of the steps you took to register your account in the Self Service Website. **Click on each button to reveal additional information.**


Entering Your Username/Initial Password	 <p>The first step was to setup your Security Questions and Recovery Passphrase. Remember these are used if you cannot remember your password.</p>
Set Up Your Security Questions and Recovery Passphrase	
Setting Up Your Phone Number	
Setting Up Your Password	
First Login after registering Your Account	
Logging into Kronos WFC to see your schedule and your timecard	

Setting Up Your Number




Recap of the Steps to register Your Account

Here are a recap of the steps you took to register your account in the Self Service Website. **Click on each button to reveal additional information.**


Entering Your Username/Initial Password	 <p>Next we setup our phone number. This number will be used to send your security code every time you login.</p>
Set Up Your Security Questions and Recovery Passphrase	
Setting Up Your Phone Number	
Setting Up Your Password	
First Login after registering Your Account	
Logging into Kronos WFC to see your schedule and your timecard	

Setting Up Your Personalized Password



Recap of the Steps to register Your Account

Here are a recap of the steps you took to register your account in the Self Service Website. **Click on each button to reveal additional information.**

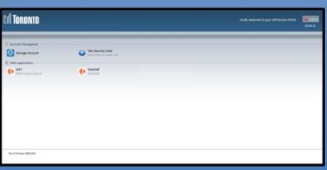
Entering Your Username/Initial Password	 <p>Your personalized password will contain a minimum of 1 number, 1 symbol, 1 capital letter and a minimum of 8 characters.</p>
Set Up Your Security Questions and Recovery Passphrase	
Setting Up Your Phone Number	
Setting Up Your Password	
First Login after registering Your Account	
Logging into Kronos WFC to see your schedule and your timecard	

First Login After Initializing Your Account




Recap of the Steps to register Your Account

Here are a recap of the steps you took to register your account in the Self Service Website. **Click on each button to reveal additional information.**


Entering Your Username/Initial Password	 <p>After registering your account you will login to the Self Service Website using your Employee number, personalized password and unique security code.</p>
Set Up Your Security Questions and Recovery Passphrase	
Setting Up Your Phone Number	
Setting Up Your Password	
First Login after registering Your Account	
Logging into Kronos WFC to see your schedule and your timecard	

Checking Your Schedule/TimeCard



Recap of the Steps to register Your Account

Here are a recap of the steps you took to register your account in the Self Service Website. **Click on each button to reveal additional information.**

Entering Your Username/Initial Password	 <p>After logging in, you will proceed to Kronos WFC. In there you will be able to review your schedule and your time card.</p>
Set Up Your Security Questions and Recovery Passphrase	
Setting Up Your Phone Number	
Setting Up Your Password	
First Login after registering Your Account	
Logging into Kronos WFC to see your schedule and your timecard	

11.2 Recap of log in process.




Recap of Log in Process

- 1 Be Near Your Phone**
Before you start, be next to the phone you have selected to receive your automated voice or text message security code.
- 2 Go to the Website**
Start by opening a web browser (Google Chrome recommended) and heading to the Self Service website:
<https://selfservice.toronto.ca>.
- 3 Enter Your Username and Password**
Click on the Click Here to Logon link and enter your username: your employee number with leading 0's. You will also enter your personalized password.
- 4 Enter Your Security Code**
After logging in, you will receive a security code to your phone. The automated message could be received by text message or by phone call, depending on your choice.
- 5 Opening Up WFC Request for Work**
After logging into the Self Service website you will see a link to WFC Request for Work click on the link and log in. From there you can check your schedule or view your timecard.



11.3 Next steps



Next Steps

Stay up to date on the latest information regarding the Request for Work project by visiting the Recreation Worker Scheduling website:
[City of Toronto Recreation Worker Scheduling Page](#)

You can request shifts, review work request status, update your resume and much more using this website. For more information on requesting work click on the following link:
[RW Work Request Widget Resource Material](#)

***11.4 Thank you for taking the Registering for the Self Service Website
from a Non-City Computer Resource.***

