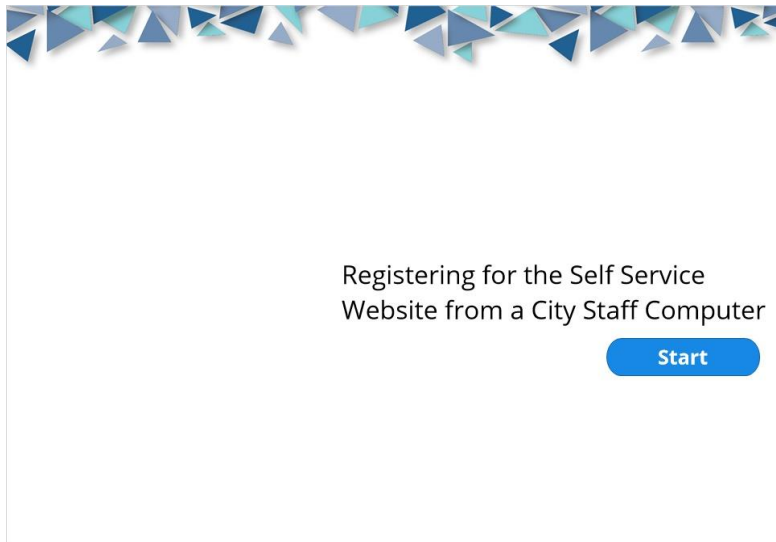


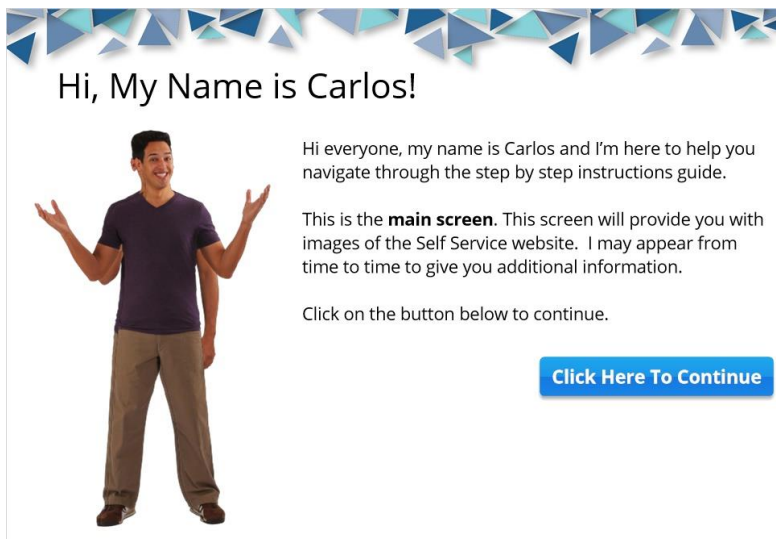
# Registering for the Self Service Website from a City Staff Computer

## 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 3 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 employee number:** Your employee number as it appears on your pay stub is your username.
- 2. Your Social Insurance Number (SIN):** You will need to know your social insurance number, part of it is used for your password.
- 3: Your Mailing Address on File:** Your mailing address as it appears on the 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 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. If you are using an external method and currently viewing this course while completing your registration, please close this resource material and open the Registering for the Self Service Website from a Non-City Computer.




**PFR Scheduling System**


**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.

## 2. Main Menu


### 2.1 Main Menu



### Main Menu

**About This Course**

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

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

**Registering Your Account**

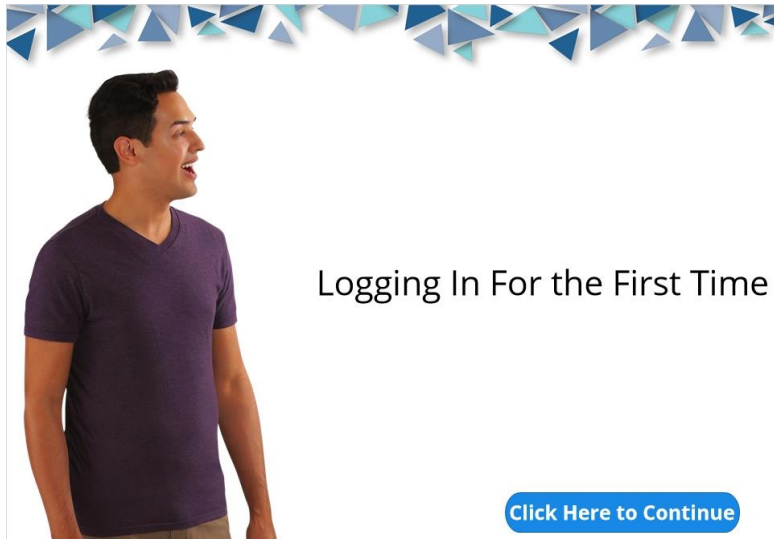
- 01 Logging In for the First Time
- 02 Updating Your Security Questions and Recovery Passphrase
- 03 Setting Up Your Phone Number
- 04 Setting Up Your Password

**After Registering Your Account**

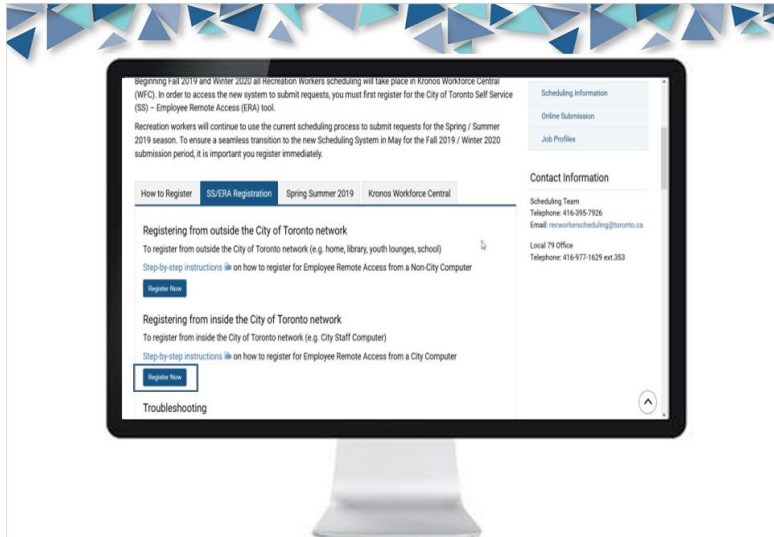
- 05 Logging Into the Self Service Website From an External Computer
- 06 Logging Into Kronos WFC
- 07 Checking Your Schedule in WFC
- 08 Checking Your Timecard in WFC

### 3. Logging In for the First Time

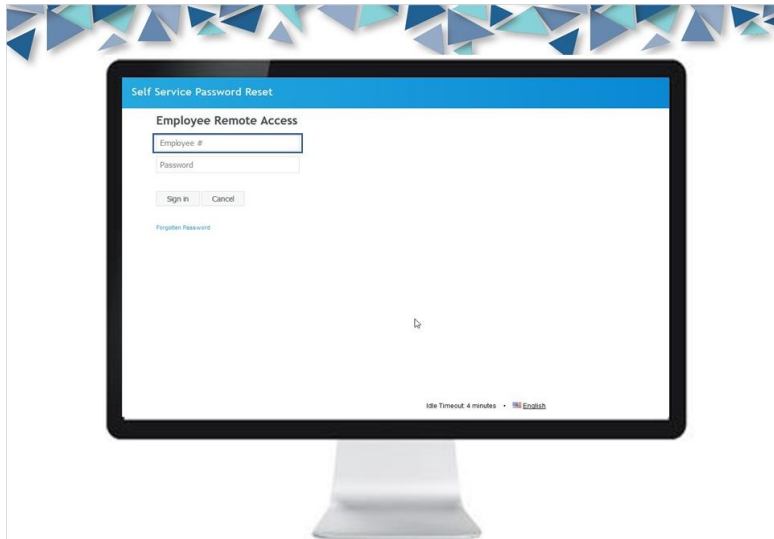
#### 3.1 Logging in for the very first time title page



#### 3.2 Click on the button Register Now for Employee Remote Access ERA



**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.**

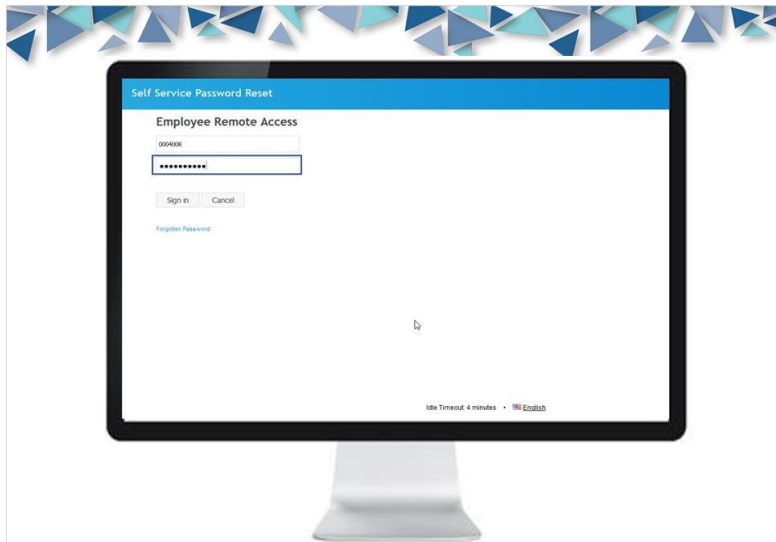
**Your Date of Birth:** You will enter your birthday in numeric format starting with a 2 digit birth month and two digit birth date.

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

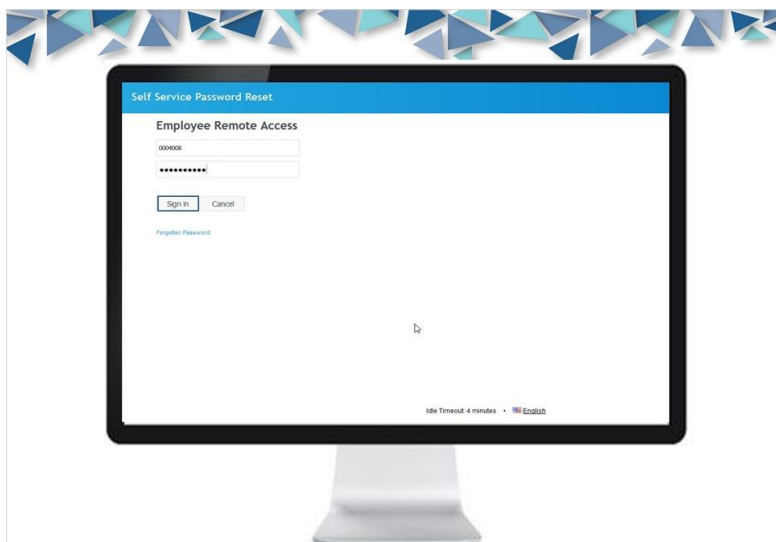
**Your Primary Address Postal Code:** Finally the last part of your password will be made up of your Postal Code currently on file with the City of Toronto. You will enter the last 3 characters of your postal code capitalizing the Alpha character.

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 Click on the Sign in button.**



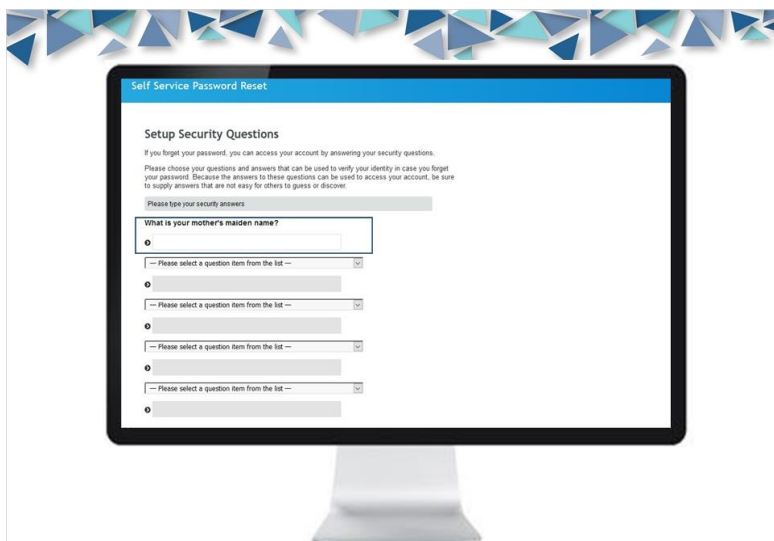


## 4. Updating Your Security Questions and Recovery Passphrase

### 4.1 Updating your security questions and Recovery Passphrase title page



**4.2 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.**





**4.3 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.**

Self Service Password Reset

Setup Security Questions

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.

Please type your security answers

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?

**4.4 Scroll down.**

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?

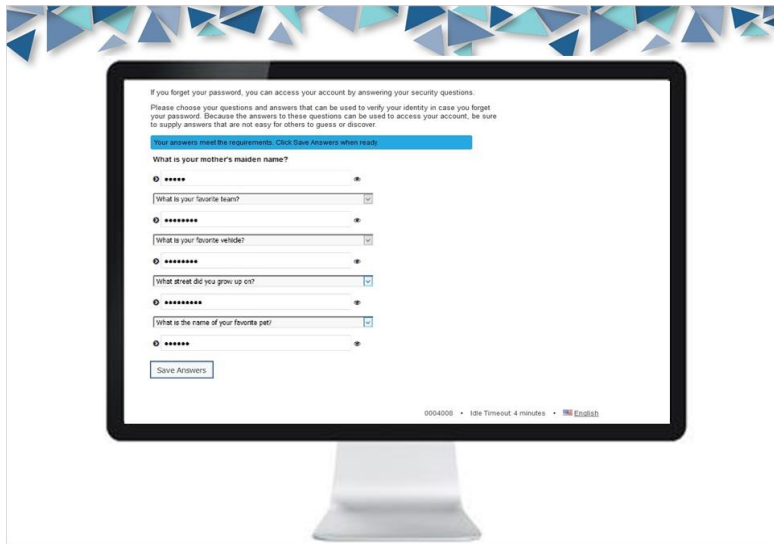
What street did you grow up on?

What is the name of your favorite pet?

Save Answers

0004008 • Idle Timeout 4 minutes • EN English

#### 4.5 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?

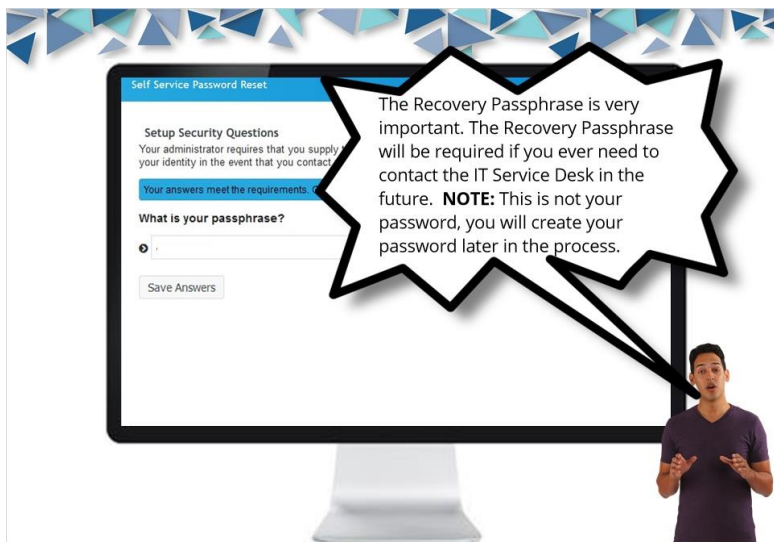
What street did you grow up on?

What is the name of your favorite pet?

Save Answers

0004008 • Idle Timeout: 4 minutes • EN English

#### 4.6 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 IT.

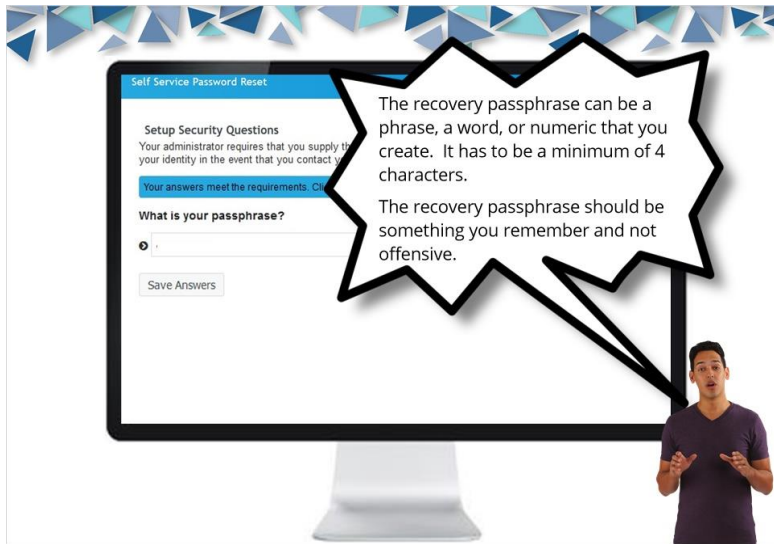
Your answers meet the requirements.

What is your passphrase?

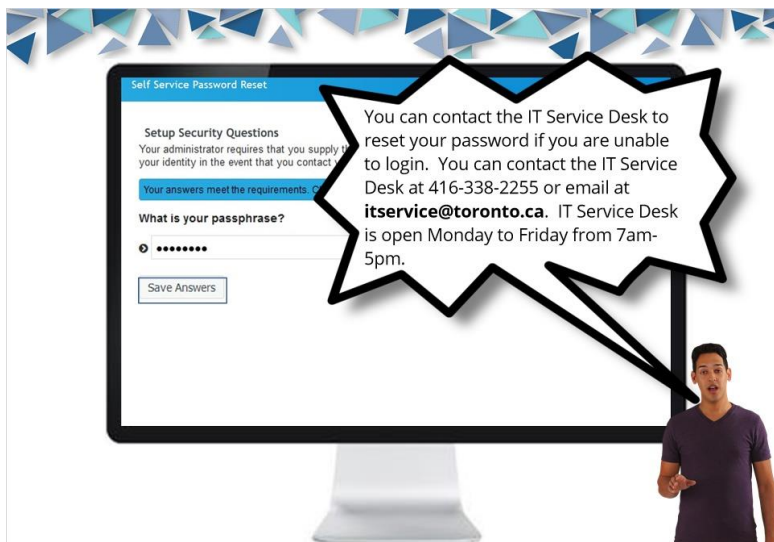
Save Answers

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.

#### 4.7 Enter a Recovery Passphrase.



#### 4.8 Click on Save Answers.

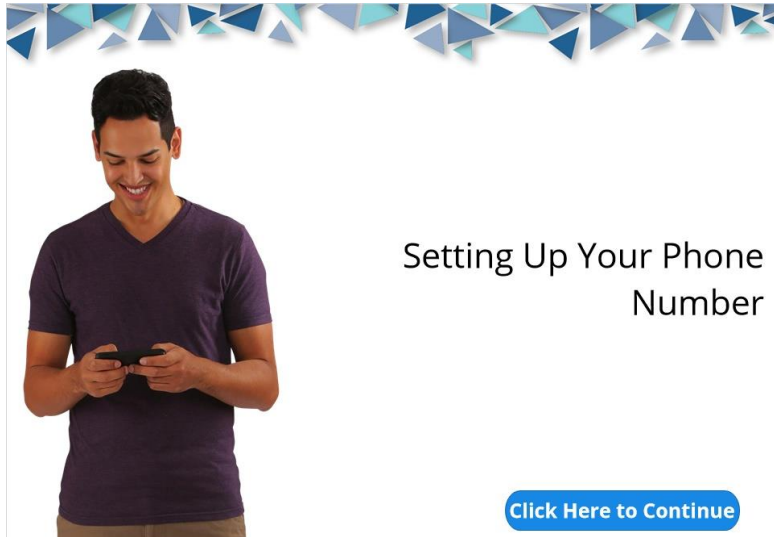


#### **4.9 Click on the Continue button.**




## **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.

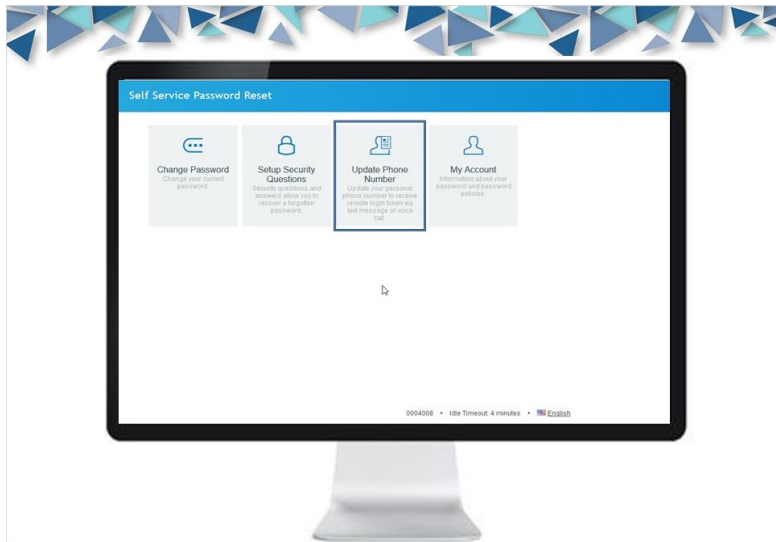
**Setting Up Your Personalized Password**



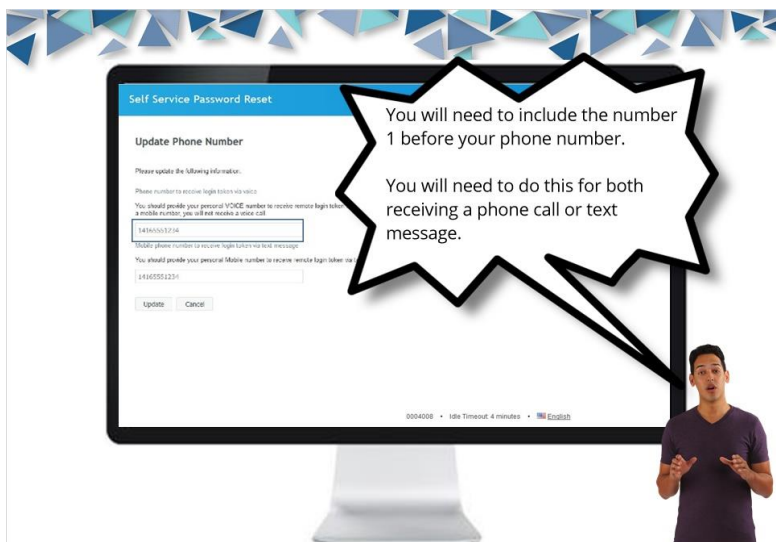
After setting up your phone number you will create your personalized password.

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

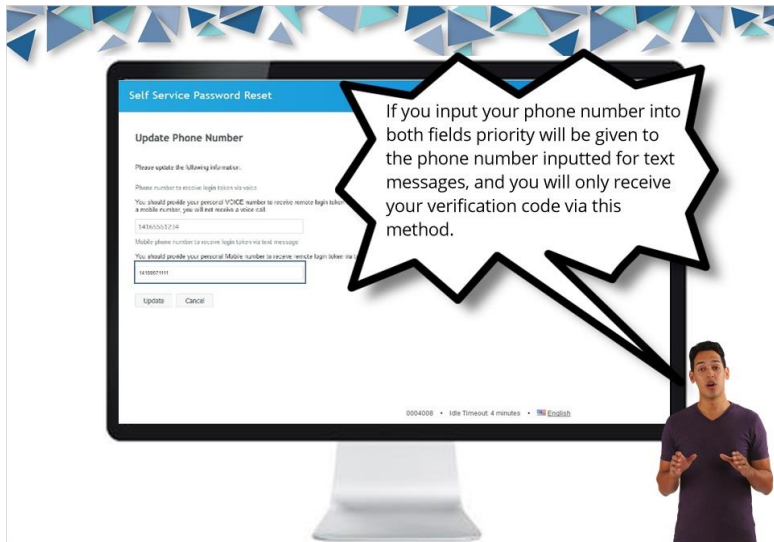
## 5.4 Click on Update Phone Number.



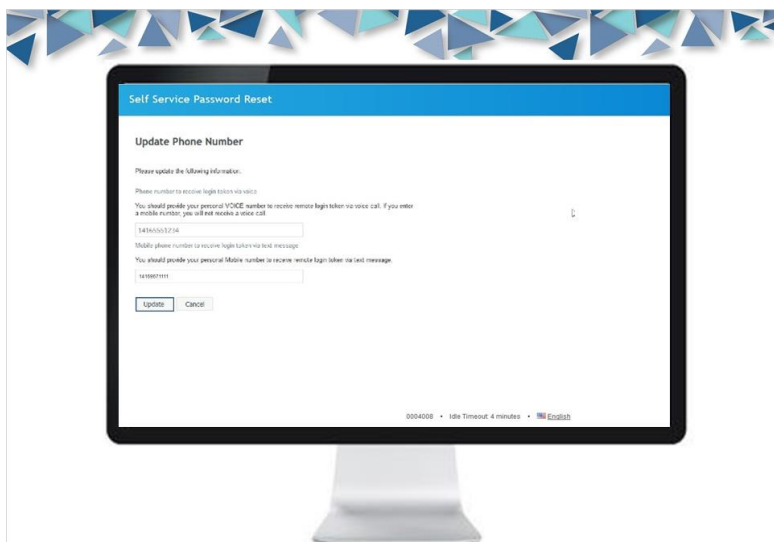
## 5.5 If you would like to receive a phone call with your security key, add your phone number in the highlighted box.



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

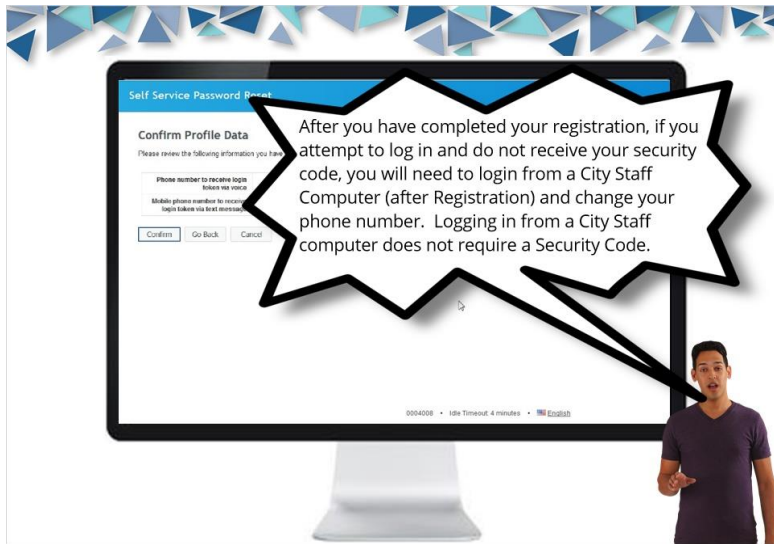


**5.7 Click on the Update button.**

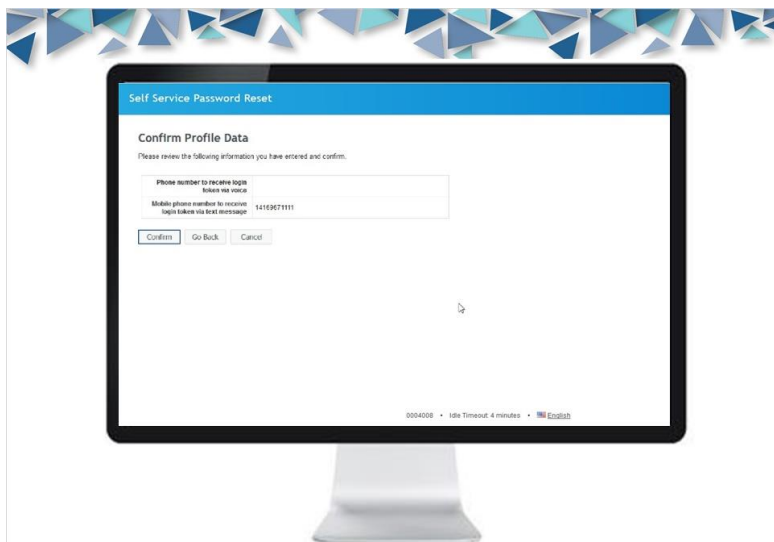




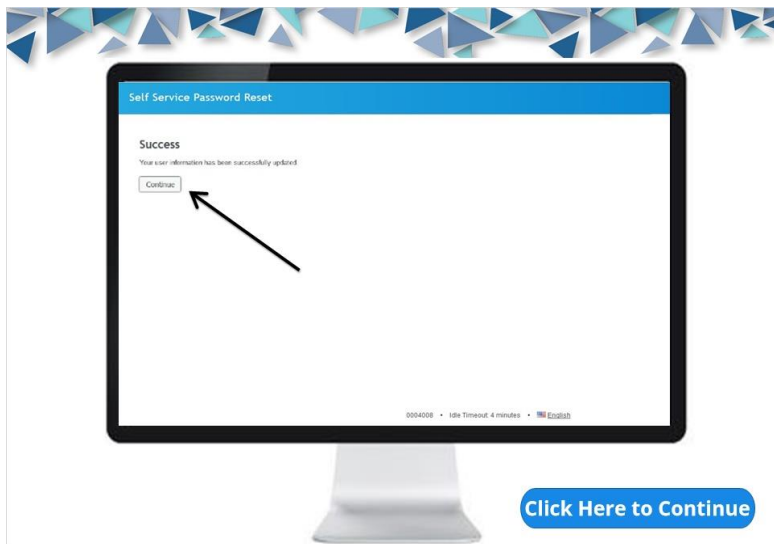
**5.8 Verify that the phone number is correct, click on the Confirm button.**



**5.9 Additional information about verifying your phone number.**

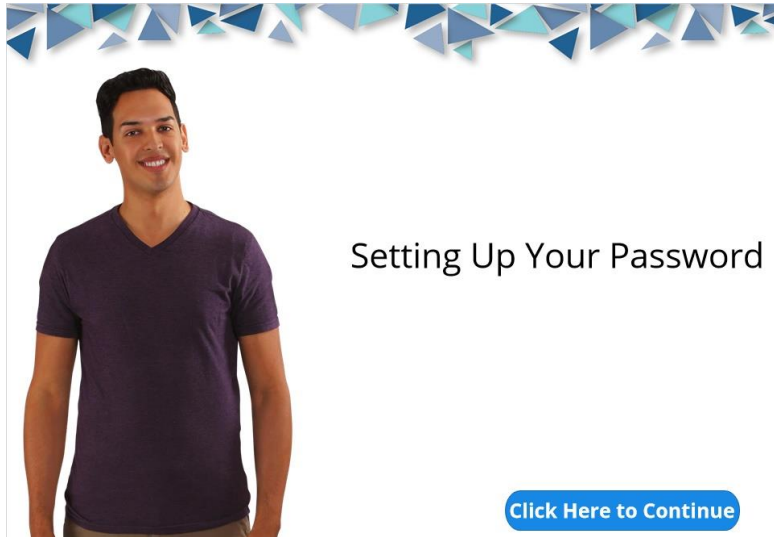


### **5.10 Click on the Continue button.**




## **6. Setting Up Your Password.**

### **6.1 Setting up your password title page**




## 6.2 Where are you in the process?




### 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**



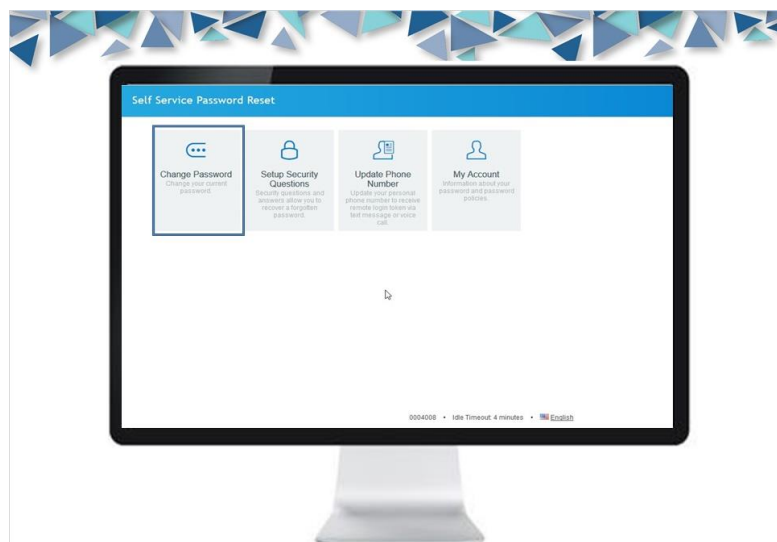
You have set up your phone number to receive an automated text message or phone call.

**Setting Up Your Personalized Password**



The last step in the registration process is to setup your personalized password. Follow the steps listed in the menu to complete this portion of the registration process.

## 6.3 Click on Change Password.



Self Service Password Reset

## Change Password

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you click enter it won't work. Be sure to keep it in a safe place. Your new password must satisfy the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 32 characters long.
- Must contain at least 1 special character.
- Must have at least 1 numeric (one letter or number) character.
- Password include one of the following values: password must
- Must not include part of your name or username.
- Password include at least one word or a continuous word sequence of characters.
- Your password may not be used previously.

Please type your new password

New Password

Confirm Password

Change Password Cancel

0004008 • Idle Timeout: 4 minutes • EN English

**Self Service Password Reset**

### Change Password

Please change your password. Keep your new password secure. After you type your new password, click the **Change Password** button. If you must enter it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be at most 32 characters long.
- Must include at least 1 number.
- Must include at least 1 symbol (see below for number) character.
- Must not include any other strings or user password text.
- Must not include part of your name or username.
- Must not include a previous word or commonly used sequence of characters.
- New password may not have been used previously.

Please type your new password

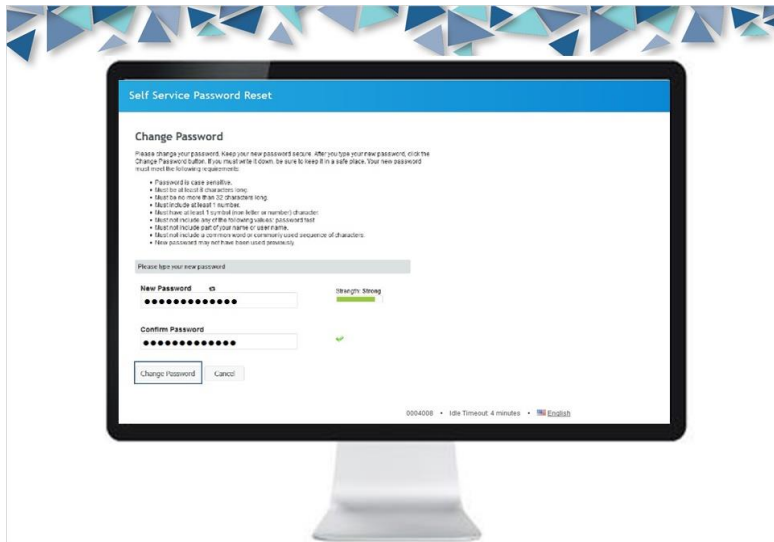
**New Password** is  **Strength: Strong**

**Confirm Password**  **✓**

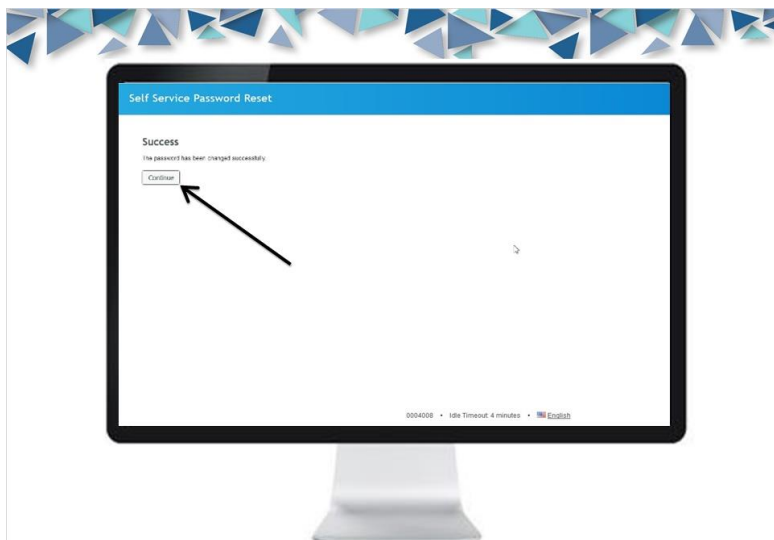
[Change Password](#) [Cancel](#)

00:04:00 • Idle Timeout: 4 minutes • [EN English](#)

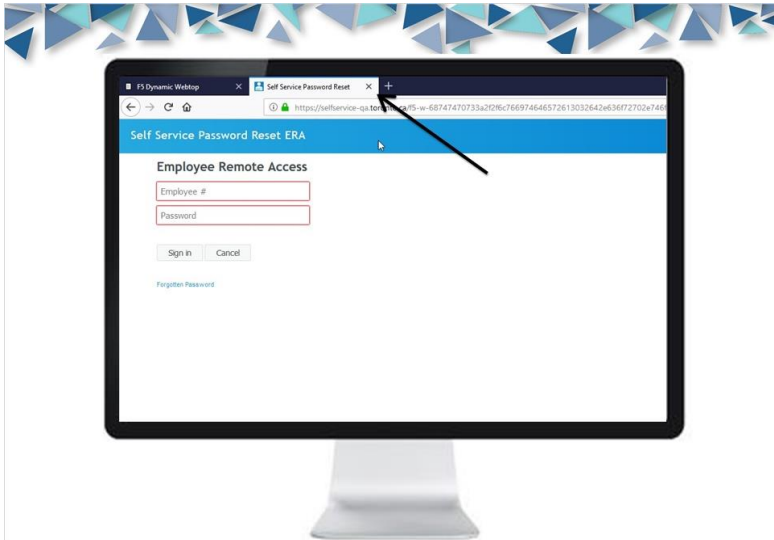
## 6.6 Click on the Change Password button.



## 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.***



**You are Registered!** 

Your registration for the Self Service website is complete!  
You can close your browser or you can continue to review your schedule and time card in Kronos WFC (WFC in the Self Service website).

You will now have access to review your schedule and timecard from anywhere. All you will need is your personal device where you can receive your security code and a computer connected to the Internet.

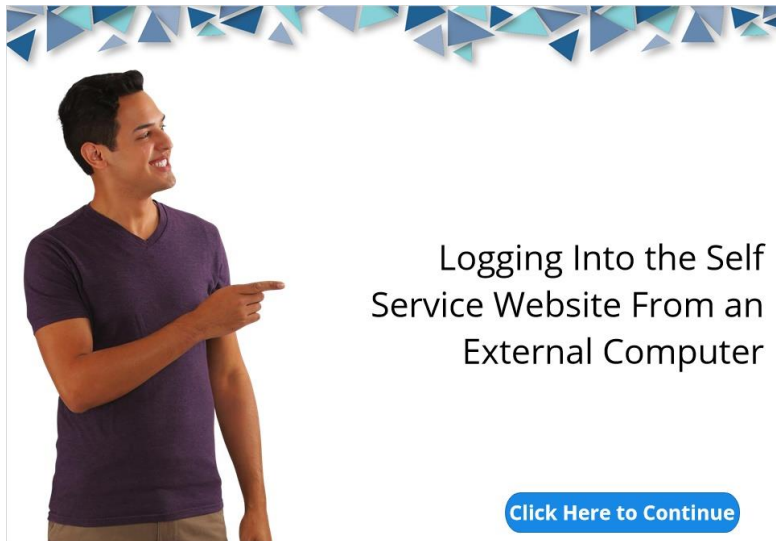
If you would like to see how to log in to the Self Service website, review your schedule and time card, click on the **Click Here to Continue** button and complete the remaining modules.

[Click Here to Continue](#)

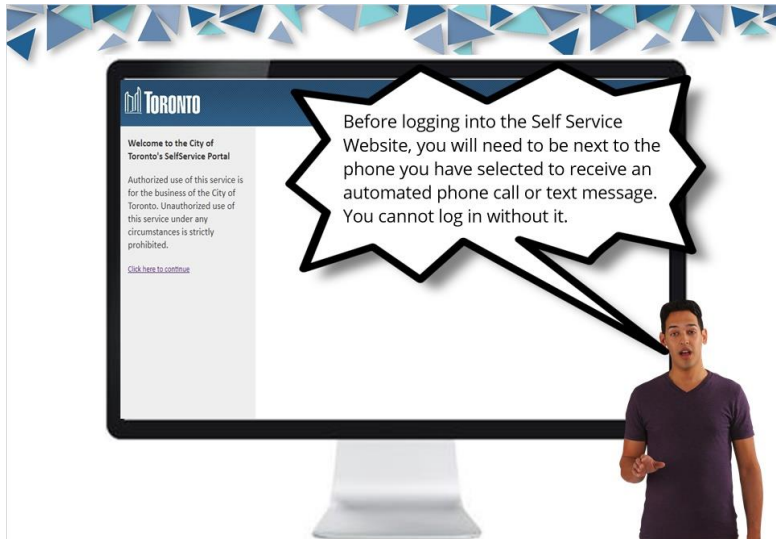


## 7. Logging Into the Self Service Website From an External Computer

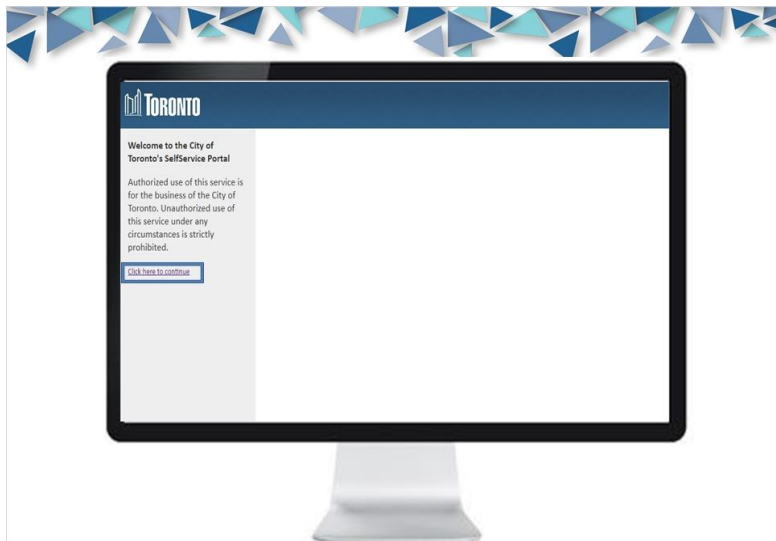
### *7.1 Logging Into the Self Service Website From an External Computer title page*



**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.**



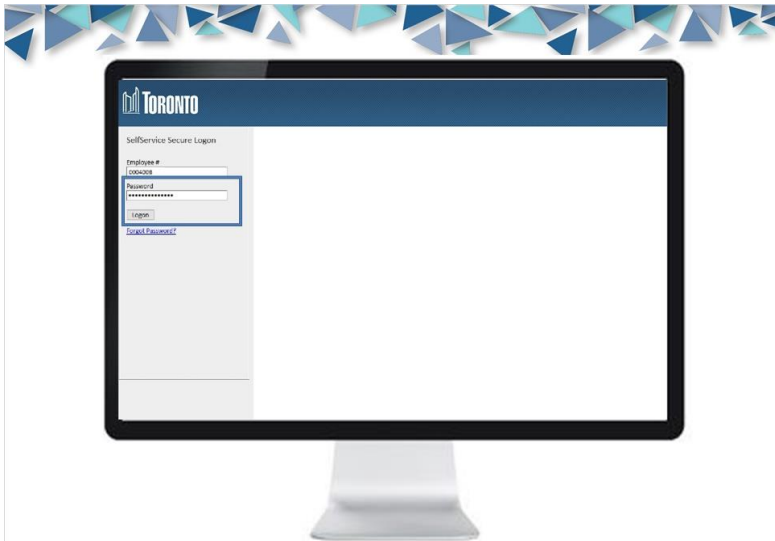
**7.3 Click on Click Here To Continue.**



**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.***

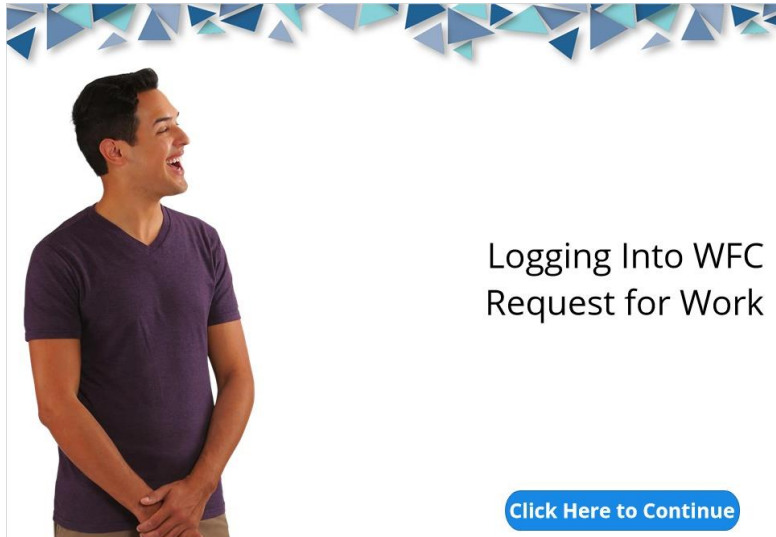


### **7.8 Click on Logon.**



## **8. Logging Into WFC Request for Work**

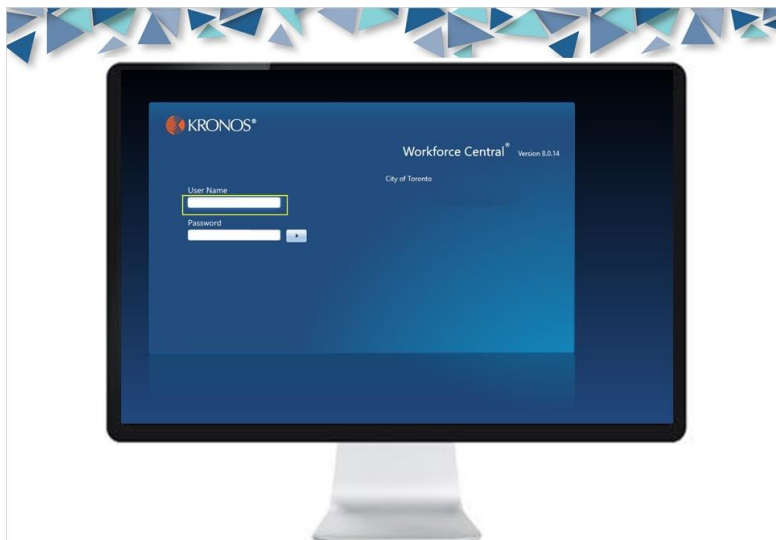
### **8.1 Logging Into Kronos WFC title page**



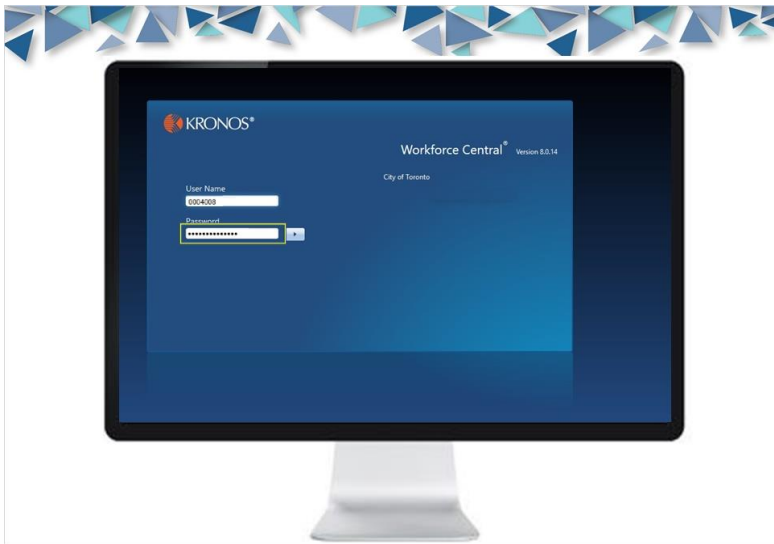
## ***8.2 Click on WFC Request for Work***



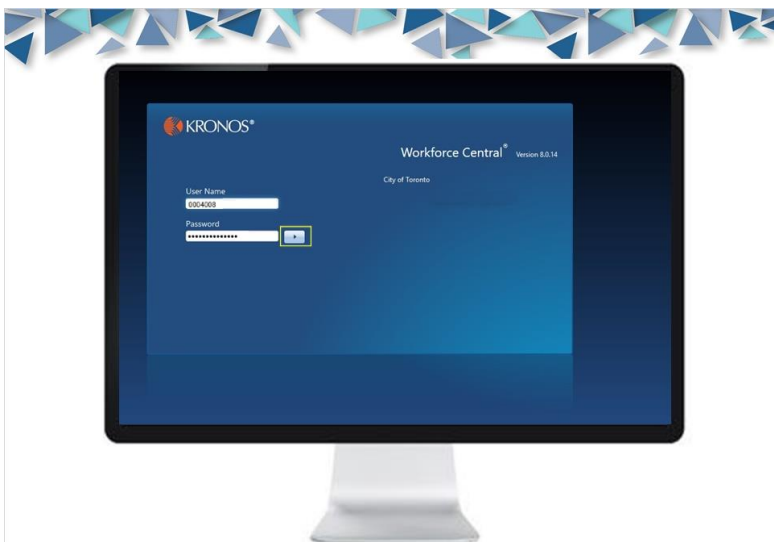
## ***8.3 Enter your employee number (including the necessary 0's) into the Username field.***



#### ***8.4 Enter your personalized password.***



#### ***8.5 Click on the Arrow button to log in.***





**8.6 You will see the homepage displayed.**

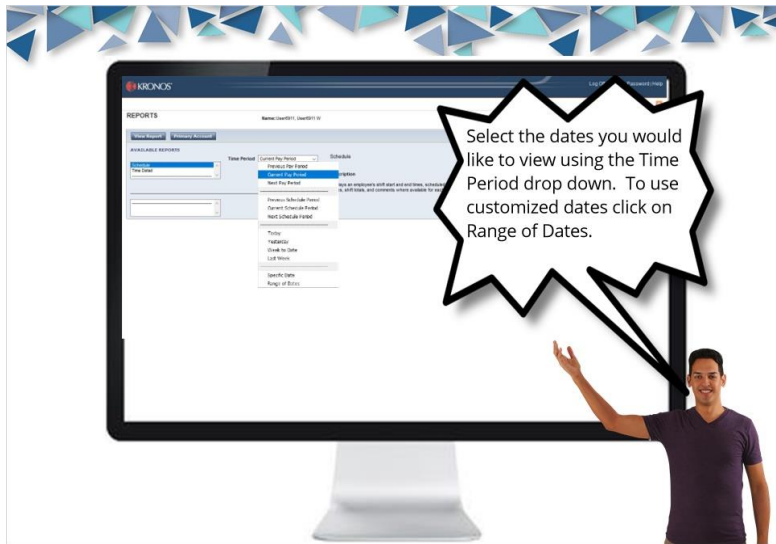


## **9. Checking Your Schedule in WFC Request to Work**

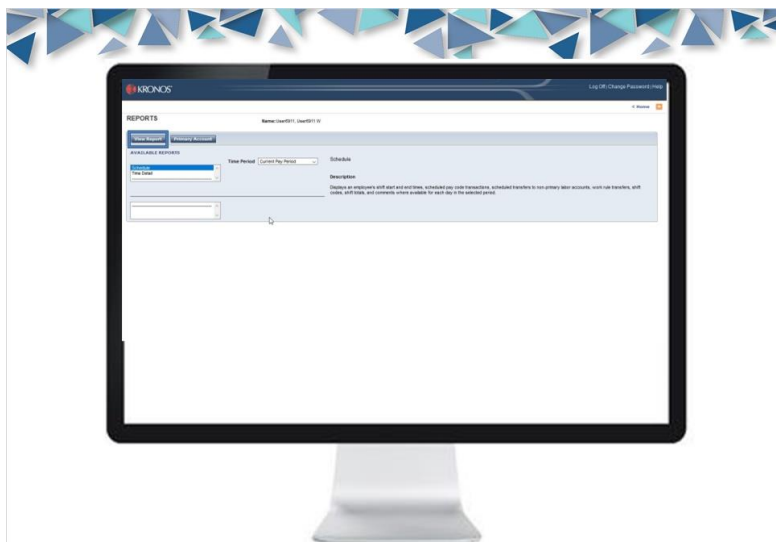
**9.1 Click on My Reports.**



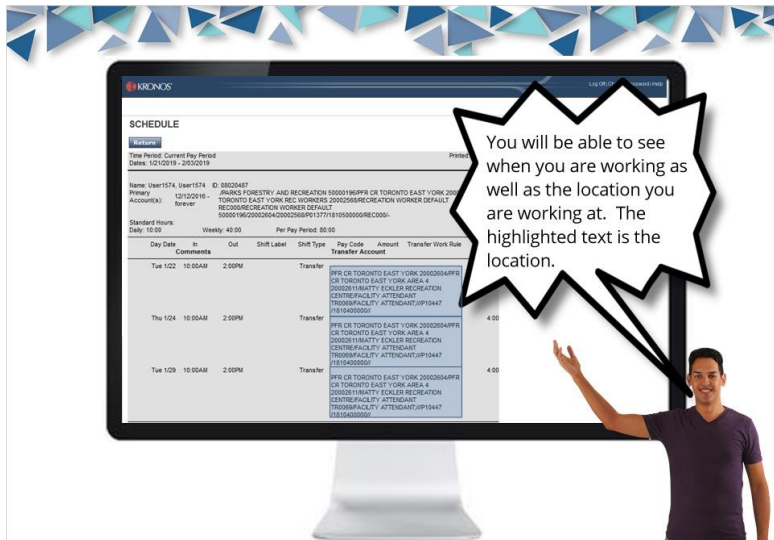
## 9.2 Set your date ranges



## 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.**

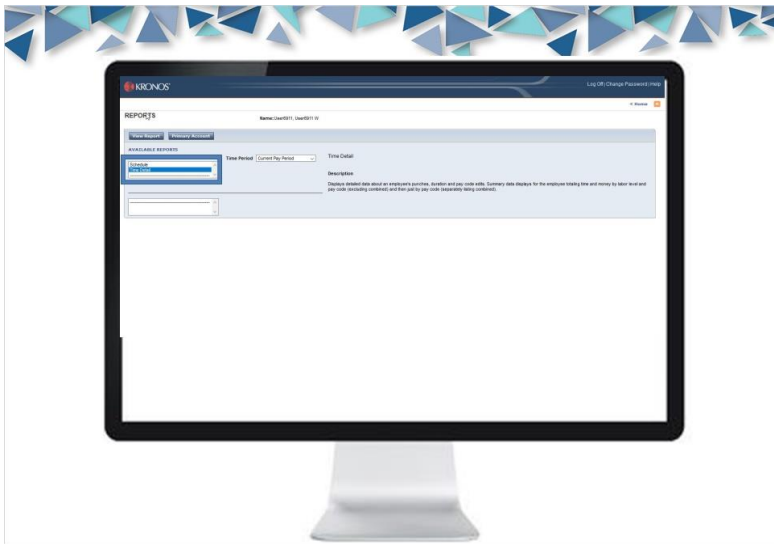


## 10. Checking Your Time Card in WFC Request for Work

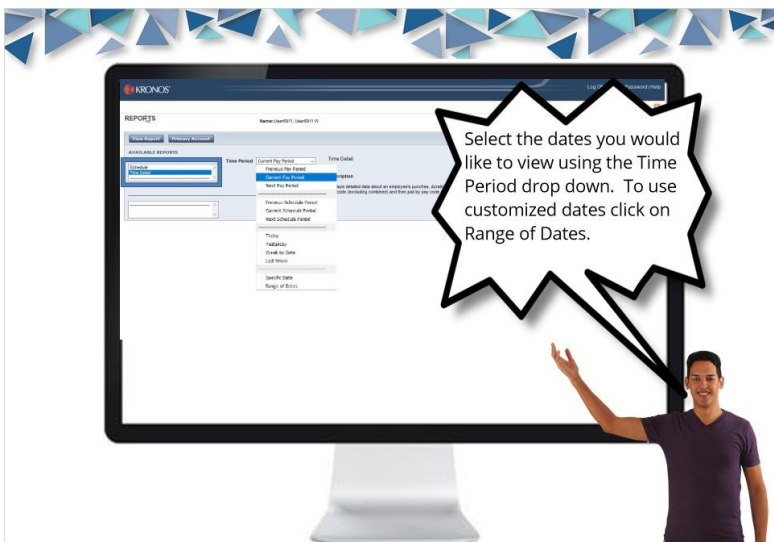
### 10.1 Click on My Reports.



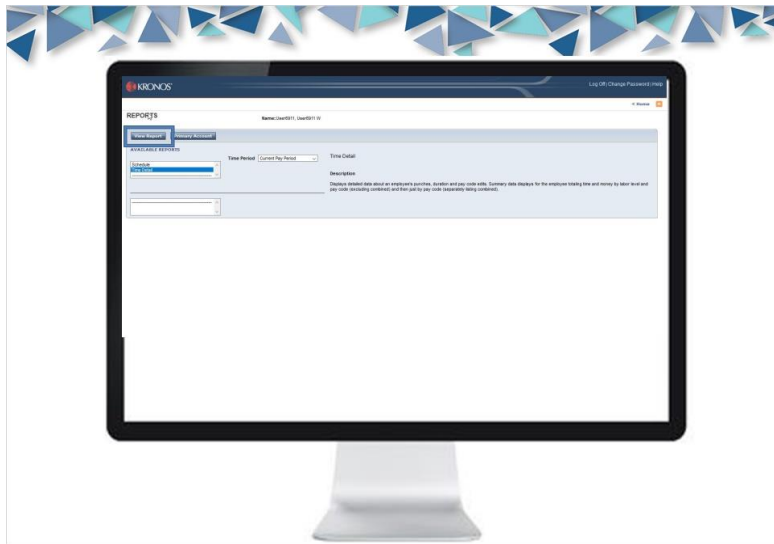
**10.2 Click on Time Detail in the Available Reports window.**



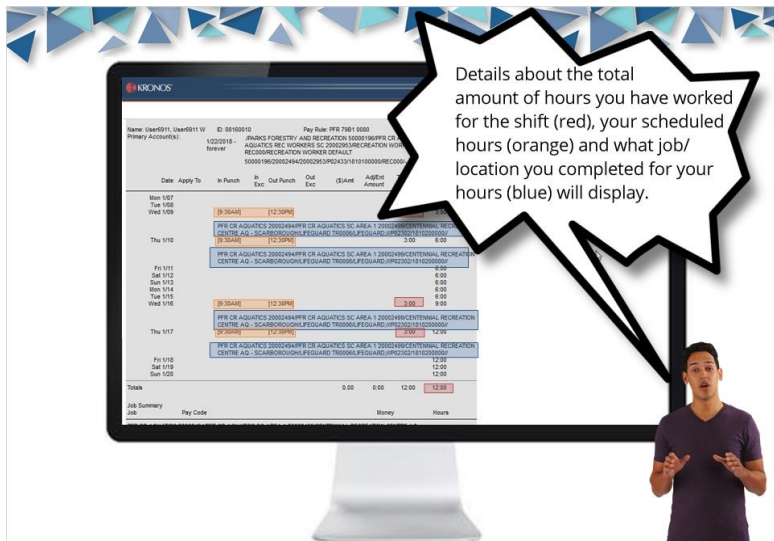
### 10.3 Select your date ranges using the Time Period drop down menu.



## 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.**



## 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	
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	


The first step was to setup your Security Questions and Recovery Passphrase. Remember these are used if you cannot remember your password.

## 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	
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	

Next we setup our phone number. This number will be used to send your security code every time you login.




## 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.**

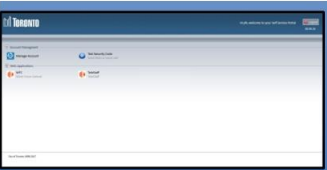
Entering Your Username/Initial Password	 <p>Your personalized password will contain a minimum of 1 number, 1 symbol, 1 capital letter and a minimum of 8 characters.</p>
Set Up Your Security Questions and Recovery Passphrase	
Setting Up Your Phone Number	
Setting Up Your Password	
First Login after registering 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.**

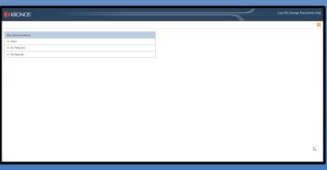
Entering Your Username/Initial Password	 <p>After registering your account you will login to the Self Service Website using your Employee number, personalized password and unique security code.</p>
Set Up Your Security Questions and Recovery Passphrase	
Setting Up Your Phone Number	
Setting Up Your Password	
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 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.**



Thank You for Taking the Registering for the Self Service Website from a City Staff Computer step by step guide.