

Parks, Forestry and Recreation Recreation Worker - Request For Work Self Service (SS)/Employee Remote Access (ERA) Frequently Asked Questions

1. Request For Work project and Self Service/Employee Remote Access

Q1: What is the Request For Work project?

A1: The Request For Work project is an initiative to modernize the way Recreation Workers request their shifts. This initiative will replace the current internet process they are currently using.

Q2: Who is effected by this change?

A2: Any recreation worker who has been in receipt of wages for the past 12 months or is on an approved leave of absence?

Q3: What if I have not been in receipt of wages for the past 12 months or on an approved leave of absence?

A3: Employees who have not been in receipt of wages for the past 12 months or are not on an approved leave of absences are required to apply as a new hire and must apply as a new applicant.

Q4: If I am currently on an A/R do I need to register for an account in Employee Remote Access?

A4: If you are currently on an A/R and have a Kronos WFC login with a role (ie. Scheduler, time keeper) you will continue to login to Kronos WFC with your Novell ID and password. If you are an employee on an A/R without a role login in Kronos WFC, you will register an account in ERA and login to WFC Request for Work using your employee number and personalized password.

2. SS/ERA Login

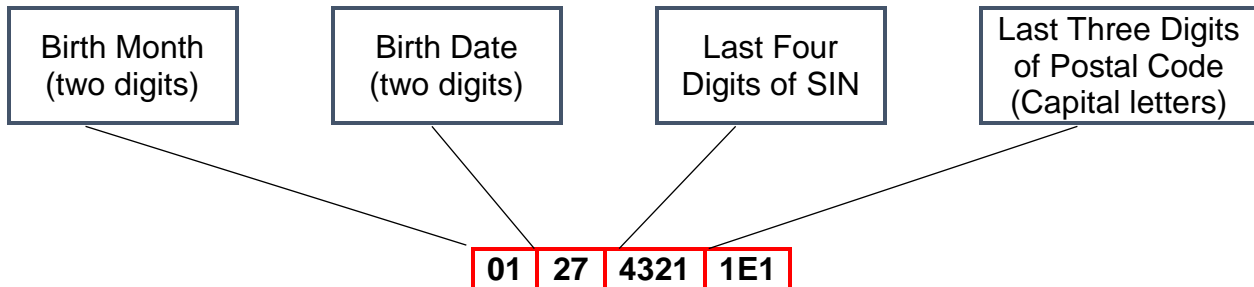
Q1: Where can I find my registration code/temporary password?

A1: Your initial registration code was mailed to the address on file with the City of Toronto in an envelope labelled, "Important Scheduling Information Enclosed".

Your temporary password is an 11-digit alphanumeric string comprised of: (1) your birth month, (2) your birth date, (3) the last four digits of your Social Insurance Number (SIN), and (4) the last three digits of your postal code on record with the City of Toronto.

Note that the temporary password will contain no spaces and is case sensitive, so you must enter your postal code with an upper-case letter.

Figure 1: Anatomy of a Temporary Password



Q2: What process should I follow during my initial login to ensure setup completes properly?

A2: Upon your initial login, you will immediately be asked to set up your security questions and your passphrase. You are then urged to set up the contact method to receive your verification code, this is necessary if you will be using the system from a non-City of Toronto computer. Changing your password is the last step in setting up your initial login.

Once the password is changed it is recommended that you log out and back in again using your new password to ensure that your preferences have saved. A new button will now be visible on the landing page which will take you to Kronos Workforce Central (WFC).

Q3: How can I get a new registration code if I lost/misplaced the one I was sent?

A3: If you do not have your unique registration code, you will need to come to a designated City of Toronto site, or email recworkerscheduling@toronto.ca for assistance.

Q4: How can I reset my forgotten password?

A4: From the Self Service Secure Logon page, click on the "Forgot Password?" link. You will then be prompted to enter your Employee number (with leading zero's) and press "Search". You will then be asked to answer three of the five security questions you had set up during your initial login. You will then be asked to type in a new password and to confirm it by typing it in a second time.

If you have forgotten the answers to your security questions, you will need to contact the IT Service Desk at 416-338-2255 Monday-Friday between 7am and 5pm. You will need to inform them you have forgotten your security questions to access Self Service – Employee Remote Access.

Q5: I found my password, but I still cannot log in. What can I do?

A5: Your account may be locked due to too many failed attempts to log in. To protect your personal information you will not be notified if you have entered an erroneous employee number/password combination. Verify that you have inputted your information correctly.

Employee numbers must be 8-digits in length, beginning with a zero. Those staff with 6-digit employee numbers will need to begin their number with two zeroes.

If you have attempted to log in with the wrong credentials ten or more times, your account will be locked for 30 minutes from the last attempt.

Q6: How do I login if I set up the wrong phone number/my phone number has changed?

A6: In order to change the phone number recorded within the Employee Remote Access system, you will need to either log in through an internally-networked computer (at a Community Centre), or by following the steps for a password reset.

Q7: What can I do if I have forgotten my password, security questions and recovery passphrase?

A7: You will be required to email the Scheduling Team at with your contact inform at recworkerscheduling@toronto.ca, they will need to validate who you are then submit a request to the IT Service desk to have your password reset. This process can take a week to complete.

Q8: What browsers can I use to access Remote Access?

A8: Internet Explorer, Mozilla Firefox and Google Chrome have all been tested successfully with this system.

Q9: How long will it take to register my account with the Employee Remote Access website?

A9: On average it will take between 5-10 minutes to register your account with the Employee Self Service Website.

Q10: Why do they need to get the code every time?

A10: To prevent malicious access to personal information and to restrict access through the firewall into the City internal network there is a two-step authentication process.

Q11: Does my password expire?

A11: After you change your password during registration, your password does not expire. If you want to change your password, you can do so by logging into the Account Management section of Employee Remote Access.

3. Account Management (Self Service Password Reset)

Q1: What are the requirements for the responses to the security questions?

A1: Your responses must be a minimum of 4 characters and may include numbers, spaces, and other special characters.

Q2: In what order should I update my information?

A2: It is recommended that during your initial login/set-up, you update your password only after you have set up your security questions, passphrase, and contact method(s).

Q3: What is a recovery passphrase?

A3: A recovery passphrase is a unique word or phrase which will be used to verify your identity in phone calls with the IT Service Desk (password resets where you cannot answer the security questions). You will not be provided with a hint when you call. Keep this information in a secured location for future reference.

Q4: What can I do in the "My Account" page?

A4: The My Account page is pre-populated with read-only data. It is useful if you need to review the minimum password requirements or audit the day/times when your password was changed.

Q5: What happens if I input both a phone number for both voice and text messages?

A5: Priority will be given to the phone number inputted for text messages, and you will only receive your verification code via this method. You will not receive the verification code using multiple methods. It is recommended that you complete both fields.

Q6: How do I update my phone number? Why is my phone number not being accepted?

A6: After selecting "Update Phone Number" from the SSPR page, you will need to enter a valid 11-digit phone number into the desired field, either for voice or text messages. A valid phone number must include the Country code (1 for Canada/USA), followed by the 3-digit area code and a 7-digit phone number.

After submission, you will be asked to review and confirm the information before proceeding.

Q7: How can I update my address?

A7: Speak to your supervisor or the Scheduling Team about a "Change of Address Form". This form is available internally on the Pension, Payroll, and Employee Benefits (PPEB) intranet page. A link to the form will be available within Kronos WFC in May.

Q8: Are my security questions case sensitive?

A8: No, your security questions are not case sensitive. You will need to have the exact spelling including numbers and symbols of your security answers correct if you are attempting to reset your password.

4. Verification Code

Q1: When do I need a verification code?

A1: A second-factor verification code is required when signing in through an external (non-City of Toronto networked) computer/device. This serves as a security measure to protect your information within the City network.

Q2: Can I receive a verification code by both voice call and text message?

A2: Your verification code will be sent by only one method. It is recommended that staff who can receive text messages and voice calls complete both fields, however if both are saved, the code will only be sent via SMS. The same phone number may be entered in both fields.

Q3: I missed the phone call/deleted the text message with the verification code, how can I get it re-sent?

A3: You will be required to re-initiate the Remote Login process by navigating to the Self Service site.

Q4: Can multiple users use the same phone number to receive their security code?

A4: Yes, multiple users can use the same phone number to receive their security code.

5. Self Service Portal Landing Page

Q1: Why do I need to input my Employee # and password again after selecting "Manage Account"?

A1: For security reasons, once you have been granted access into the City's network a user's credentials need to be verified before they can modify their preferences and personal information.

Q2: What purpose does the "Test Security Code" button serve?

A2: After clicking the "Test Security Code" button, the system will initiate a voice call/send an SMS to the phone number set up on the "My Account" page of the Self Service Password Reset (SSPR) page. This will help you in verifying that the correct phone number and contact method has been set up.

Q3: How do I navigate to WFC Request for Work?

A3: Expand the "Web Applications" section of the portal landing page using the arrow to the left of the text, and select the WFC Request for Work button. You will be directed to the Kronos WFC login screen.

6. WFC Request for Work

Q1: How do I check my paid hours?

A1: You can view the submitted hours on a Time Detail report. This report will list the hours, location(s), and pay code(s) for the selected date range. Kronos does not have wage information, to obtain this, you will need to navigate to the Scheduling Web site, under Job Profiles to find the wage rate chart.

Q2: Why does the My Timecard widget tell me that I do not have permission to access this resource?

A2: My Timecard is a legacy widget which does not meet the requirements for a Recreation Worker to view their hours. If you would like to view your timecard details, you may run a Time Detail report from the Reports widget.

Q3: What is the difference between a Schedule report and a Time Detail report?

A3: The Schedule report will list all planned shifts for which you are scheduled. This will include approved relief shifts and scheduled patterns.

The Time Detail report will list all shifts which have been exported into the payroll system. This will include all scheduled shifts, relief shifts, trainings and absences.

Q4: How do I submit a work request using this tool?

A4: The Work Request widget is scheduled to go live for the Fall 2019/Winter 2020 submission period (May 2019). You will be sent more details as this date approaches.

Q5: Why does Inbox lead to a blank page?

A5: Inbox is a legacy widget which serves no function for a Recreation Worker.

Q6: Can I see comments that are left on my timecard?

A6: Schedulers can leave comments on my timecard. In the time detail report you will be able to see the type of comment that was left, you cannot see the remarks.

Q7: Are changes in WFC Request for Work made by a scheduler immediately viewable on my Time Detail or Schedule report?

A7: Changes to your timecard or your schedule are almost in real time. In order to review the changes you will need to return to the My Reports screen, select the appropriate report (Schedule or Time Detail), select your date range and request for a new report. The new report should reflect the changes.

Q8: How far back can I view my timecards and schedule?

A8: You can review timecards and schedules all the way back to November 2016.