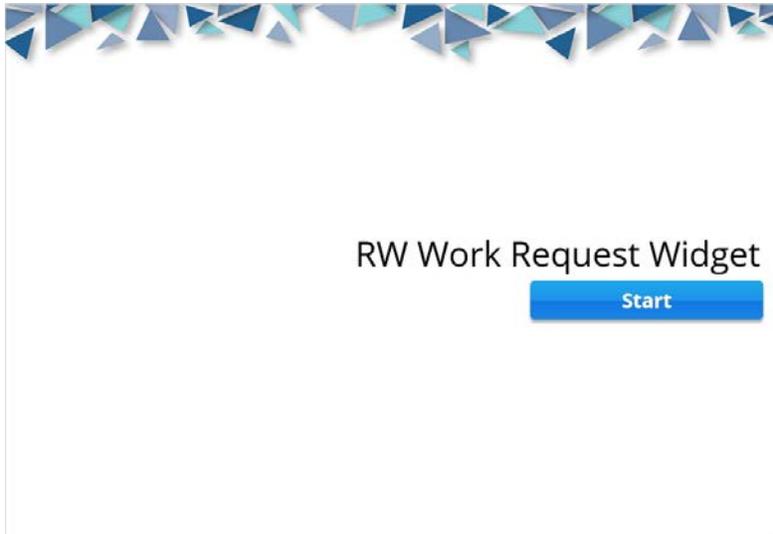


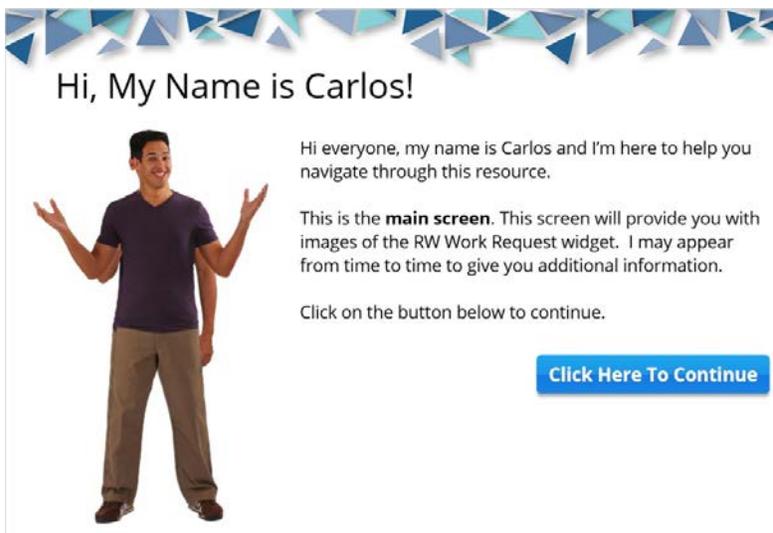
RW Work Request Widget

1. Introduction

1.1 RW Work Request Widget Title 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 the course.

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 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 resource is organized into modules based on tasks you can perform in the RW Work Request widget.

You can review the resource before accessing the widget, have this resource open as you use the widget on a separate window/tab, or come back anytime to review this resource.

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 Introduction



Introduction



RW Work Request widget

RW Work Request widget is a new tool that you will use to manage your secondary contact information, Requests, and Schedule.

Within This Resource

This Resource is for all PF&R Recreation Workers and includes:

- How to view and update your secondary contact information
- How to create a Shift Request
- How to accept, decline, and manage Shift Offers
- How to view your Schedule

NOTE: There will be an additional Learning Module at a later date on how to update your availability for relief work and submit and accept (relief) Requests to Cover.

1.6 New functionality



New Functionality

The table below shows all the functionality the old Request tool has versus the new RW Work Request widget. The items listed in blue will be available in later Learning Modules.

FUNCTIONALITY	EXISTING	NEW	FUNCTIONALITY	EXISTING	NEW
LOGIN			RESUME		
Log in to Scheduling Tool	√	√	Load Resume	√	√
ADDRESS			View Stored Resumes		√
View Primary Address		√	Assign Resume to Request for Work Submission		√
Enter Address	√	√	SCHEDULE		
Change Secondary Address		√	View (Past, Current & Future)		√
Skills and Certifications		√	View details of shift		√
View Skills and Certifications on file		√	Create		√
REQUEST FOR WORK SUBMISSIONS			View Approved Relief List		√
Create	√	√	Receive Request to Cover Offers Electronically		√
Place in Draft		√	Respond to Request to Cover Offers Electronically		√
Submit	√	√	Request to Cover		√
View Submissions		√	OPEN SHIFT		
Resubmit requests in future seasons		√	Receive Notifications of Open Shifts		√
View Status of Requests		√			
Receive offer electronically		√			
Respond to Shift Electronically		√			

1.7 What's new



What's New

Along with the new functionality, there are critical updates that will need to be reviewed. Click on the links below to review each document which will open in a new window. After reviewing the document close the window to return to this resource and click the check box. You **must** select all checkboxes to proceed to the next page.

- Review Request Types. [Click here.](#)
- Review the new Program Areas. [Click here](#)
- Review the Job/Sub Job list. [Click here.](#)
- Review Request statuses. [Click here](#)



2. Main Menu

2.1 Main menu



MAIN MENU

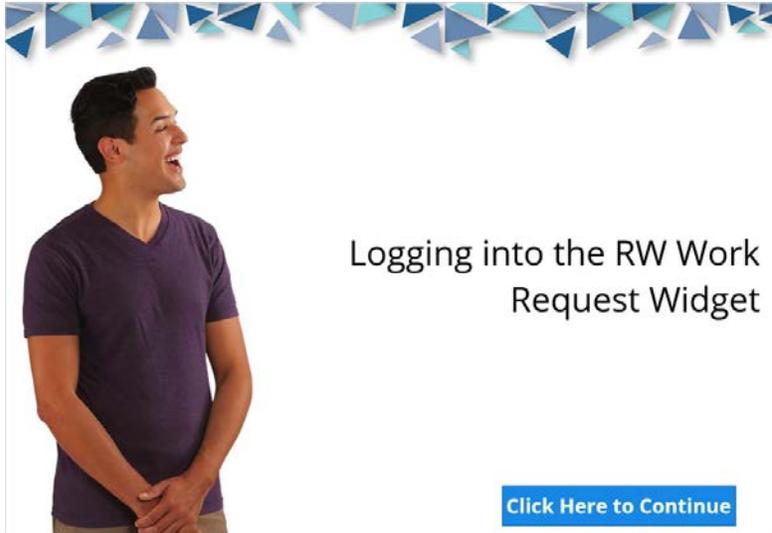
 Click on the menu item you would like to review. You can always return to the Main Menu to help you navigate.

NOTE: You may see an "inactive" pop up, if it appears on screen acknowledge you are still active on the widget or you will be logged out and any unsaved changes will be lost.

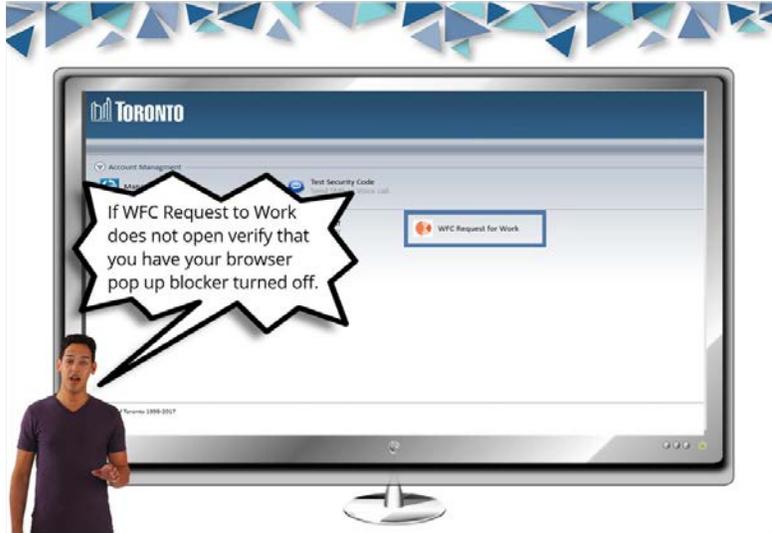
- 03 Logging Into RW Work Request Widget
- 04 Reviewing and Verifying Your Information
- 05 Creating a Resume
- 06 Creating a Request
- 07 Managing Your Requests
- 08 Reviewing Your Schedule

3. Logging into the RW Work Request Widget

3.1 Logging into the RW Work Request Widget title page



3.2 Click on WFC Request for Work



3.3 Enter your 8 digit employee number (including any leading 0's) into the User Name field.



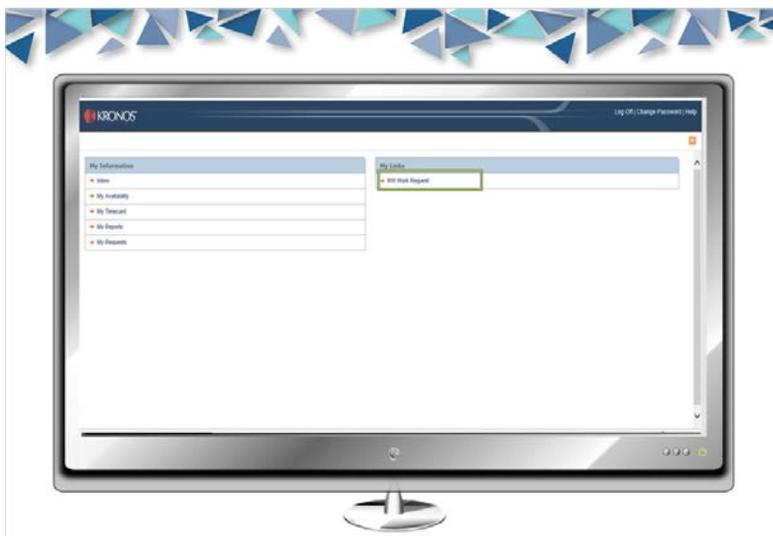
3.4 Enter your password created through the registration process



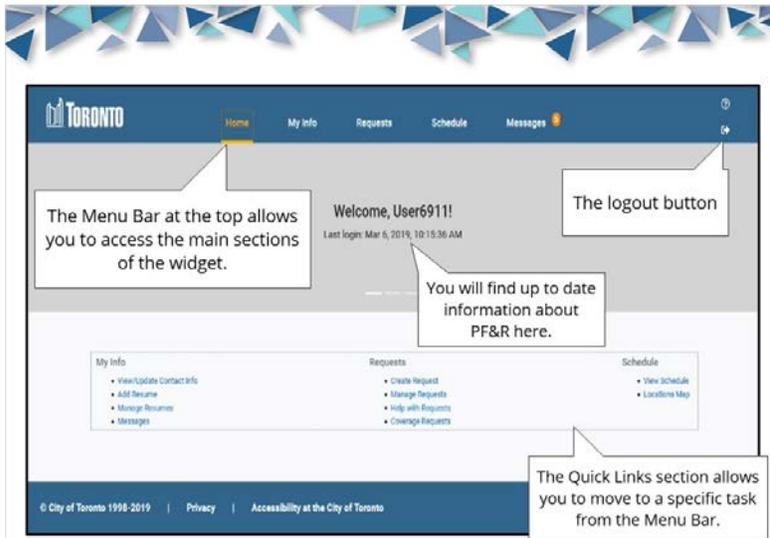
3.5 Click on the Arrow button to log in.



3.6 You will see the homepage displayed. Click on RW Work Request

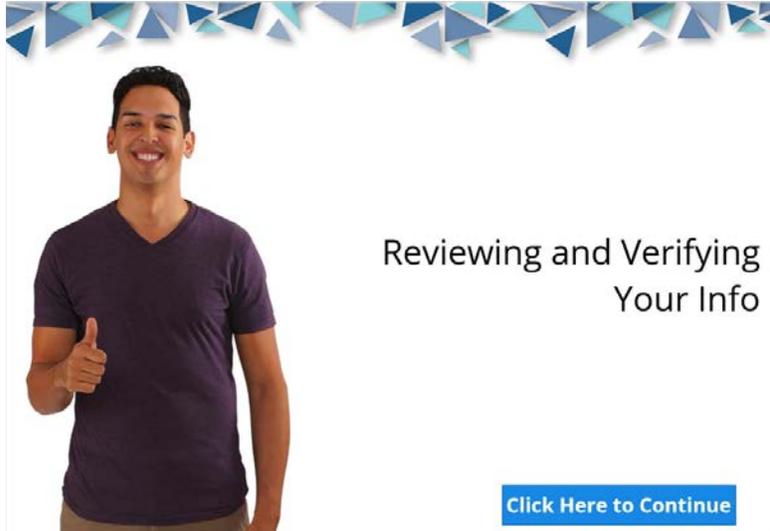


3.7 Navigation of the RW Work Request Widget

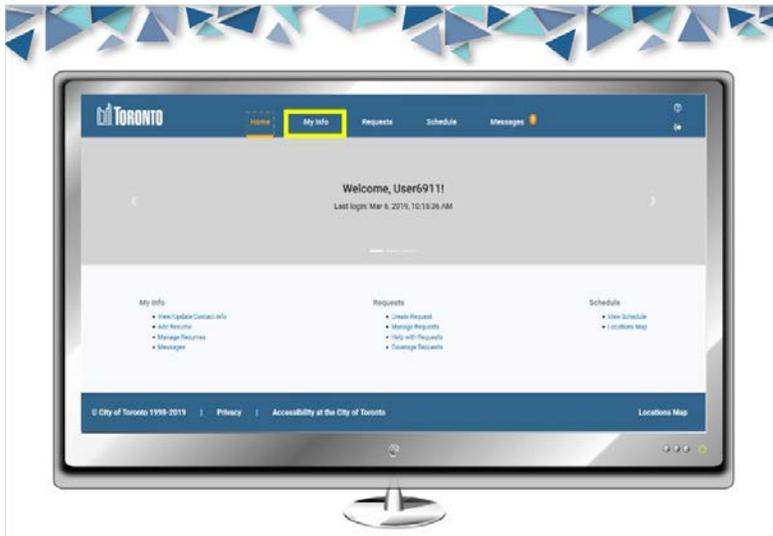


4. Reviewing and verifying your information

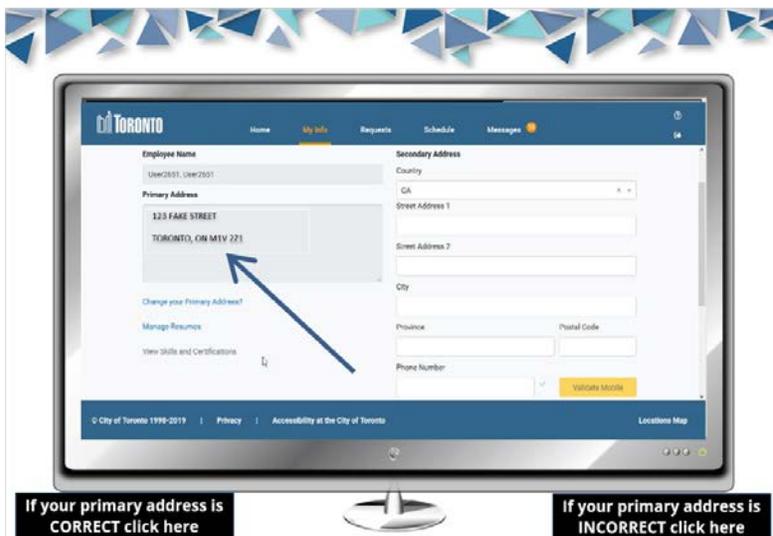
4.1 Reviewing and Verifying Your Info Title Page



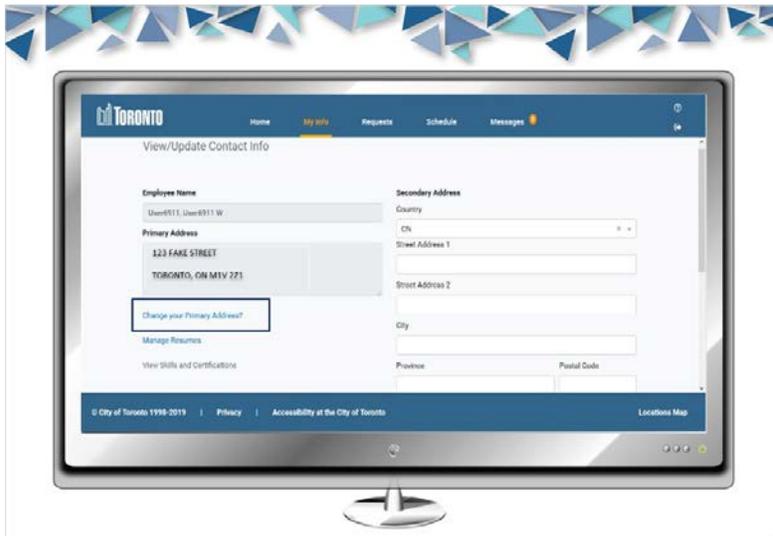
4.2 Click on My Info



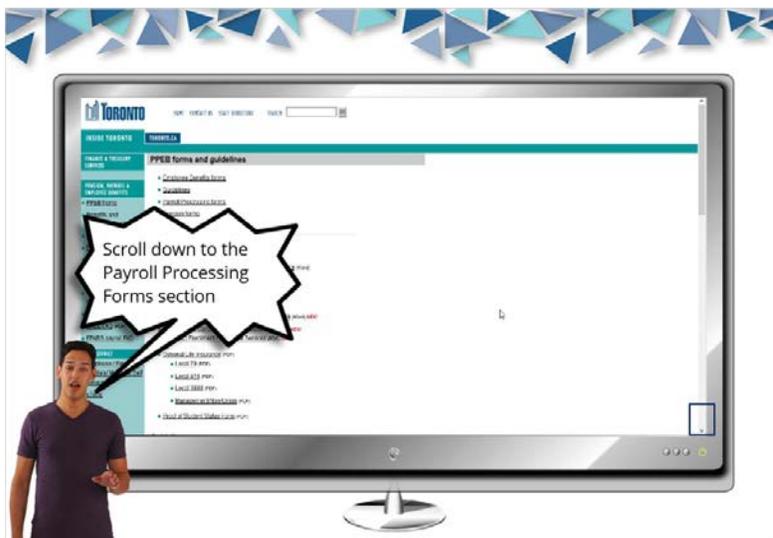
4.3 Verify your Primary Address



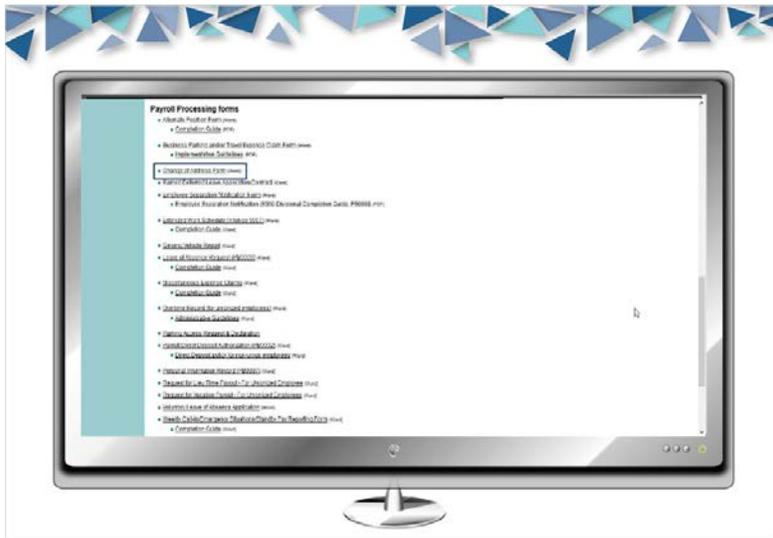
4.4 Click on Change Your Primary Address



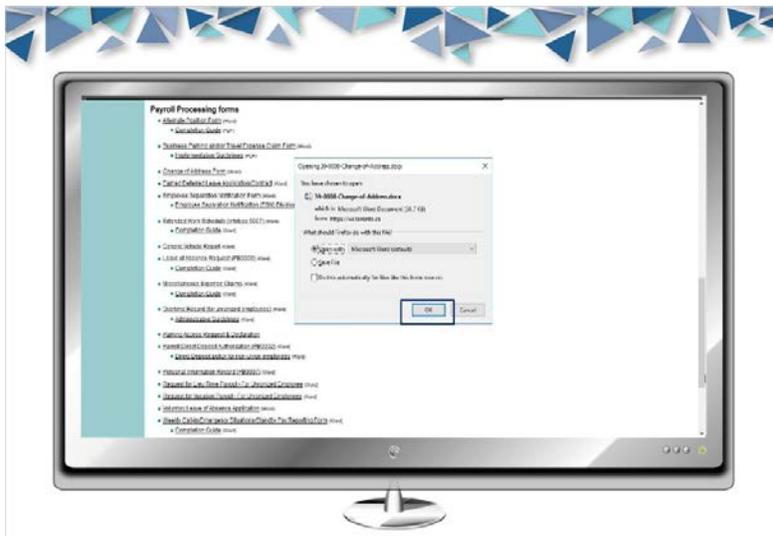
4.5 (Primary Address) The PPEB forms and guidelines site will open



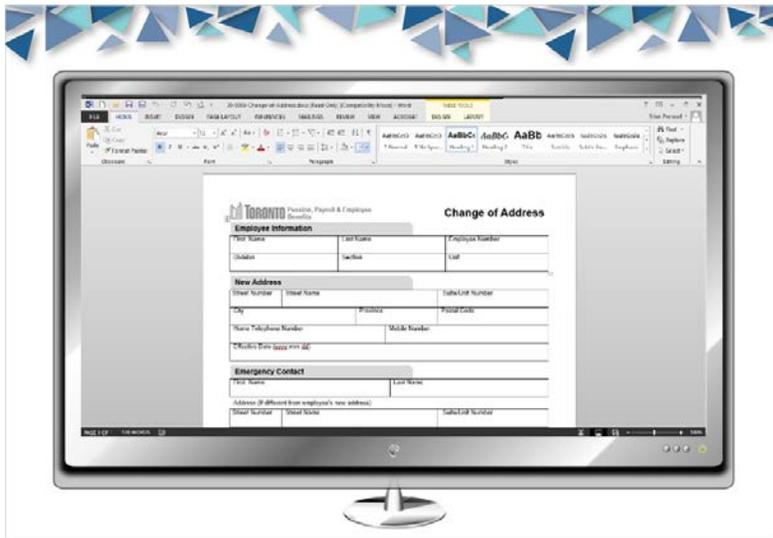
4.6 (Primary Address) Click on Change of Address Form



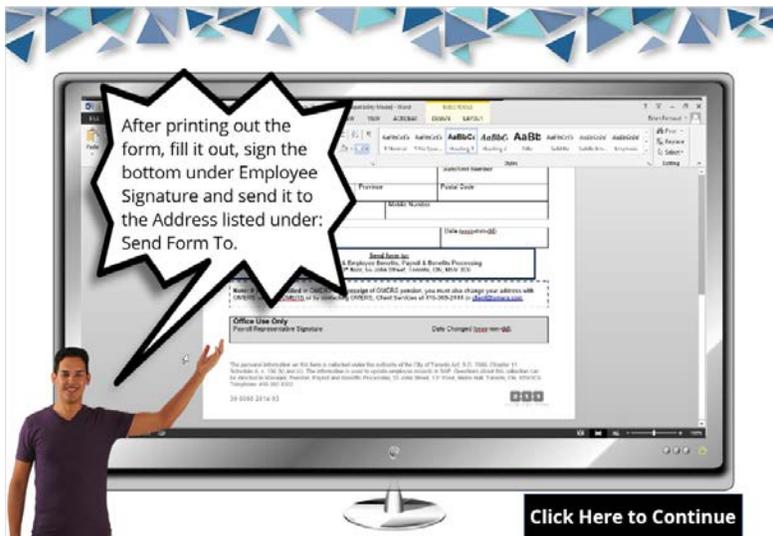
4.7 (Primary Address) Open the document by clicking on the OK button



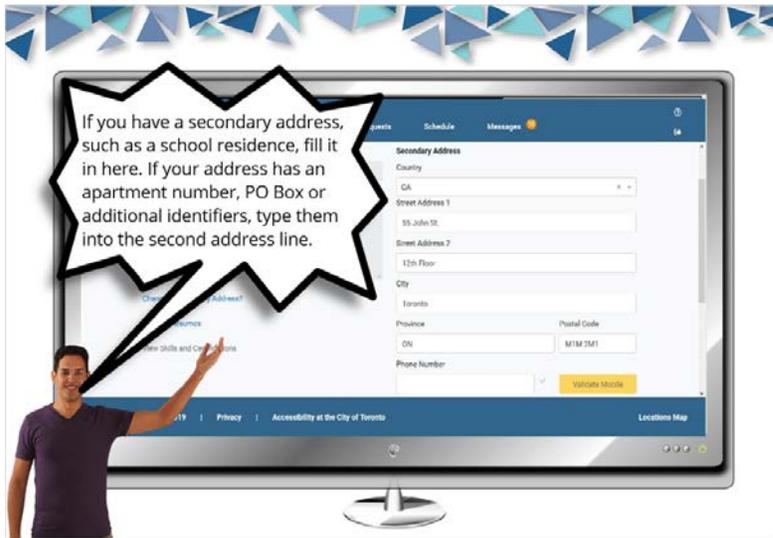
4.8 (Primary Address) Print the document and fill it out



4.9 (Primary Address) Important information about the Change of Address Form.



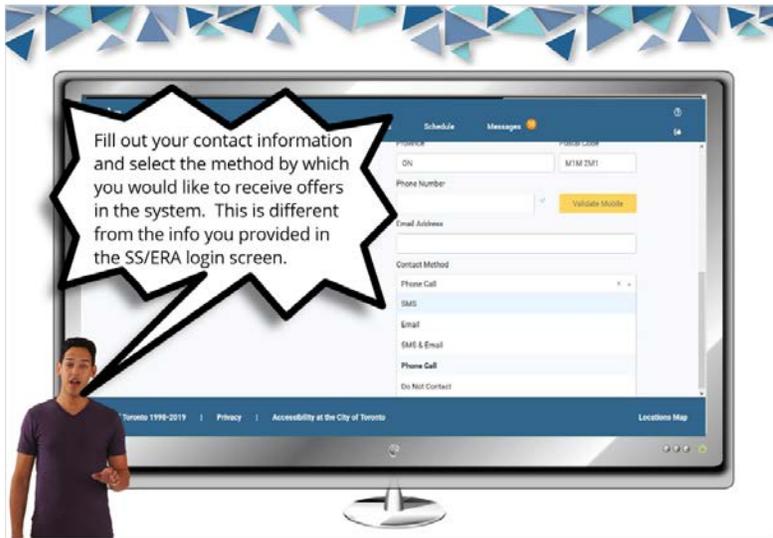
4.10 Important information about entering your secondary address



4.11 Enter your secondary address, if you have one, if not scroll down.



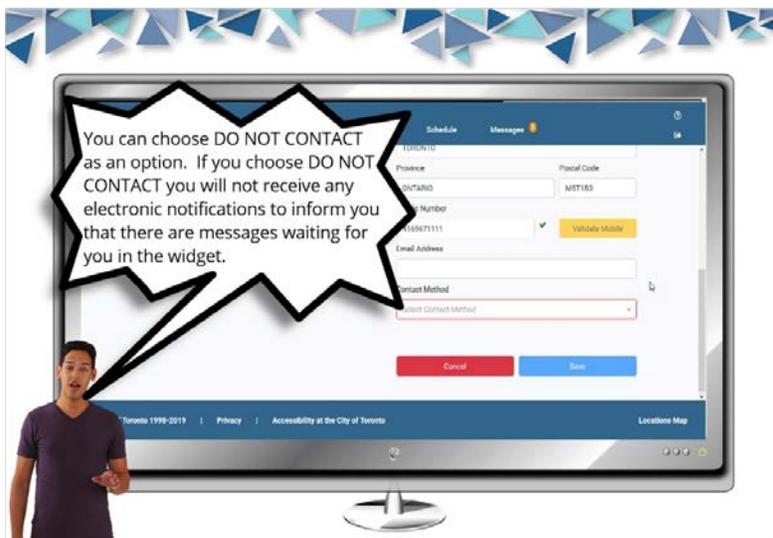
4.12 Enter your contact information, either phone or email.



Fill out your contact information and select the method by which you would like to receive offers in the system. This is different from the info you provided in the SS/ERA login screen.

The screenshot shows a web form titled "Schedule" with a "Messages" notification. The form includes fields for "Province" (ON), "Postal Code" (M1M 2M1), "Phone Number", "Email Address", and "Contact Method". The "Contact Method" dropdown is set to "Phone Call". A "Validate Mobile" button is visible next to the phone number field. At the bottom of the form, there are checkboxes for "SMS", "Email", "SMS & Email", "Phone Call", and "Do Not Contact". A presenter is visible in the bottom left corner of the screen.

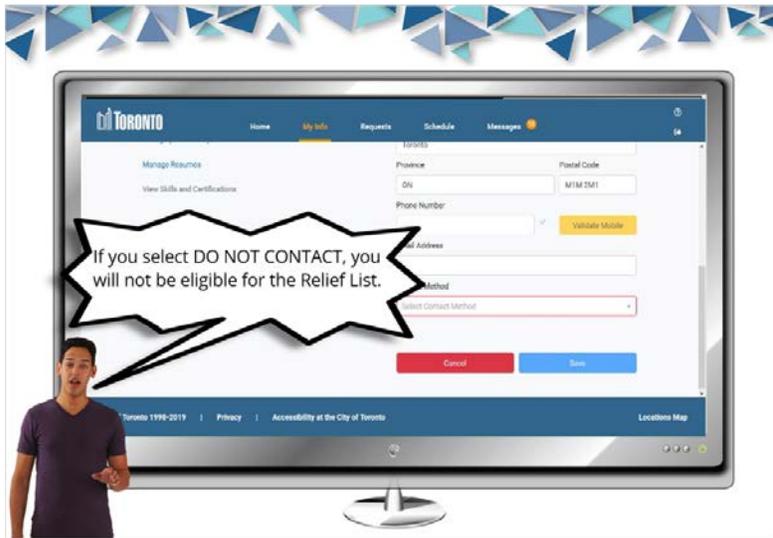
4.13 Information about DO NOT CONTACT



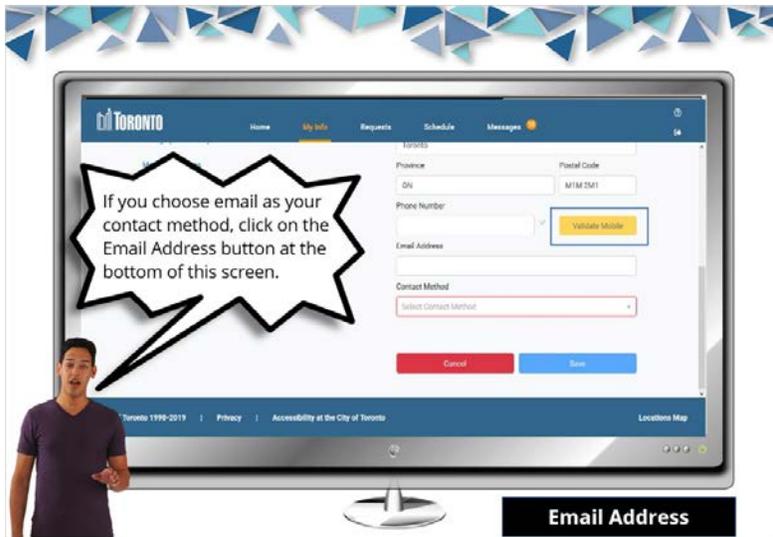
You can choose DO NOT CONTACT as an option. If you choose DO NOT CONTACT you will not receive any electronic notifications to inform you that there are messages waiting for you in the widget.

The screenshot shows the same web form as in 4.12, but with the "Contact Method" dropdown menu open. The "Do Not Contact" option is highlighted in red. The "Validate Mobile" button is now yellow with a green checkmark. At the bottom of the form, there are "Cancel" and "Save" buttons. A presenter is visible in the bottom left corner of the screen.

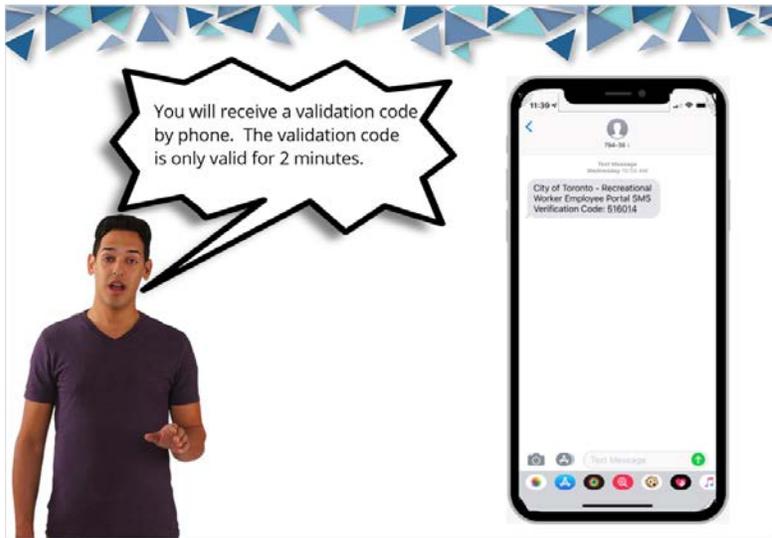
4.14 Additional information about DO NOT CONTACT



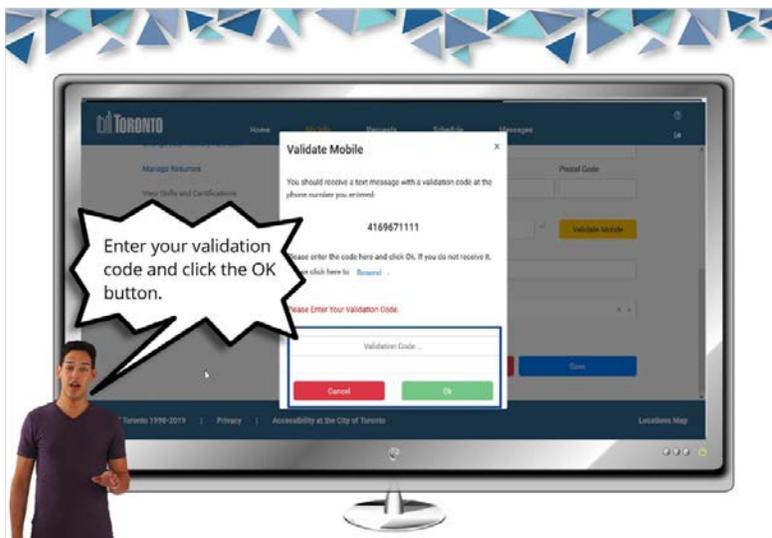
4.15 If you choose to receive a text message (SMS), enter your mobile number without the 1 in the Mobile Number field and click on Validate Mobile



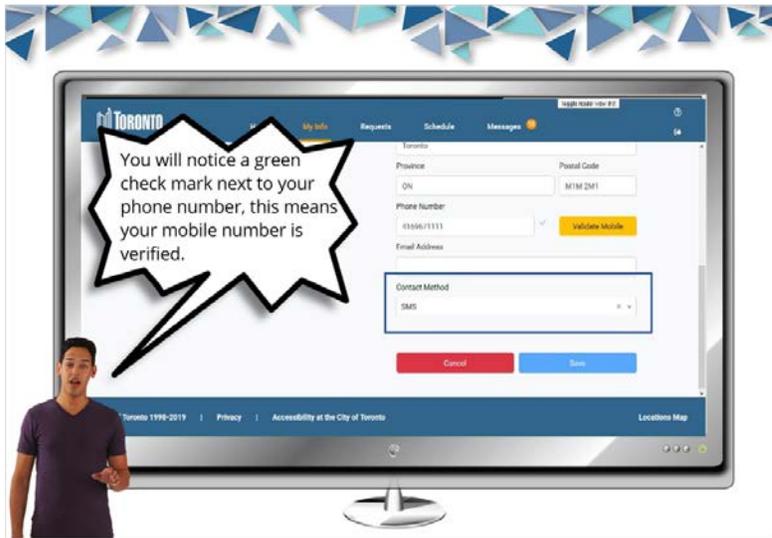
4.16 Receive a validation code by phone



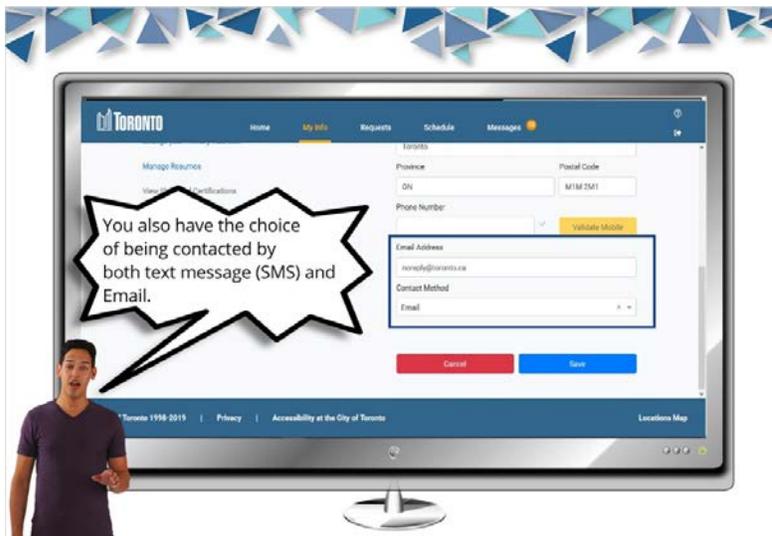
4.17 Enter the validation code



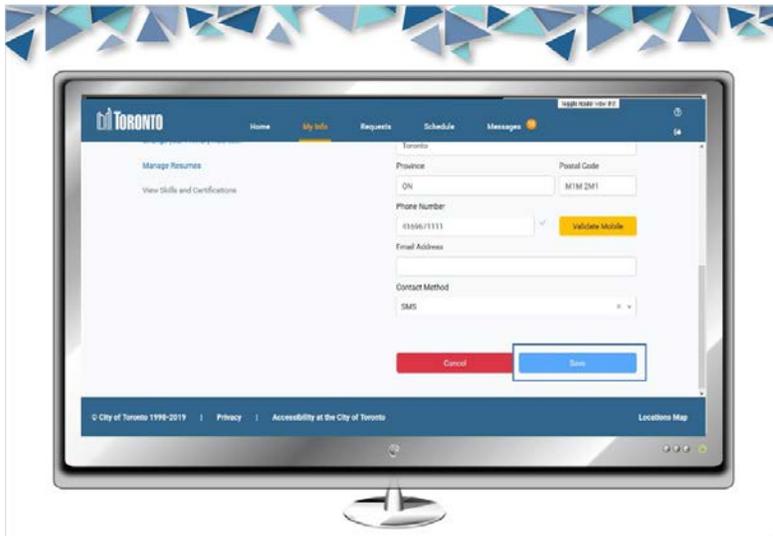
4.18 Select SMS as your contact method to receive text messages.



4.19 If you choose to be contacted by email, you can enter your email address and select email in contact method.

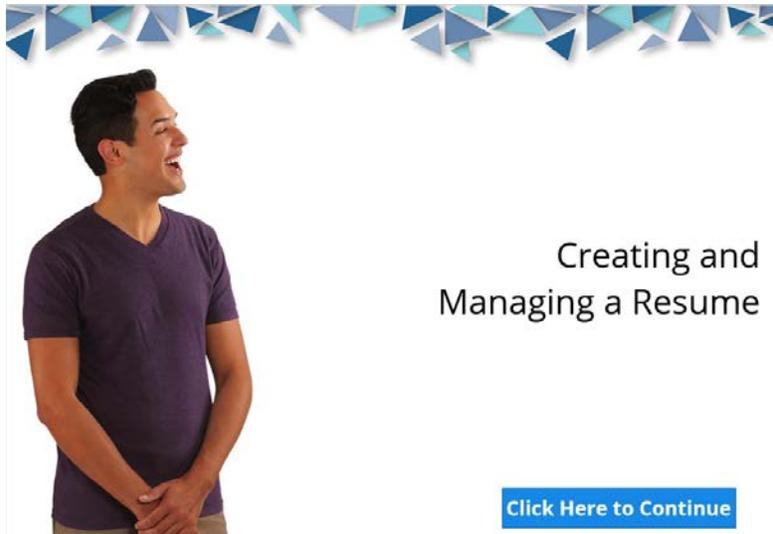


4.20 Click on Save



5. Creating a Resume

5.1 Creating and Managing a Resume Title Page



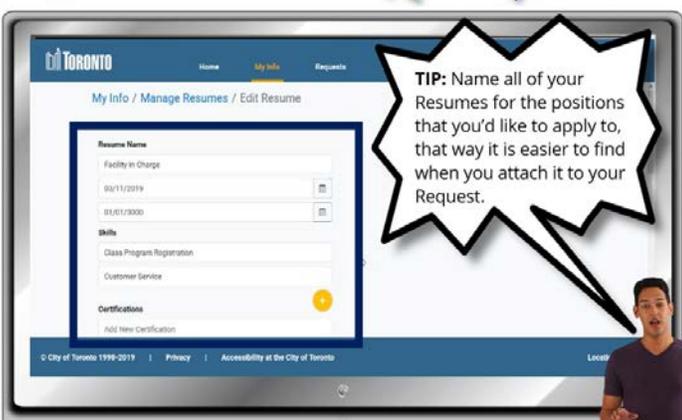
5.2 Click on Add Resume



The screenshot shows the City of Toronto user profile page. The navigation bar includes Home, My Info, Requests, and Schedule. The main content area displays "Welcome, User691" and "Last login: Mar 4, 2019, 10:00". Under the "My Info" section, the "Add Resume" link is highlighted with a red box. A callout box points to this link with the text: "Resumes can be created per job that you are applying for. A Resume must be linked to all C, D and Relief Requests." A presenter is visible at the bottom right of the screen.

Resumes can be created per job that you are applying for. A Resume must be linked to all C, D and Relief Requests.

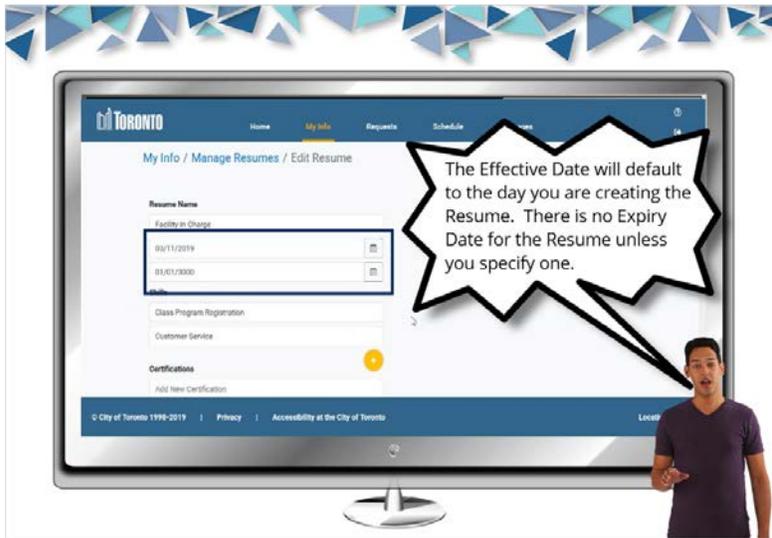
5.3 Enter your resume name



The screenshot shows the "My Info / Manage Resumes / Edit Resume" page. The form includes sections for "Resume Name", "Skills", and "Certifications". The "Resume Name" section has a "Facility in Charge" field with a dropdown menu and two date fields: "09/11/2019" and "01/01/2020". A callout box points to the form with the text: "TIP: Name all of your Resumes for the positions that you'd like to apply to, that way it is easier to find when you attach it to your Request." A presenter is visible at the bottom right of the screen.

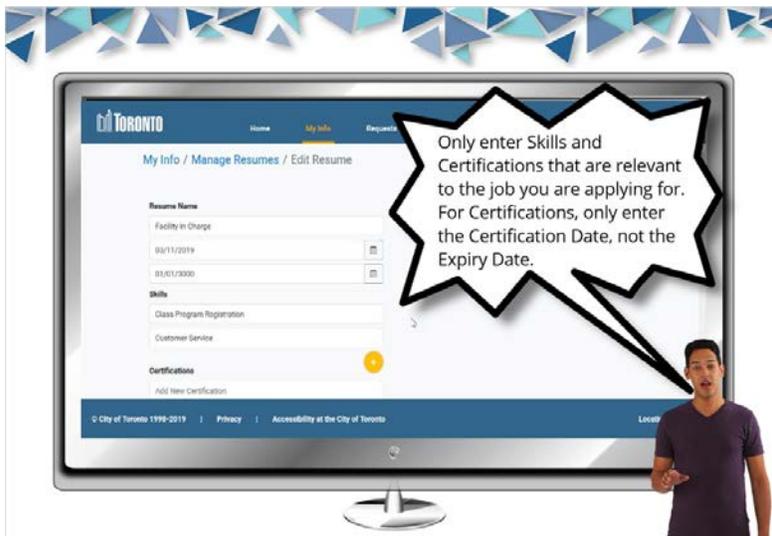
TIP: Name all of your Resumes for the positions that you'd like to apply to, that way it is easier to find when you attach it to your Request.

5.4 Enter your Effective Date and Expiry Date



The Effective Date will default to the day you are creating the Resume. There is no Expiry Date for the Resume unless you specify one.

5.5 Information about Skills and Certifications before entering them into your Resume



Only enter Skills and Certifications that are relevant to the job you are applying for. For Certifications, only enter the Certification Date, not the Expiry Date.

5.6 Add any skills specific to the Resume

You can add more skills, certifications, job/volunteer history and education to your Resume by clicking on the Yellow + button under each section.

5.7 Add in your Certifications including the Certification Date.

Customer Service

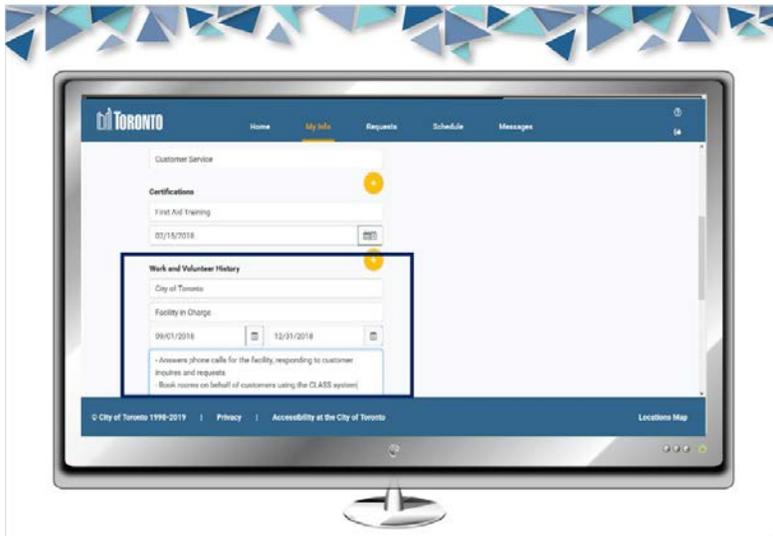
City of Toronto

Facility in Charge

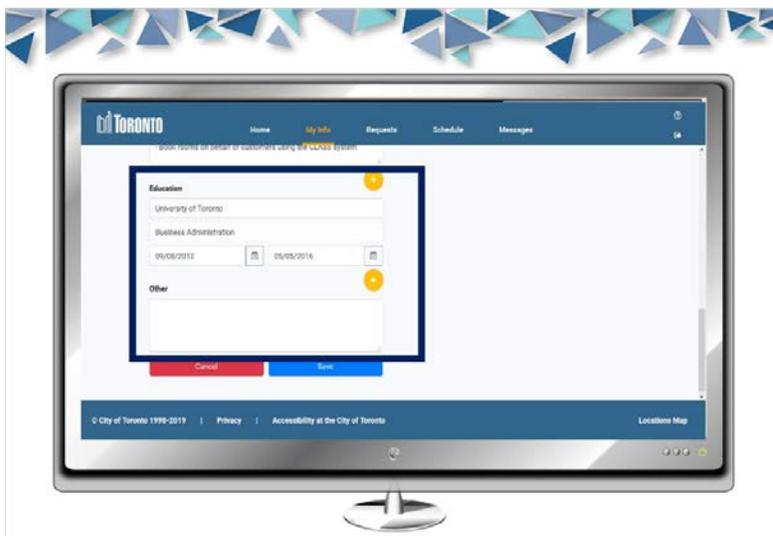
09/01/2018 12/31/2018

Answers phone calls for the facility, responding to customer inquiries and requests
Book rooms on behalf of customers using the CLASS system

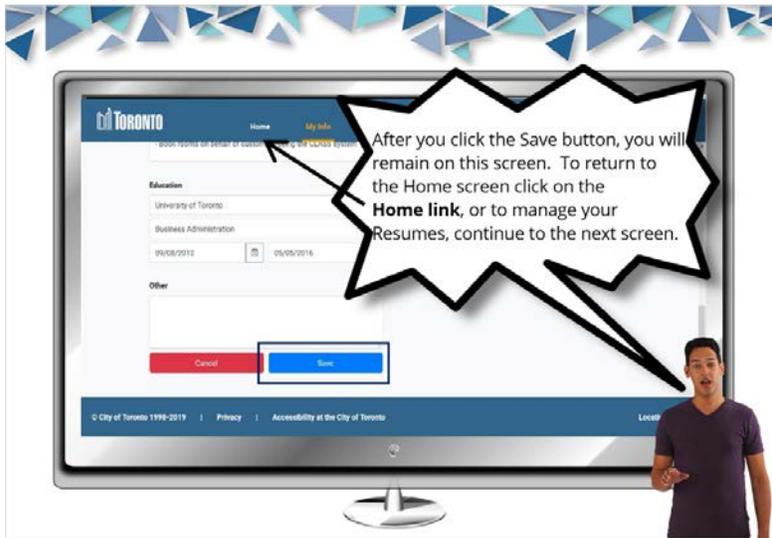
5.8 Add in your Work and Volunteer History



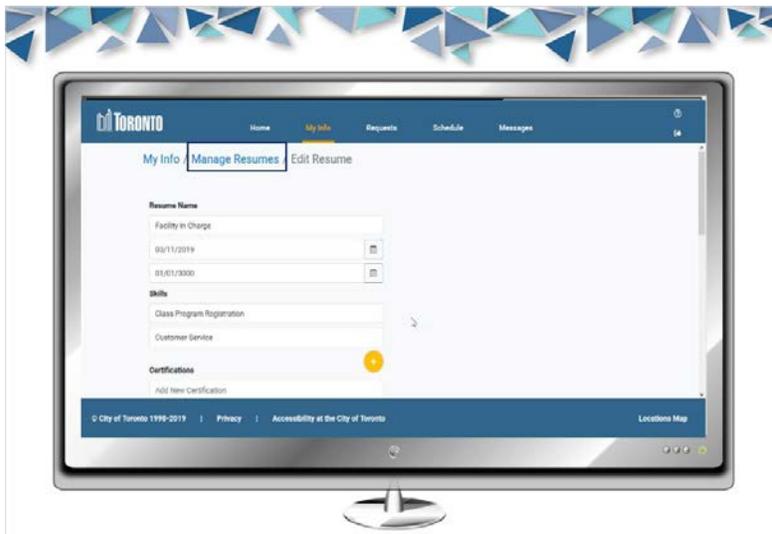
5.9 Enter your Education and any additional information in other.



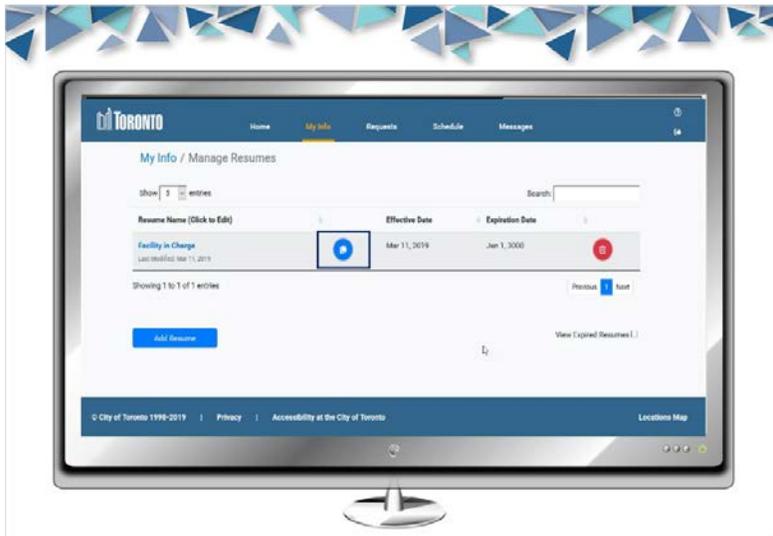
5.10 Click on Save.



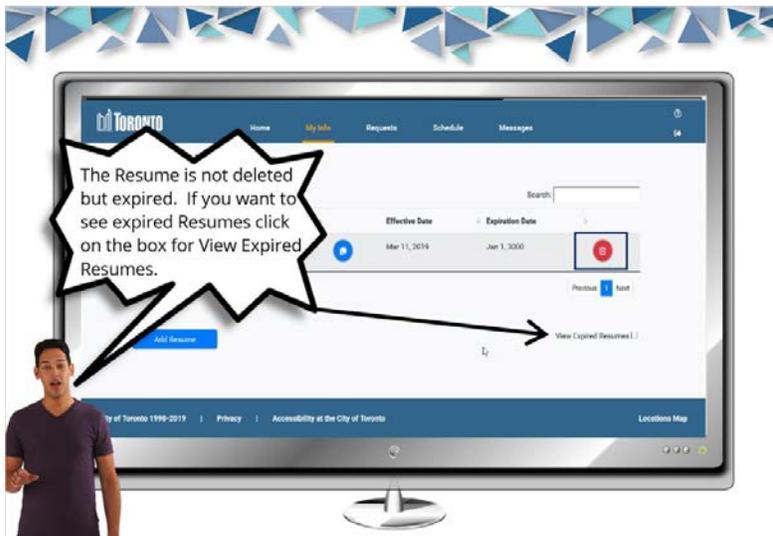
5.11 Scroll to the top and click on Manage Resumes



5.12 Click on the copy button to copy an existing resume to a new resume.



5.13 Click on the trash can button to expire a Resume.



6. Creating a Request

6.1 Creating a Request Title Page



Creating a Request

[Click Here to Continue](#)

6.2 Before Creating a Request



Before Creating a Request

Before Creating a Request, there are critical updates that will need to be reviewed. Click on the links below to review each document which will open in a new window. After reviewing the document close the window to return to this resource and click the check box. You **must** select all checkboxes to proceed to the next page.

- Review Request Types. [Click here.](#)
- Review the new Program Areas. [Click here.](#)
- Review the Job/Sub Job list. [Click here.](#)



6.3 Request Types



Request Types

There are 5 different Request Types, A, B, C, D, and Relief. The table below provides details of the requirements for each type.

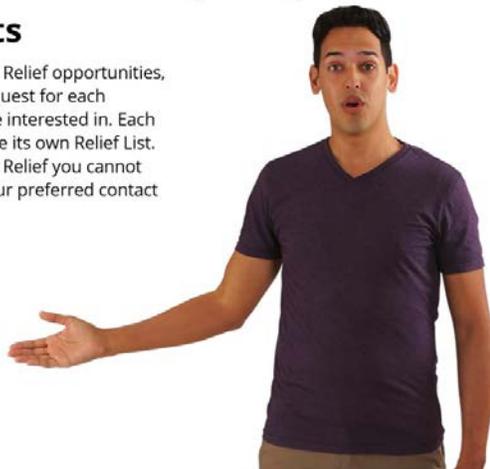
Returning Recreation Worker Requirements	Type
Same Location/Season/Classification (job)/Same Shift	A
Same Location/Classification (Job)/Different Shift	B
Same Location/Different Classification (job)	C
Different Location/Any Classification (job)	D
Any Location/Classification (job) that you would like to be considered for Relief opportunities	Relief

6.4 Information about Relief Requests

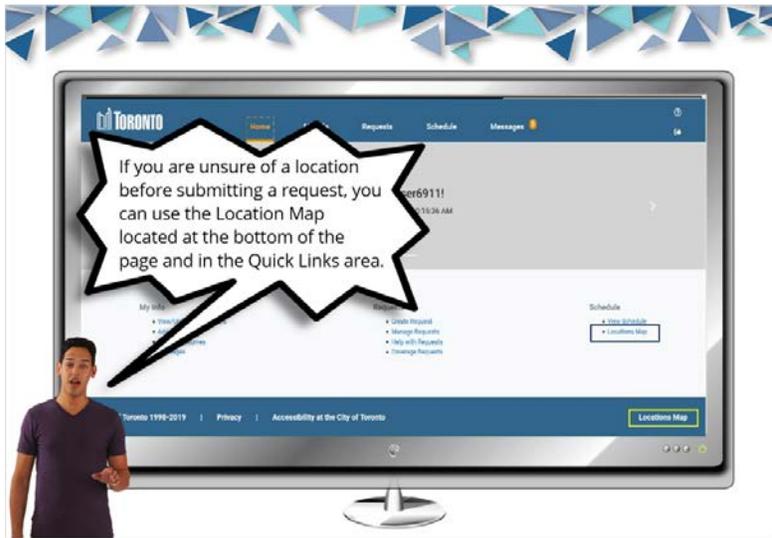


Relief Requests

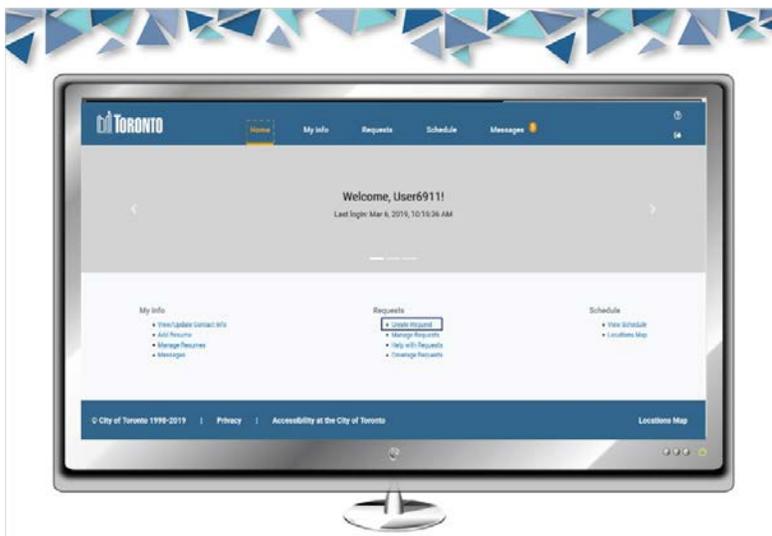
In order to be considered for Relief opportunities, you must submit a Relief Request for each Location and Job that you are interested in. Each Job at every Location will have its own Relief List. In order to be considered for Relief you cannot select **Do Not Contact** as your preferred contact method.



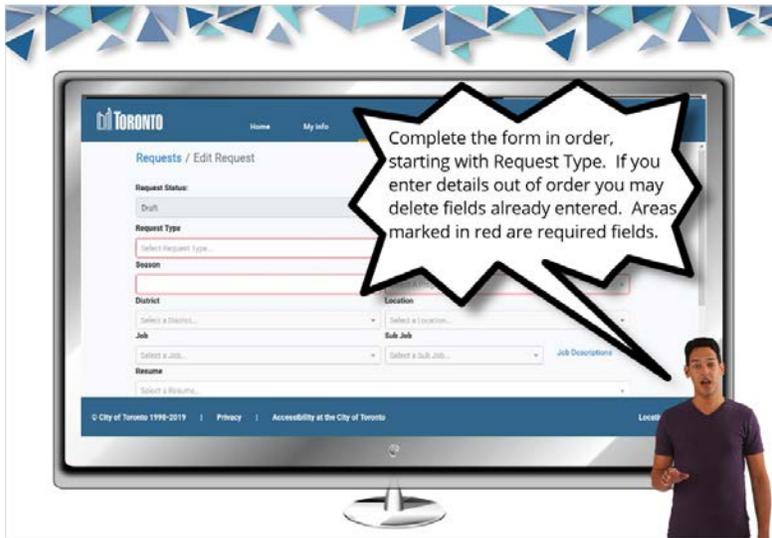
6.5 Location map



6.6 Click on Create Request



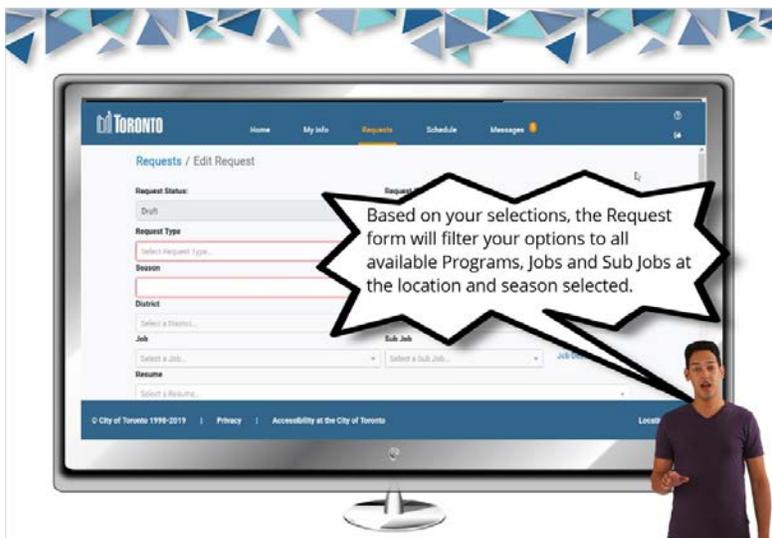
6.7 Before you get started



Complete the form in order, starting with Request Type. If you enter details out of order you may delete fields already entered. Areas marked in red are required fields.

The screenshot shows the 'Requests / Edit Request' form with the following fields: Request Status (Draft), Request Type (Select Request Type...), Season (Select a Season...), District (Select a District...), Location (Select a Location...), Job (Select a Job...), Sub Job (Select a Sub Job...), and Resume (Select a Resume...). Red lines indicate required fields. A man in a purple shirt stands next to the monitor.

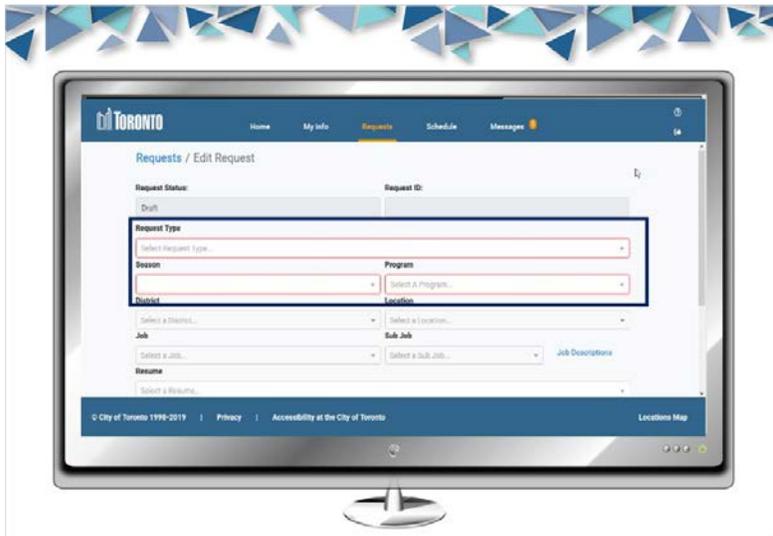
6.8 Additional information before you get started



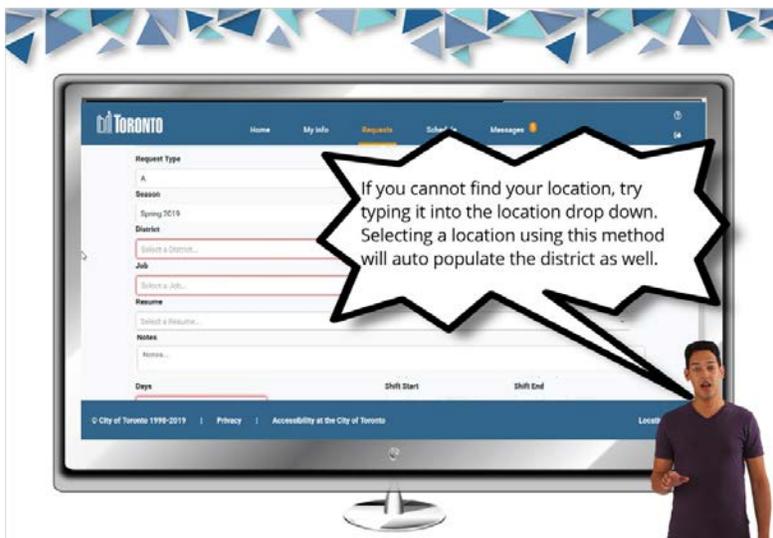
Based on your selections, the Request form will filter your options to all available Programs, Jobs and Sub Jobs at the location and season selected.

The screenshot shows the same form as in 6.7, but with the 'Request Type' dropdown menu open, showing a list of options. A man in a purple shirt stands next to the monitor.

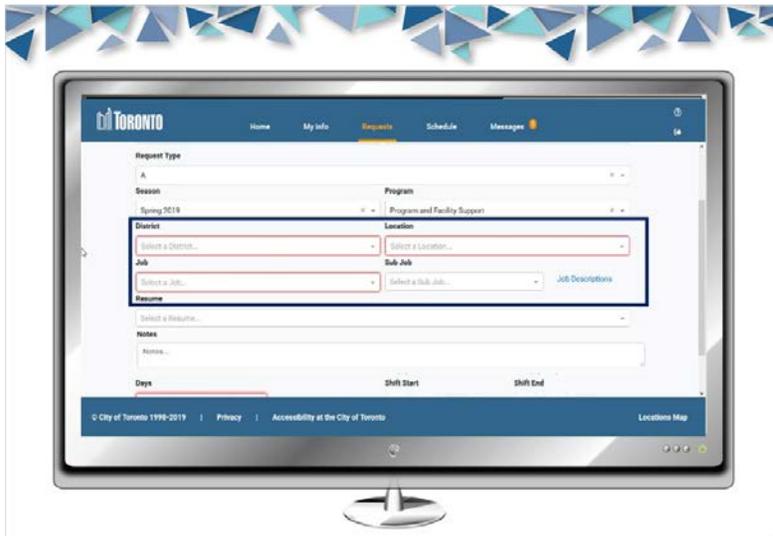
6.9 Select your Request Type, Season and Program (Area)



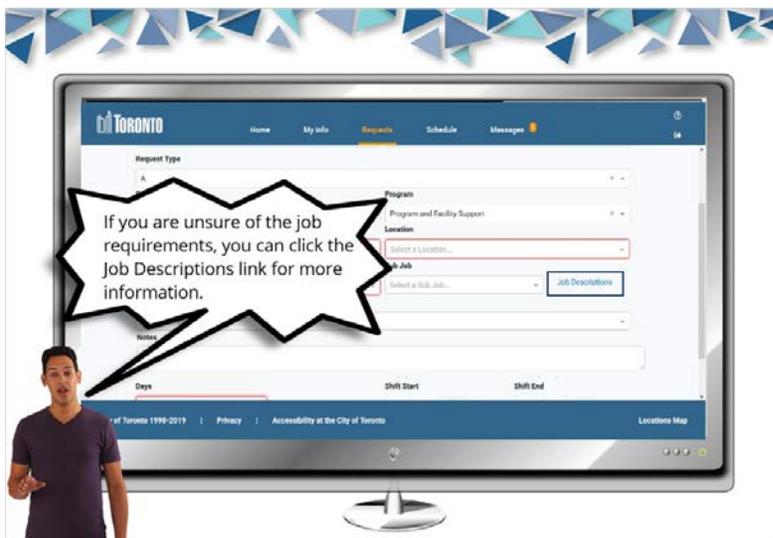
6.10 Before you select your location



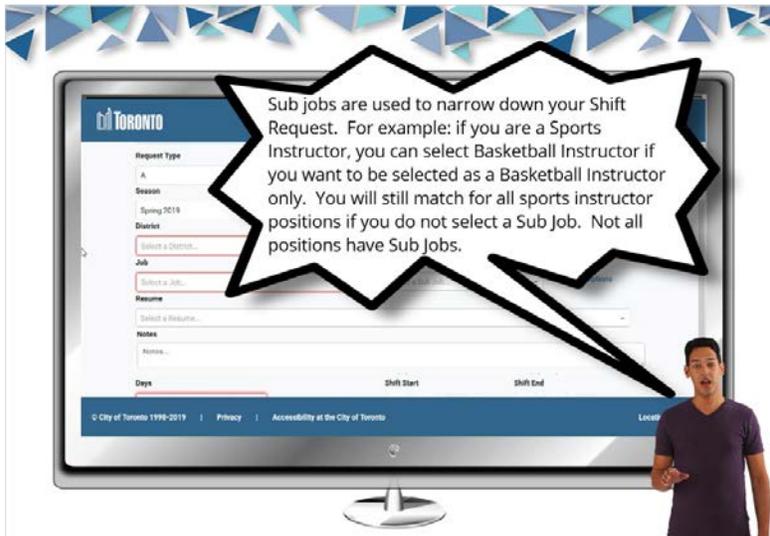
6.11 Select your District, Location, Job and Sub Job (if necessary)



6.12 Information about Job Descriptions



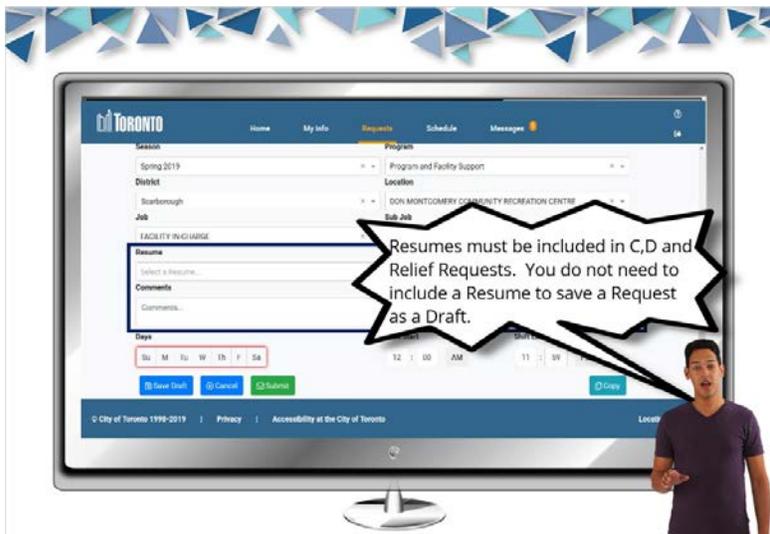
6.13 Information about Sub Jobs.



Sub jobs are used to narrow down your Shift Request. For example: if you are a Sports Instructor, you can select Basketball Instructor if you want to be selected as a Basketball Instructor only. You will still match for all sports instructor positions if you do not select a Sub Job. Not all positions have Sub Jobs.

The screenshot shows the 'Request Type' section of the City of Toronto Shift Request form. The 'Request Type' is set to 'A'. The 'Season' is 'Spring 2019'. The 'District' is 'Scarborough'. The 'Job' is 'DON MONTGOMERY COMMUNITY RECREATION CENTRE'. The 'Resume' is 'FACILITY IN-CHARGE'. The 'Comments' field is empty. The 'Days' field shows 'Su M Tu W Th F Sa'. The 'Shift Start' is '12:00 AM' and the 'Shift End' is '11:00 AM'. A callout box points to the 'Job' field.

6.14 Attach a Resume by selecting it in the drop down and add additional Comments (if necessary).



Resumes must be included in C,D and Relief Requests. You do not need to include a Resume to save a Request as a Draft.

The screenshot shows the 'Request' section of the City of Toronto Shift Request form. The 'Season' is 'Spring 2019'. The 'District' is 'Scarborough'. The 'Job' is 'DON MONTGOMERY COMMUNITY RECREATION CENTRE'. The 'Resume' is 'FACILITY IN-CHARGE'. The 'Comments' field is empty. The 'Days' field shows 'Su M Tu W Th F Sa'. The 'Shift Start' is '12:00 AM' and the 'Shift End' is '11:00 AM'. A callout box points to the 'Resume' field.

6.15 Information on Requesting Shift Days

Requesting Shift Days

If you are interested in working more than one shift per week, you must submit separate Requests which indicate the individual day and times you are available. Only one shift can be assigned to each Request.

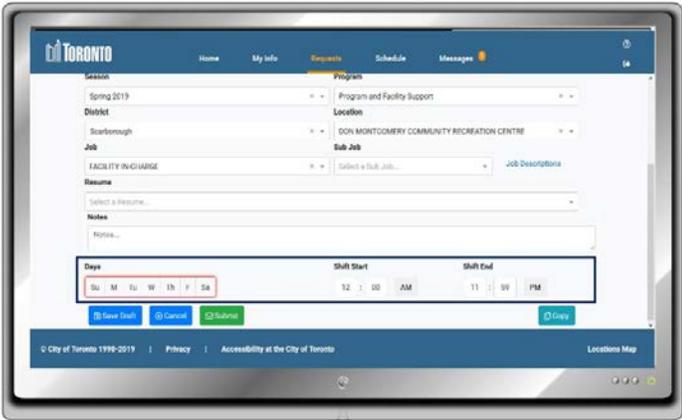
For example: Submit a Monday Request from 12-8pm at a location. After you submit, you can copy the Request details and change the date/time for Tuesday, Wednesday, etc.

If a single shift spans multiple days then you will need to submit a Request matching the entire span. Examples include Tuesday/Thursday shifts where the same employee is required on each day or a camp program where you are expected to commit to a Monday thru Friday schedule.



6.16 Select the Days you would like to request to work along with the time you are available.



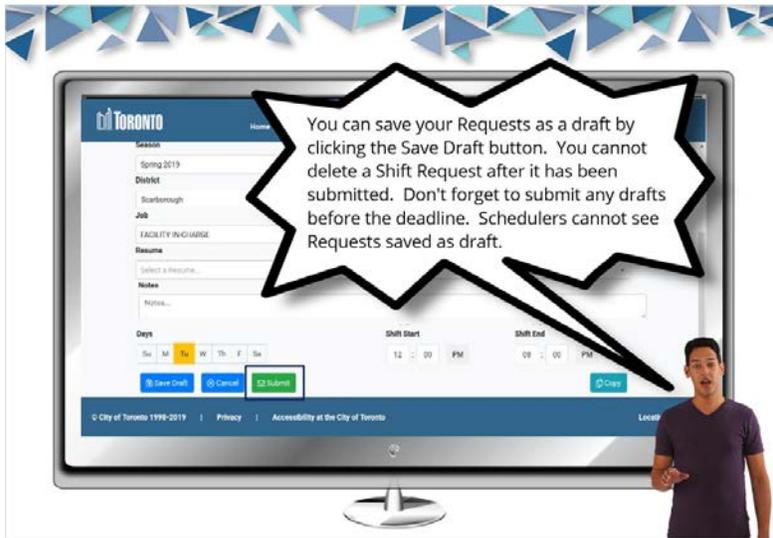


The screenshot shows a web form for requesting shift days. The form is titled 'Requesting Shift Days' and includes the following fields:

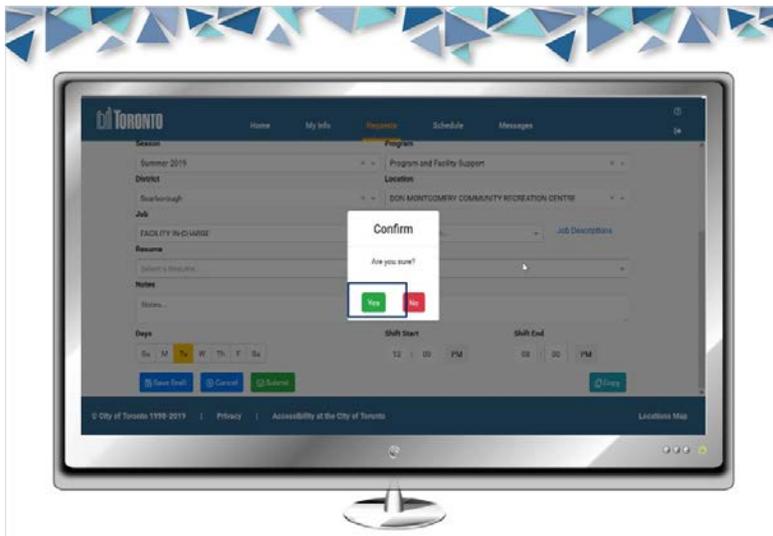
- Season: Spring 2019
- District: Scarborough
- Job: FACILITY IN-CHARGE
- Program: Program and Facility Support
- Location: DON MONTGOMERY COMMUNITY RECREATION CENTRE
- Shift Start: 12 : 00 AM
- Shift End: 11 : 00 PM

A 'Days' selector is highlighted with a red box, showing a calendar grid with 'Su' through 'Sa'.

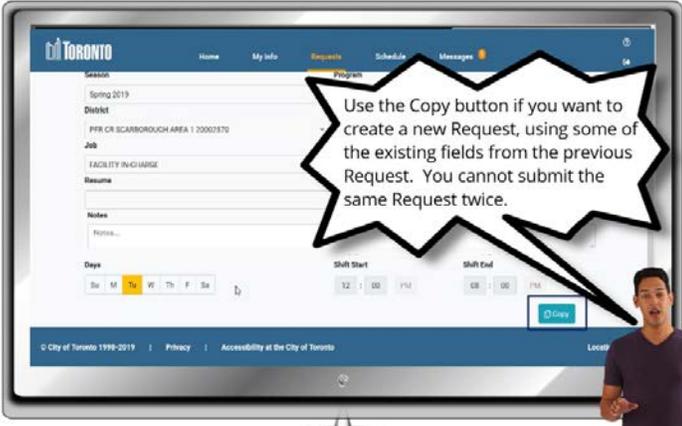
6.17 Click on the Submit button.



6.18 Click Yes on the confirmation screen



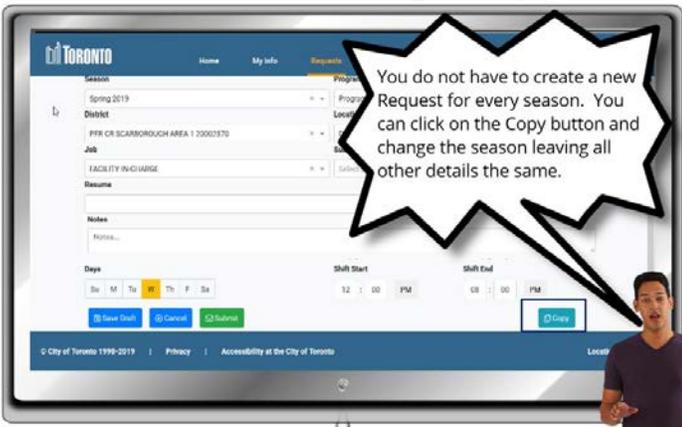
6.19 Click on the copy button to create a new request



A screenshot of the City of Toronto Request form. The form includes fields for Season (Spring 2019), District (PFR CR SCARBOROUGH AREA 1 20003570), Job (FACILITY INCHARGE), and a 'Copy' button at the bottom right. A speech bubble points to the 'Copy' button.

Use the Copy button if you want to create a new Request, using some of the existing fields from the previous Request. You cannot submit the same Request twice.

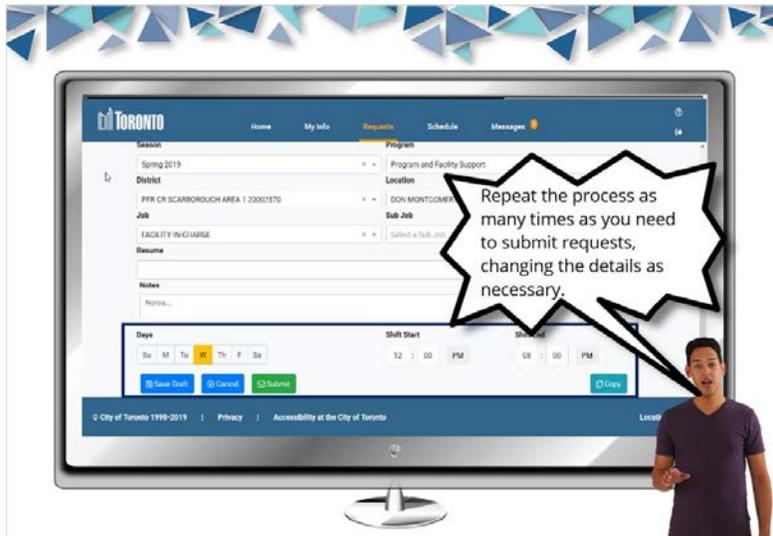
6.20 Important information for requesting shifts in later seasons.



A screenshot of the City of Toronto Request form, similar to the previous one, but with additional dropdown menus for Program, Location, and Shift. A speech bubble points to the 'Copy' button.

You do not have to create a new Request for every season. You can click on the Copy button and change the season leaving all other details the same.

6.21 Change the fields for the new request and click on Submit.



6.22 What Happens After You Have Submitted Your Request

What Happens After You Have Submitted Your Request

After a Scheduler has sent you an offer, an electronic update is sent via email or text message according to the contact preferences you specified in the My Info section.

If your contact method is Phone Call or DO NOT CONTACT, a scheduler will call you to inform you of a pending offer.

Text messages and emails include a link to click on to logon and view the full details of your offer in Messages.

Wed, Mar 6, 9:05 AM

PFR Shift Offer JIMMIE SIMPSON RECREATION CENTRE as a DANCE INSTRUCTOR - DANCE INSTRUCTOR TR0018 for Spring 2019, Starting 04/01/2019.

For more info click here <https://cotd-wfc80-sql.delacroix.com/wfc/applications/wtk/ess/html/logon.jsp> to logon and view the full details in Messages.

Do Not reply in this message.

7. Managing Your Requests

7.1 Managing Your Requests Title Page



Managing Your Requests

[Click Here to Continue](#)

7.2 Before Managing Your Requests



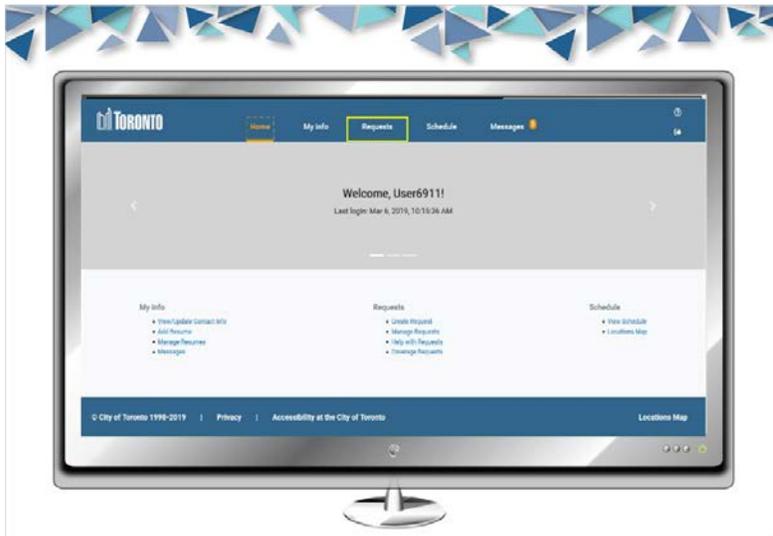
Before Managing Your Requests

Before Managing Your Requests, there is a critical update that you will need to review. Click on the link below to review the document which will open in a new window. After reviewing the document close the window to return to this resource and click the check box. You **must** select the checkbox to proceed to the next page.

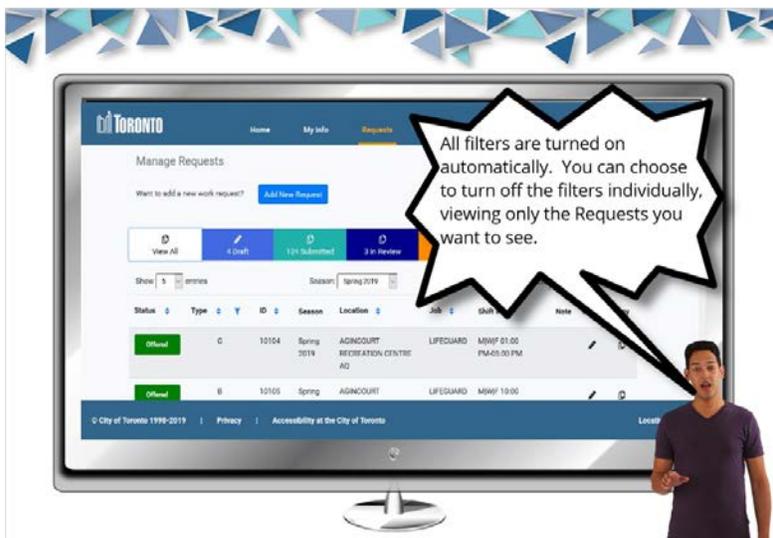
Review Request statuses. [Click here.](#)



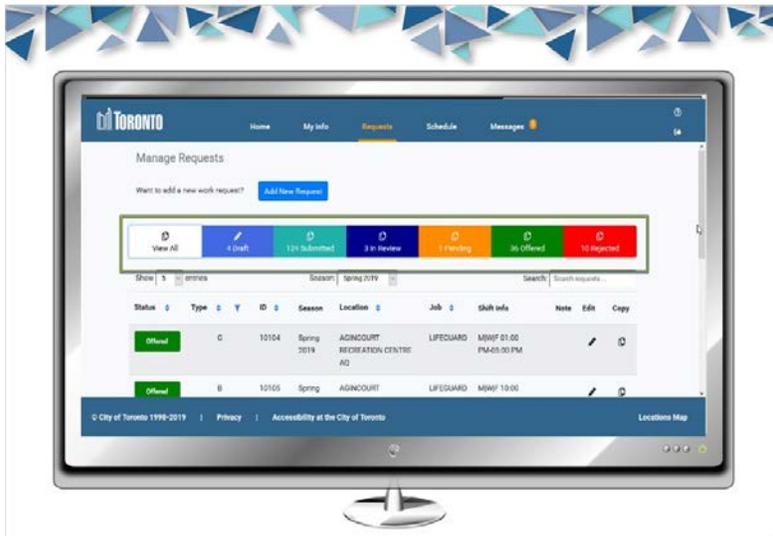
7.3 Click on Requests



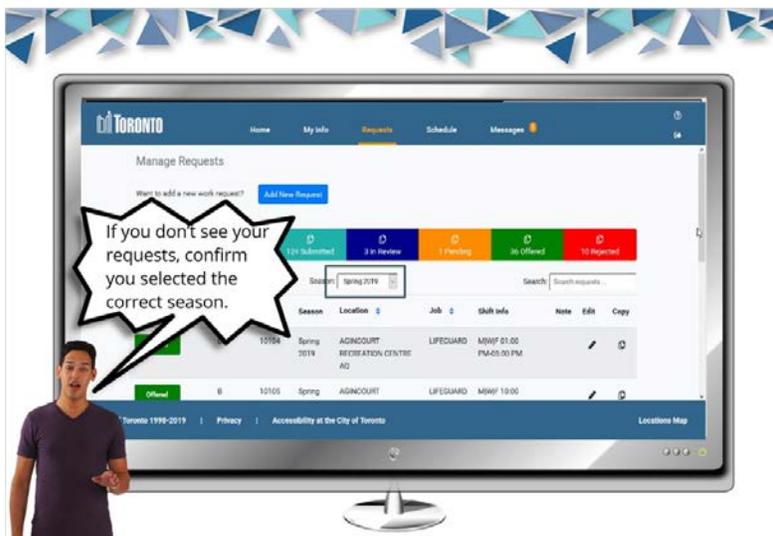
7.4 Information about filters.



7.5 Select a filter to view



7.6 Choose a Season using the Season menu.



7.7 To search for a Request use the Search bar to the right.

The screenshot shows the 'Manage Requests' page on the City of Toronto website. At the top, there are navigation tabs: Home, My Info, Requests (active), Schedule, and Messages. Below the navigation, there's a summary section with buttons for 'Add New Request', 'View All', and 'Refresh'. A status bar shows: 124 Submitted, 3 In Review, 1 Pending, 16 Offered, and 10 Rejected. A search bar is located on the right side of the status bar. Below it is a table with columns: Season, Location, Job, Shift Info, Note, Edit, and Copy. A callout bubble points to the search bar with the text: 'You can search on any data in the location and job column.'

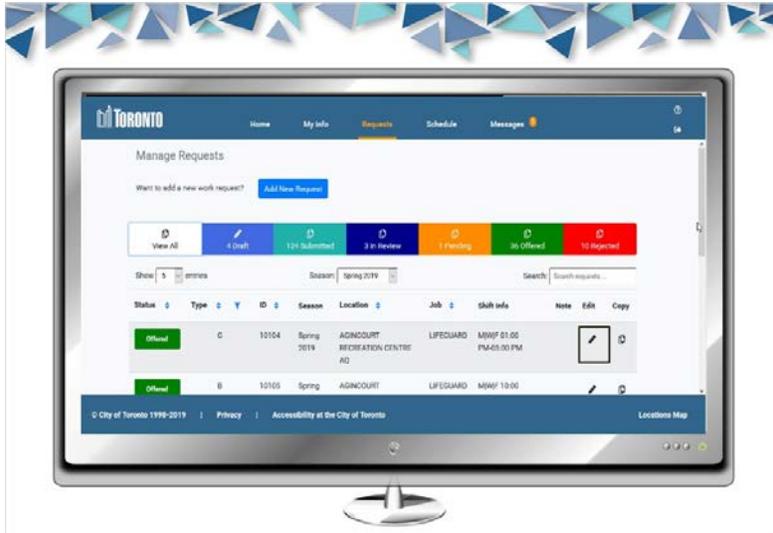
You can search on any data in the location and job column.

7.8 Use additional filters or sorting tools to find your Request

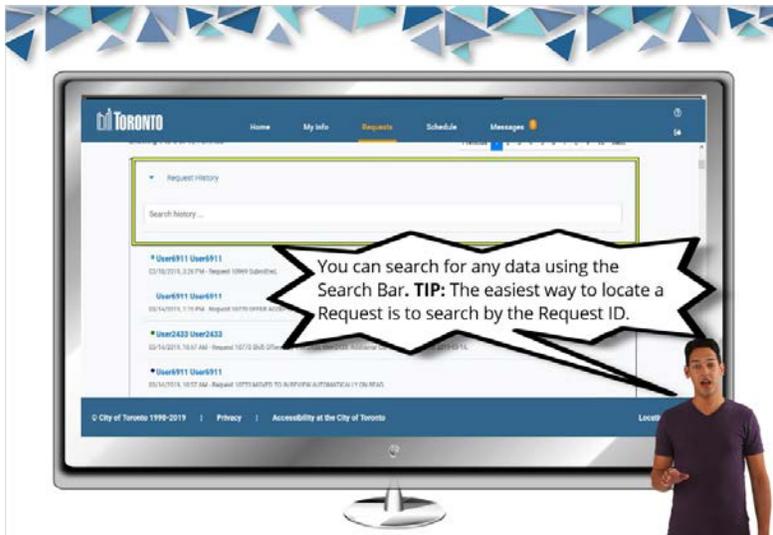
The screenshot shows the 'Manage Requests' page with the search bar and table from the previous image. The table has columns: Status, Type, ID, Season, Location, Job, Shift Info, Note, Edit, and Copy. A callout bubble points to the 'Type' column header, which has an up/down arrow icon, and the 'Status' column header, which has a funnel icon. The text in the callout bubble reads: 'Use the up and down arrows beside a column to sort the data. For example: to display Type in alphabetical order. Use the funnel icon to filter data. For example, show only B Request Types.'

Use the up and down arrows beside a column to sort the data. For example: to display Type in alphabetical order. Use the funnel icon to filter data. For example, show only B Request Types.

7.9 Click on the Edit button to view your Request. NOTE: You cannot edit submitted Requests.

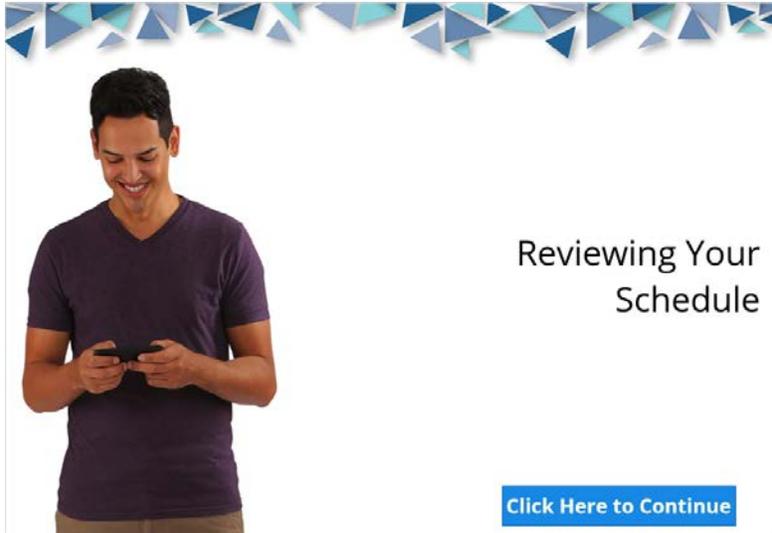


7.10 At the bottom of the Manage Requests screen, you can review your Request History.

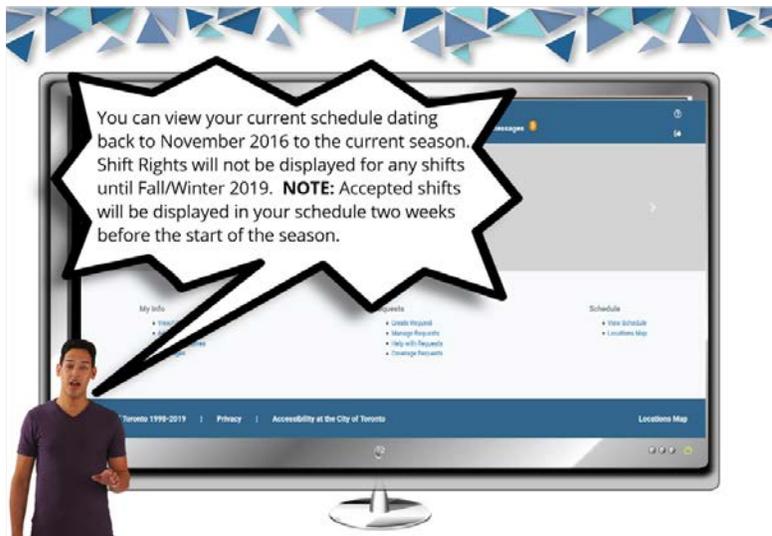


8. Reviewing Your Schedule

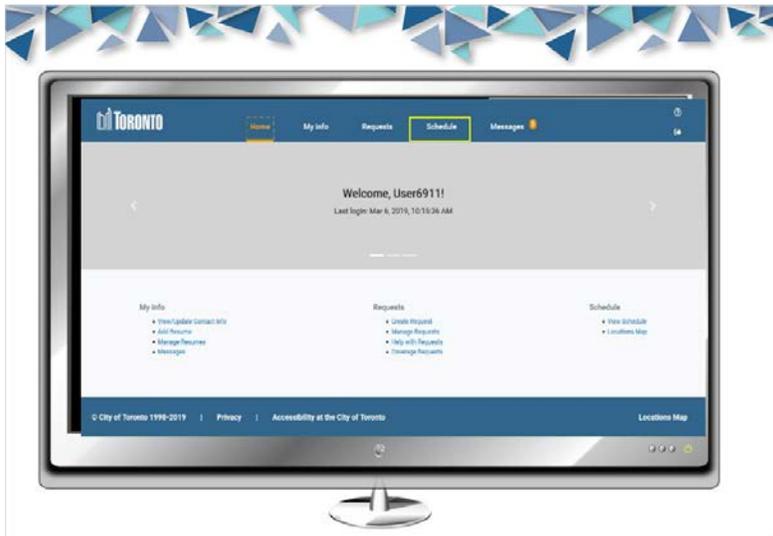
8.1 Reviewing Your Schedule Title Page



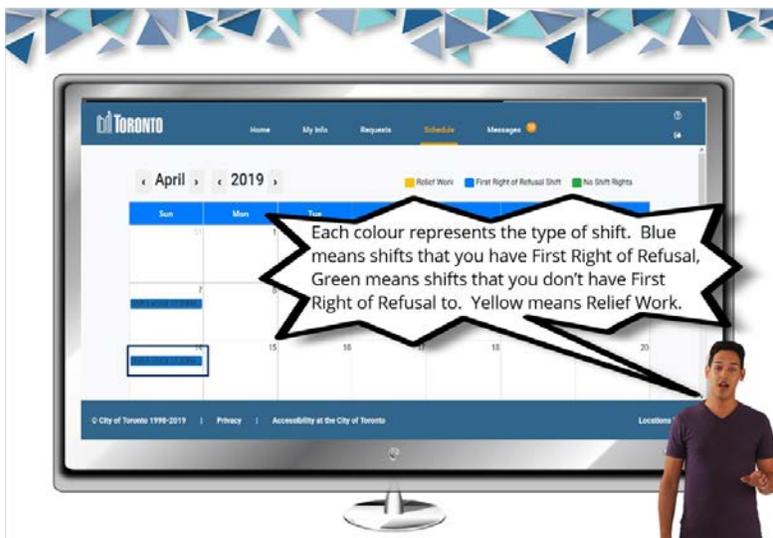
8.2 Before checking your schedule



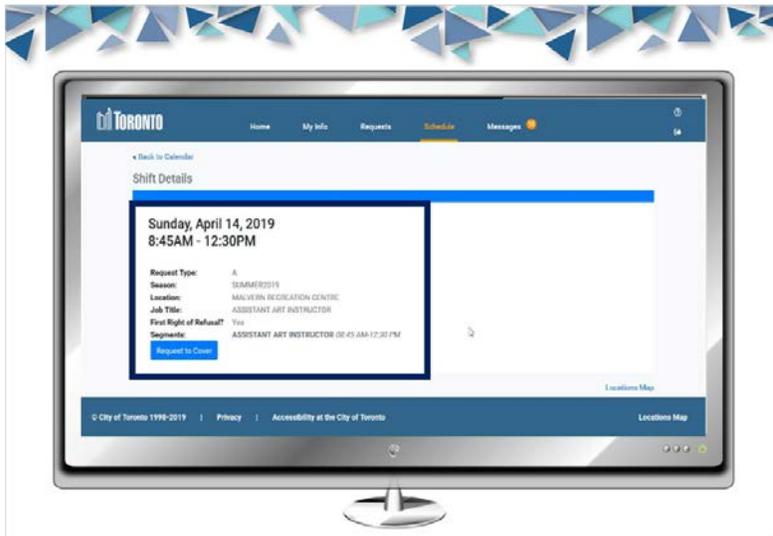
8.3 Click on Schedule



8.4 To review further details about approved shifts, click on a shift

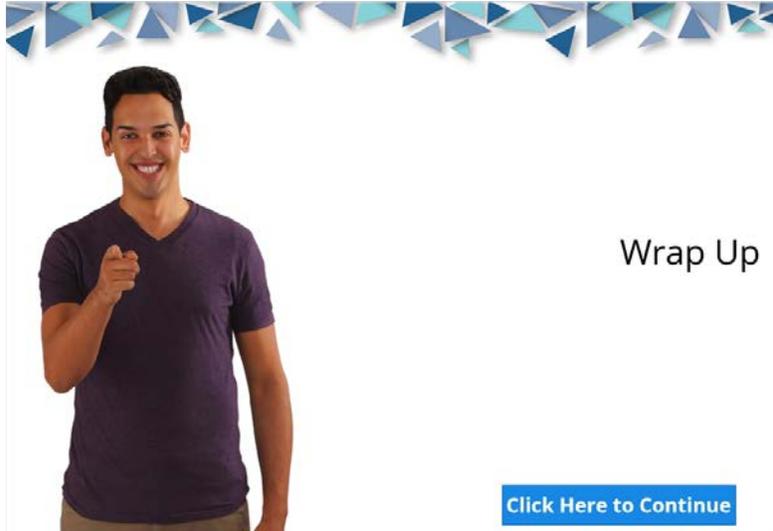


8.5 View your approved shift details.



9. Wrap Up

9.1 Wrap Up



9.2 Need Help?



Need Help?

- For tips on completing Requests and other scheduling information, visit <https://www.toronto.ca/scheduling-info>
- For system issues contact the PF&R Division Scheduling Team
 - Email recworkerscheduling@toronto.ca
 - Call (416) 395-7926
 - Calls will be responded to during business hours Monday to Friday.
 - Contact your Scheduler (i.e. CRP, etc)
 - CUPE Local 79 (416) 977-1629 EXT. 353



9.3 Next Steps



Next Steps

- Shift Request Deadline – based on the Scheduling Procedure
 - Remember to submit Relief Request forms to be on the Relief List
- Additional learning will be available in September 2019
 - How to submit a Request to Cover
 - How to update your availability

