Registering from **outside** the City of Toronto Network Checklist

Use this Checklist to assist with registering for Self-Service/ Employee Remote Access (SS/ERA) from **outside** the City of Toronto network (e.g. home, library, youth lounges, school)

> ### If you don't register, you will NOT be able to request work.

You **must** have all of the following pieces of information:

- ❒ Your Employee Number
- ❒ Your birthdate
- ❒ Your Social Insurance Number (SIN)
- ❒ Your **Mailing Address** on file at the City of Toronto
- ❒ Review the Step-by-Step Instructions available at www.toronto.ca/scheduling
- ❒ The letter with your SS/ERA **Registration Code**
  - If you misplaced this letter or never received this letter, please email recworkerscheduling@toronto.ca with your full name, employee number and mailing address that is on file with the City of Toronto
- ❒ Review the Step-by-Step Instructions available at www.toronto.ca/scheduling

Registration Instructions:

❒ Go to www.toronto.ca/scheduling
❒ Select the How to Register tab **Getting Started** | **How to Register** | **Request Work**
Select **Register Now** under the heading: **Registering from outside of City of Toronto network.**
❒ Enter your 8 digit Employee Number with **leading zero(s)** Example: 8012345 should be entered as **08012345,** 654321 should be entered as **00654321**
❒ Enter your **Initial Password** – this is **NOT the Registration Code** found in your letter – it isa **unique eleven digit code** specific to you as outlined below **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 This would be the code for an individual with the following information – Birthdate is **Aug 21** – SIN is 123 45**8 765** – Postal Code M1Z **2G7**
❒ The following page indicates that you may continue if you have received a registration code – this is the **Registration Code found in the letter** that was mailed to you. Click to continue.

☐ Enter the **Registration Code** exactly as indicated in your letter – it is CASE sensitive

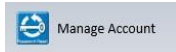| |
|---|
| ☐ **Set-up Security Questions**
   – The first question has already been selected for you and asks you to enter your mother's maiden name, which must be a minimum of 4 characters. If your mother's maiden name is less than 4 characters, add zeros to the end
☐ The remaining security questions can be selected from a list – continue through until you have set up the remaining 4 security questions and save answers when prompted. |

☐ **Set-up Passphrase**
   – Your "**Passphrase**" is another security measure. If you ever experience problems logging in and need to contact the IT Service Desk for assistance – you will be required to give your "**Passphrase**" verbally to the IT representative in order to receive assistance.
   – The IT Service desk is available Monday – Friday from 7am – 5pm; 416-338-2255
☐ Your Passphrase should be something that you will easily remember and non-offensive

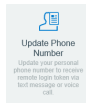| |
|---|
| ☐ **You will be Logged Out**
   ☐ After setting up your security questions and passphrase the Self Service Registration site will log you out.
   ☐ You will need to log in again to complete the registration process
   ☐ To login, re-enter your username which is your 8 digit employee number including any leading zeros and your initial password. Information about your username and initial password can be found on the first page |

☐ Click on **"Manage Account"** Manage Account **Set-up** the following:

| 1st:Phone Number (phone number to receive second factor number in the future) Update Phone Number	2nd:Personalized Password Change Password
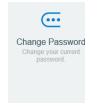
☐ **Set-up Phone Number**
   – Each time you login into the Self-Service Employee website (from a computer at home, library, school, youth lounge, etc.), the system will send you a six digit authentication code
   – This code can be received via text message or you can receive a phone call.
 	
Select a method of contact and enter the correct ten (10) digit phone number with a leading "1"; Example: 416-123-4567 should be entered as **1-416-123-4567**

☐ **Set-up Personalized Password**
   – Your personalized password must be a minimum of eight (8) characters and contain at least:
 	
   One **lowercase** letter One **uppercase** letter One **number** One **symbol**
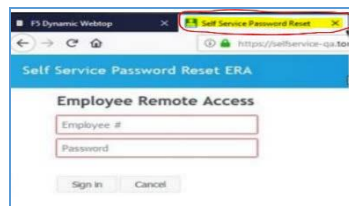 	
   – Click on "**Change Password**"
  – The next page will indicate SUCCESS – Click on "Continue"
  – You will return to the Self-Service Password Reset Page – simply close the window to exit

Congratulations! You have successfully registered for the **Self-Service Website.**