

# How to Request for Work on Kronos for Recreation Workers

City of Toronto PFR

[recworkerscheduling@toronto.ca](mailto:recworkerscheduling@toronto.ca)

Recreation Worker Scheduling

# Registering and Setting Up Your Account

**Self Service Employee Remote Access (SS/ERA)**

# Getting Started

- Upon hiring you will receive a one-time registration code
  - This will be received by mail within 2-4 weeks
  - Contact [recworkerscheduling@toronto.ca](mailto:recworkerscheduling@toronto.ca) if not received

## Technology Requirements

- A phone (either landline or cell phone) and
- A device with internet access (tablet or computer)

## Recommended

Use a computer (Google Chrome browser) or tablet (IOS 10 or higher or Android 4.4.2.8 or higher). You may experience issues using a mobile phone.

**IMPORTANT SCHEDULING WORK INFORMATION**

<Created\_On>

<First\_Name\_> <Last\_Name\_>  
<Street\_and\_house\_number\_> <M\_2nd\_Address\_line\_>  
<City\_> <Reg\_>  
<Postal\_Code\_>

Welcome to the City of Toronto. As a Recreation Worker with the City of Toronto you are a member of CUPE Local 79 Recreation Workers' Part Time Unit.

In Parks, Forestry & Recreation (PFR), shifts are assigned following the Scheduling Procedure as outlined in your Recreation Workers' Handbook under Recreation Workers Scheduling Procedure – How to Apply for Work. Now that you have been hired you can request additional shifts in the current and upcoming seasons.

Scheduling information is mailed out twice yearly: May/June for the Fall/Winter Seasons and December/January for Spring/Summer seasons. The mail outs will provide details on the Request for Work process and key dates you need to be aware of.

If you are currently working for EDC-Culture and would like to request work in PFR please contact [recworkerscheduling@toronto.ca](mailto:recworkerscheduling@toronto.ca) to get more information.

**Request Work**

You **must register** for the City of Toronto Self Service (SS) - Employee Remote Access (ERA) tool in order to use the system to request work.

**Requirements to Register**

In order to set up your account and begin submitting requests for work, you need to have the following information on hand: 1) Social Insurance Number (SIN), 2) 8-Digit Employee Number, and 3) Registration Code (next page)

**How to Register**

1. Go to [www.toronto.ca/scheduling](http://www.toronto.ca/scheduling) to review the instructions
2. Review the materials on the Getting Started tab
3. Click on the How to Register tab and review the following learning materials based on how you will be logging in to the system (outside or inside the City of Toronto network): a) Check List, b) Step-by-step instructions

**Initial login credentials required are as follows:**

- **Employee Number:** Add a zero (0) before your employee number to make it eight digits. (i.e. if your employee number is 9123456, enter 09123456)

**Temporary Password:** A unique eleven-digit code, specific to you made up of your birth month, birth day, last four numbers of your SIN and the last three digits of your postal code. An example is provided below.

**If you are logging in from a non-City of Toronto networked computer** (i.e. from home, school or library)

After you have successfully logged in, you will be prompted to input your unique **Registration Code** (12-character alphanumeric one-time use code).

**REGISTRATION CODE: <Code>**

Your code is case-sensitive (you have to match upper and lower case letters)

The Registration Code will expire six (6) months from the date of issue. If your code has expired, email [recworkerscheduling@toronto.ca](mailto:recworkerscheduling@toronto.ca). Keep this code confidential at all times.

You will be required to set up a new password, 5 security questions and passphrase. In the event you have forgotten your newly created password you will be required to reference the security questions and passphrase so please keep them for future reference.

**How to Submit Your Request for Work?**

Once registered, Self Service (SS) - Employee Remote Access (ERA) you are able to submit your Request for Work request(s) for current and upcoming seasons

**Additional Resources**

Information and instructions, including how to reset passwords and step-by-step instructions on how to complete requests for work can be found [www.toronto.ca/scheduling](http://www.toronto.ca/scheduling)

Questions can be directed to the Scheduling Team by emailing [recworkerscheduling@toronto.ca](mailto:recworkerscheduling@toronto.ca). You may also contact the CUPE Local 79 Office at 416-977-1629 ext. 353.

# Registering for SS/ERA

- Go to [www.toronto.ca/scheduling](http://www.toronto.ca/scheduling)

**TORONTO** Search [A+ A-] I want to... [v]

Services & Payments Community & People Business & Economy Explore & Enjoy City Government

City of Toronto / Jobs at the City / Information for Applicants / Recruitment Initiatives / Recreation Jobs / Returning Recreation Worker Scheduling / Scheduling Information

## Scheduling Information

Share Print Translate

Scheduling forms are for active recreation workers only. If you are not an active recreation worker and are interested in applying for jobs in recreation please see [how to apply](#).

In Fall 2021, Recreation Workers moved from having two scheduling submission periods per year, to having four scheduling submission periods per year. This change better reflects seniority levels when scheduling decisions are being made and gives Recreation Workers more flexibility when submitting schedules.

Once registered for Self Service/Employee Remote Access (SS/ERA), you can submit your Request for Work form(s) using Kronos Workforce Central (Kronos WFC). The system enables you to also view the status of your requests, update your availability, receive shift offers and choose if you want to be contacted by email, phone or text.

To keep up to date on important changes and known issues please see [Request For Work updates and known issues](#).

Expand All + Collapse All -

Virtual Information Sessions	+
Getting Started	+
<b>How to Register</b>	+
Request Work	+

### In This Section

- Returning Recreation Worker Scheduling
- Scheduling Information**
- Online Submission
- Job Profiles

### Contact Information

**Scheduling Team**  
Telephone: 416-395-7926  
Email: [recworkerscheduling@toronto.ca](mailto:recworkerscheduling@toronto.ca)

**Local 79 Office**  
Telephone: 416-977-1629 ext.353

# Registering for SS/ERA

## How to Register

### Registering from outside the City of Toronto network

To register from **outside** the City of Toronto network (e.g. home, library, youth lounges, school) use the [Registration Checklist](#) and follow the [step-by-step instructions](#) on how to register for Employee Remote Access from a Non-City Computer or review the [documentation](#).



[Register Now](#)

### Registering from inside the City of Toronto network

To register from **inside** the City of Toronto network (e.g. City Staff Computer) use the [Registration Checklist](#) and follow the [step-by-step instructions](#) on how to register for Employee Remote Access from a City Computer or review the [documentation](#).

[Register Now](#)

### Troubleshooting

To ensure the best experience in the tool we recommend you [clear your browser cache](#) each time you log in.

Find [answers to your questions](#) about registration.

If you forget your password **after** registration, follow the [instructions](#) to reset the password.

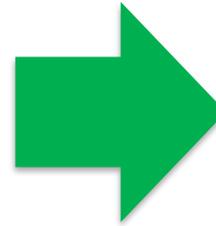
# Registering for SS/ERA



**Welcome to the City of Toronto's SelfService Portal**

Authorized use of this service is for the business of the City of Toronto. Unauthorized use of this service under any circumstances is strictly prohibited.

[Click here to continue](#)



SelfService Secure Logon

Employee #

Password

[Forgot Password?](#)

# Registering for SS/ERA

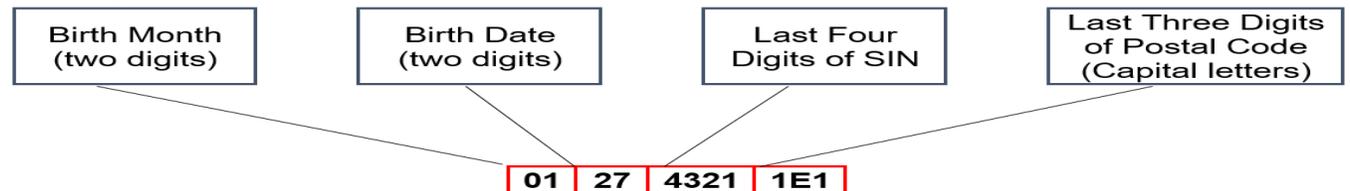


## Employee Number

- Add a zero (0) before your employee number to make it eight digits. ( i.e. if your employee number is 8123456, enter '08123456')

## Temporary Password

- A unique eleven-digit code, specific to you made up of your birth month, birth day, last four numbers of your SIN and the last three digits of your postal code.



# Registering for SS/ERA



## Registration Code

- Locating on your mail out
- Case-sensitive

## SAMPLE

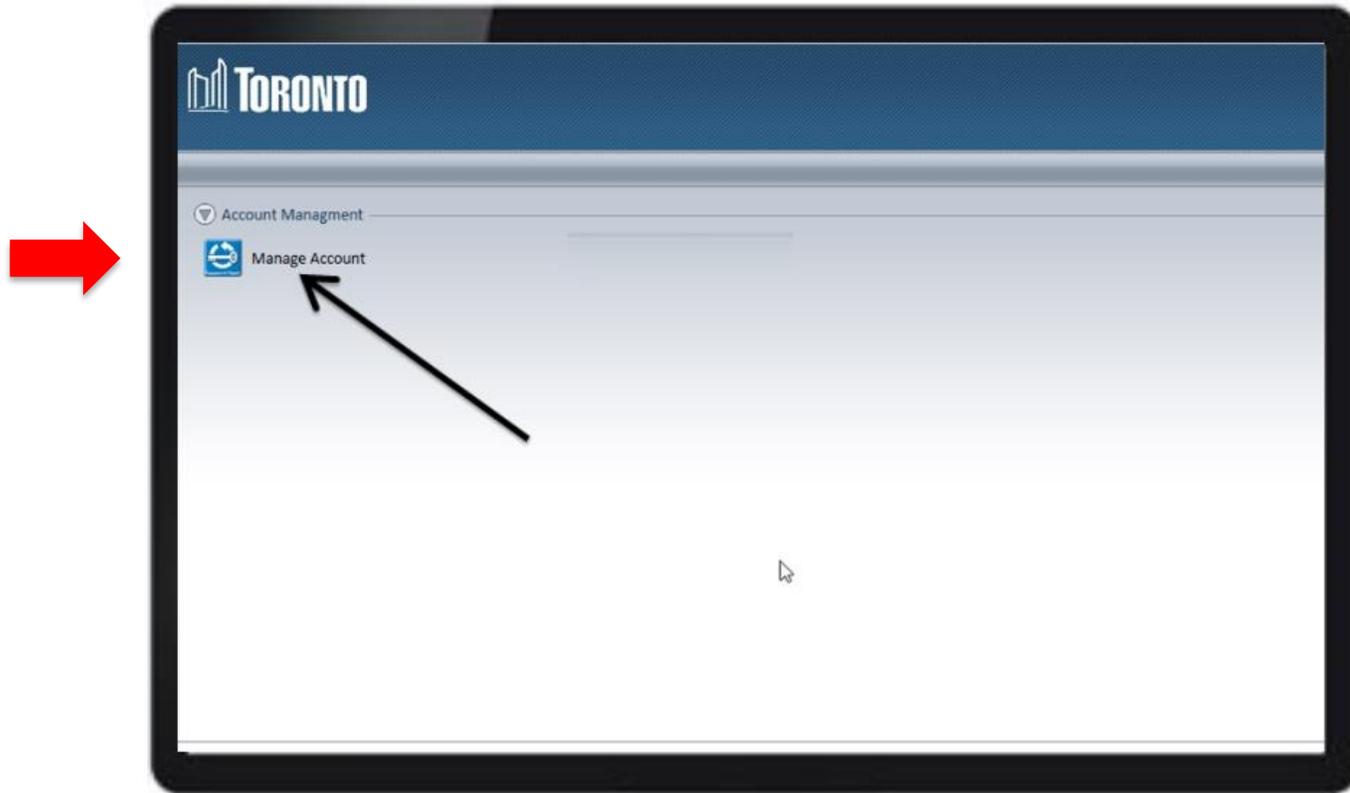
If you are logging in from a non-City of Toronto networked computer (i.e. from home, school or library):

After you have successfully logged in, you will be prompted to input your unique **Registration Code** (12-character alpha/numeric one-time use code).

**REGISTRATION CODE: KlzjCJx9Nk2U**

Your code is case-sensitive (you have to match upper and lower case letters)

# Registering for SS/ERA

A screenshot of the 'Self Service Password Reset' form. The form has a blue header with the text 'Self Service Password Reset'. Below the header, there is a section titled 'Employee Remote Access'. This section contains two input fields: 'Employee #' and 'Password'. Below these fields are two buttons: 'Sign in' and 'Cancel'. A blue link labeled 'Forgotten Password' is located below the buttons. A green arrow points from the 'Manage Account' link in the previous screenshot to this form.

Enter your **Employee Number** and **Temporary Password**, then press **Sign in**

# Registering for SS/ERA

## 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?

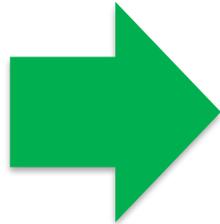
— Please select a question item from the list —

— Please select a question item from the list —

— Please select a question item from the list —

— Please select a question item from the list —

Save Answers



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?

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.

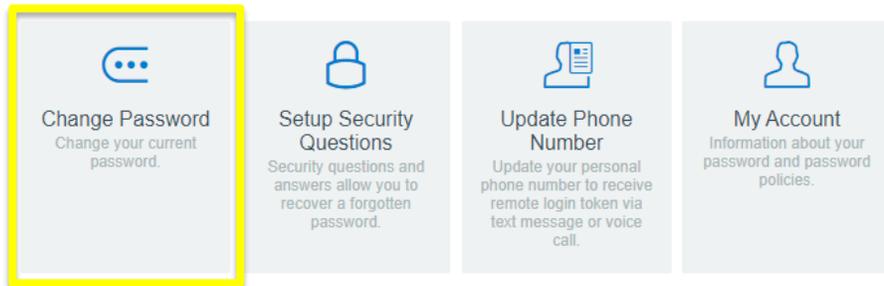
Technology Services Division Service Desk

416-338-2255

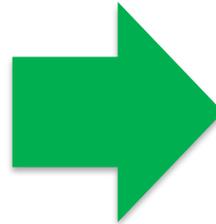
# Setting Up Your Password

## Self Service Password Reset

### Self Service Password Reset



- Change Password**  
Change your current password.
- Setup Security Questions**  
Security questions and answers allow you to recover a forgotten password.
- Update Phone Number**  
Update your personal phone number to receive remote login token via text message or voice call.
- My Account**  
Information about your password and password policies.



## Change Password

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 32 characters long.
- Must include at least 1 number.
- Must have at least 1 symbol (non letter or number) character.
- Must not include any of the following values: password test
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- New password may not have been used previously.

The current password of your user account has to be changed.

Please type your new password

New Password 

Confirm Password

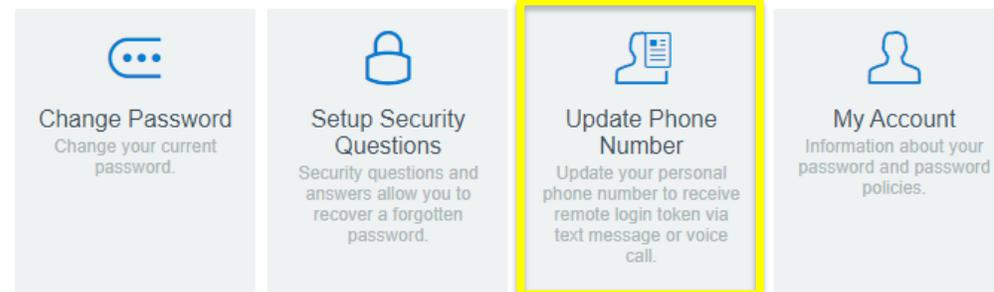
**Change Password**

Cancel

# Setting Up Your Phone Number

- When login **externally** you will need to set up a phone number to receive a text message or a phone call
  - Ensure the number is the same one you are using when logging in
  - When you login, the website will send that number a unique 6 digit Security Code. The code is only good at the time of your login and cannot be reused.

## Self Service Password Reset



The image shows a self-service password reset menu with four options. The 'Update Phone Number' option is highlighted with a yellow border. The options are:

- Change Password**: Change your current password.
- Setup Security Questions**: Security questions and answers allow you to recover a forgotten password.
- Update Phone Number**: Update your personal phone number to receive remote login token via text message or voice call.
- My Account**: Information about your password and password policies.

# Setting Up Your Phone Number

## Self Service Password Reset

### Update Phone Number

Please update the following information:

#### Phone number to receive login token via voice

You should provide your personal VOICE number to receive remote login token via voice call. If you enter a mobile number, you will not receive a voice call.

14165551234

#### Mobile phone number to receive login token via text message

You should provide your personal Mobile number to receive remote login token via text message.

14165551234

Update

Cancel

## Self Service Password Reset

### Confirm Profile Data

Please review the following information you have entered and confirm.

Phone number to receive login token via voice	
Mobile phone number to receive login token via text message	14161234567

Confirm

Go Back

Cancel

## Self Service Password Reset

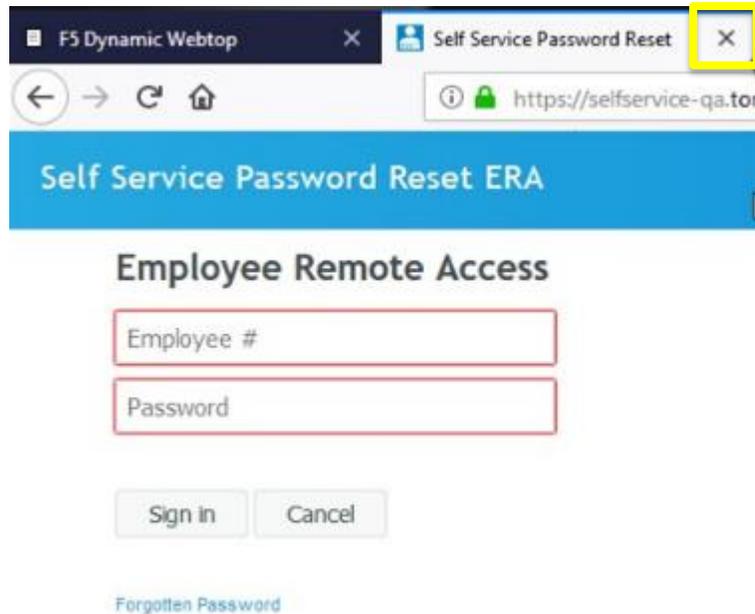
### Success

Your user information has been successfully updated.

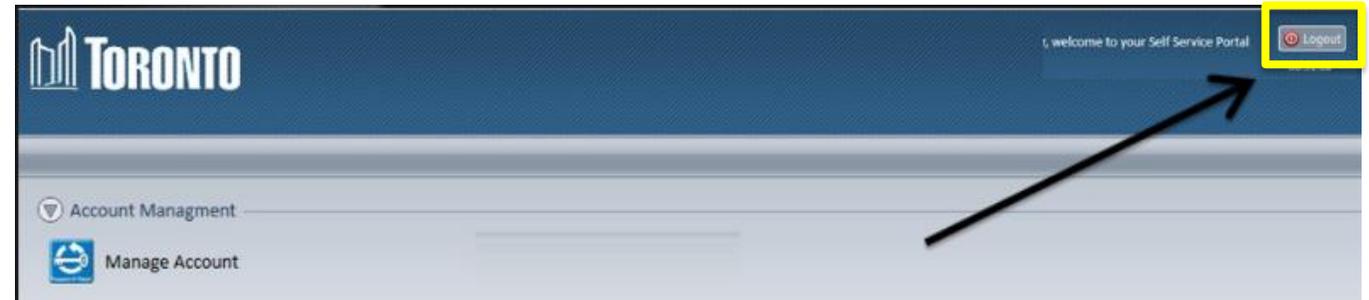
Continue

# Registration is Complete

Close this tab



Logout



# Logging Into SS/ERA and Kronos Workforce Central

# Logging into SS/ERA

- Go to [www.toronto.ca/scheduling](http://www.toronto.ca/scheduling)

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City of Toronto / Jobs at the City / Information for Applicants / Recruitment Initiatives / Recreation Jobs / Returning Recreation Worker Scheduling / Scheduling Information

## Scheduling Information

Share Print Translate

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To keep up to date on important changes and known issues please see [Request For Work updates and known issues](#).

Expand All + Collapse All -

Virtual Information Sessions	+
Getting Started	+
How to Register	+
<b>Request Work</b>	+

**In This Section**

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Local 79 Office  
Telephone: 416-977-1629 ext.353

# Logging into SS/ERA

## Request Work

In Kronos, the Request For Work widget for Recreation Workers enables you to submit and view the status of your requests, update your availability, receive shift offers and choose if you want to be contacted by email, phone or text.

### Before you Submit a Request

Before you review the step-by-step instructions, familiarize yourself with the following information on [Request Types](#) , [Program Areas](#) , [Job/Sub-job listings](#)  and [Request Status Descriptions](#) .

### How to Request Work

To request work on the new system after you have registered for Employee Remote Access follow the [Step-by step instructions](#) online presentation or [pdf document](#) .

Recreation Workers who are on Alternate Rate Continuous (ARC) assignment, refer to the instructions outlined in [Recreation Worker on ARC – Accessing the Request for Work \(RFW\) Work Requests Widget](#) .

From a City networked computer or device

From a non-City networked computer or device 



# Logging in to SS/ERA

Add a zero (0) before your employee number to make it eight digits. (i.e. 8123456 -> 08123456)

**TORONTO**

Your session could not be established.

Invalid Session ID. Your session may have expired.

Thank you for using BIG-IP.

To open a new session, please [click here](#)

**TORONTO**

Welcome to the City of Toronto's SelfService Portal

Authorized use of this service is for the business of the City of Toronto. Unauthorized use of this service under any circumstances is strictly prohibited.

[Click here to continue](#)

**TORONTO**

If this is your first time logging into the SelfService Portal you must complete the following steps:

1. Login to the [SelfService Password Reset website](#) using your initial password to setup your security questions/answers and new password.
2. Login again to the [SelfService Password Reset website](#) using your new password, click on "Update Phone Number", then submit your personal phone number.

If you have already completed the registration steps

[Click here to logon](#)

For any technical issues, please contact the City of Toronto's IT Service Desk at 416-338-2255 or techservice@toronto.ca

**TORONTO**

SelfService Secure Logon

Employee #

Password

[Logon](#)

[Forgot Password?](#)

**TORONTO**

Enter your security code:

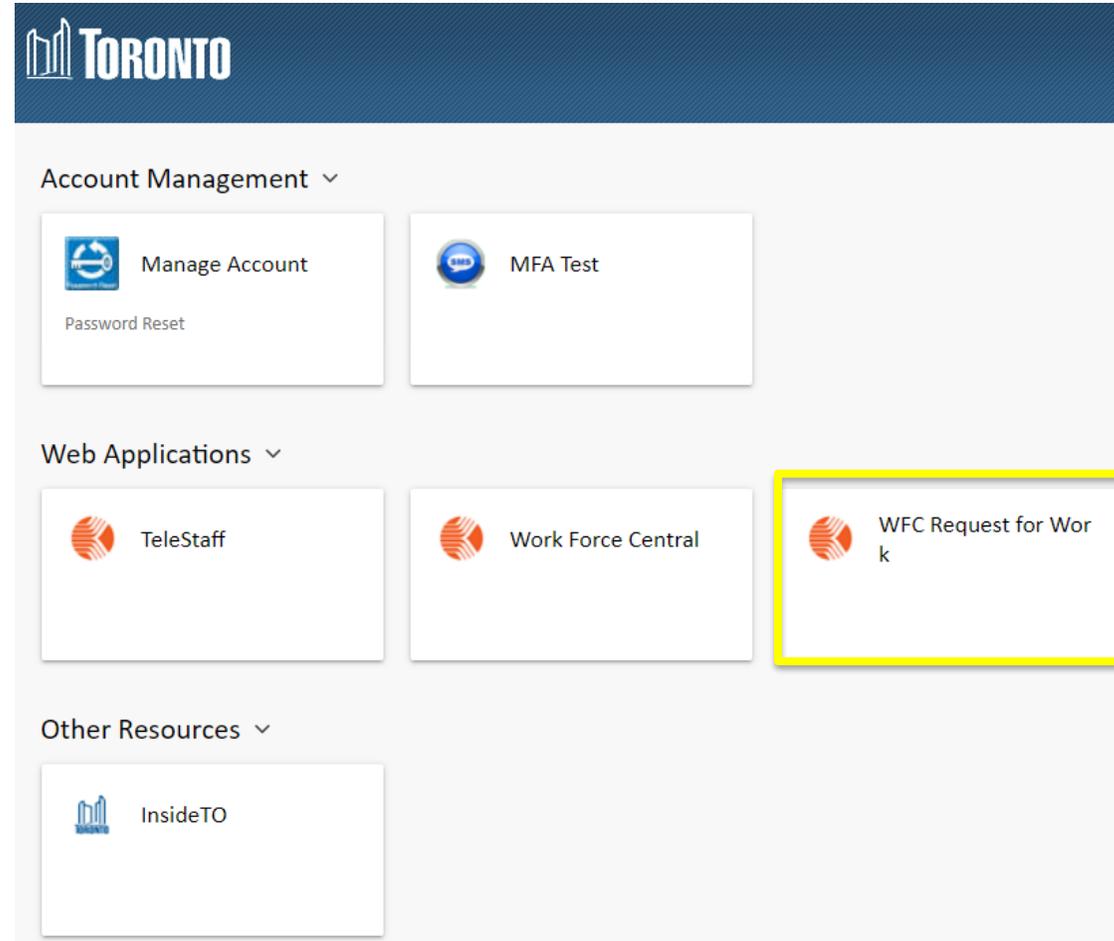
[Logon](#)

[Forgot Password?](#)



VOICE TEXT

# Logging into Kronos WFC



The screenshot shows the Toronto WFC portal dashboard. At the top left is the Toronto logo. Below it are three main sections: Account Management, Web Applications, and Other Resources. The 'Web Applications' section contains three tiles: TeleStaff, Work Force Central, and WFC Request for Work, which is highlighted with a yellow border.

**TORONTO**

Account Management ▾

- Manage Account  
Password Reset
- MFA Test

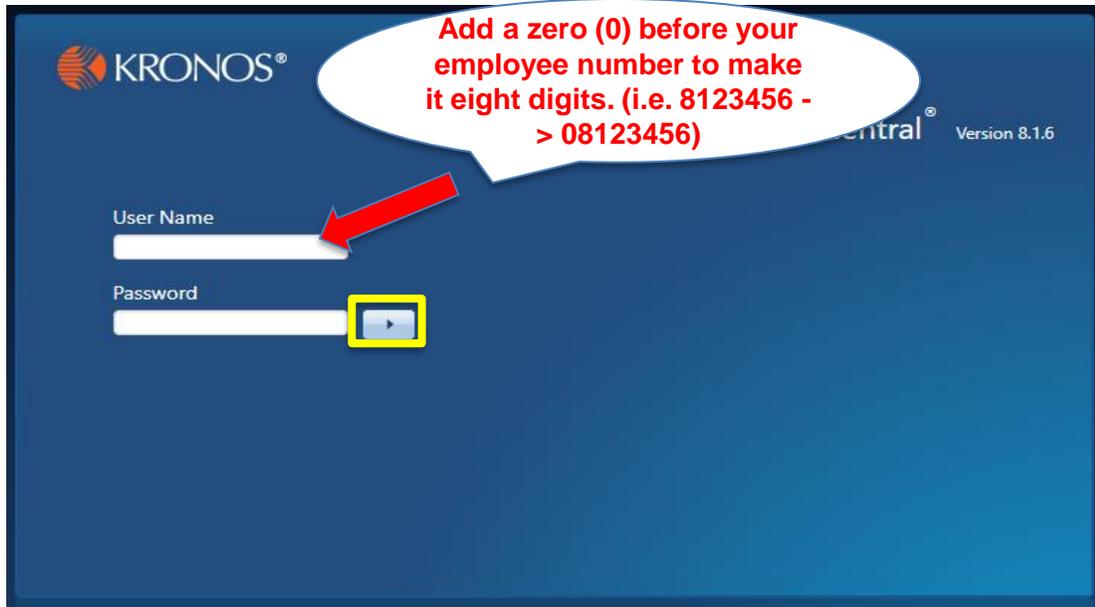
Web Applications ▾

- TeleStaff
- Work Force Central
- WFC Request for Work

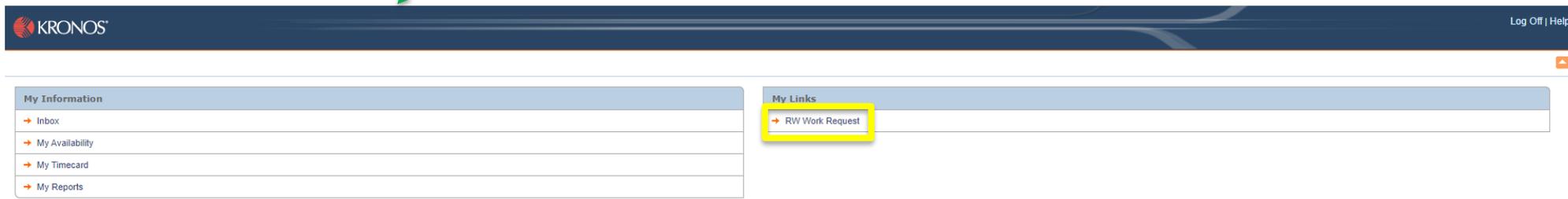
Other Resources ▾

- InsideTO

# Logging into Kronos WFC

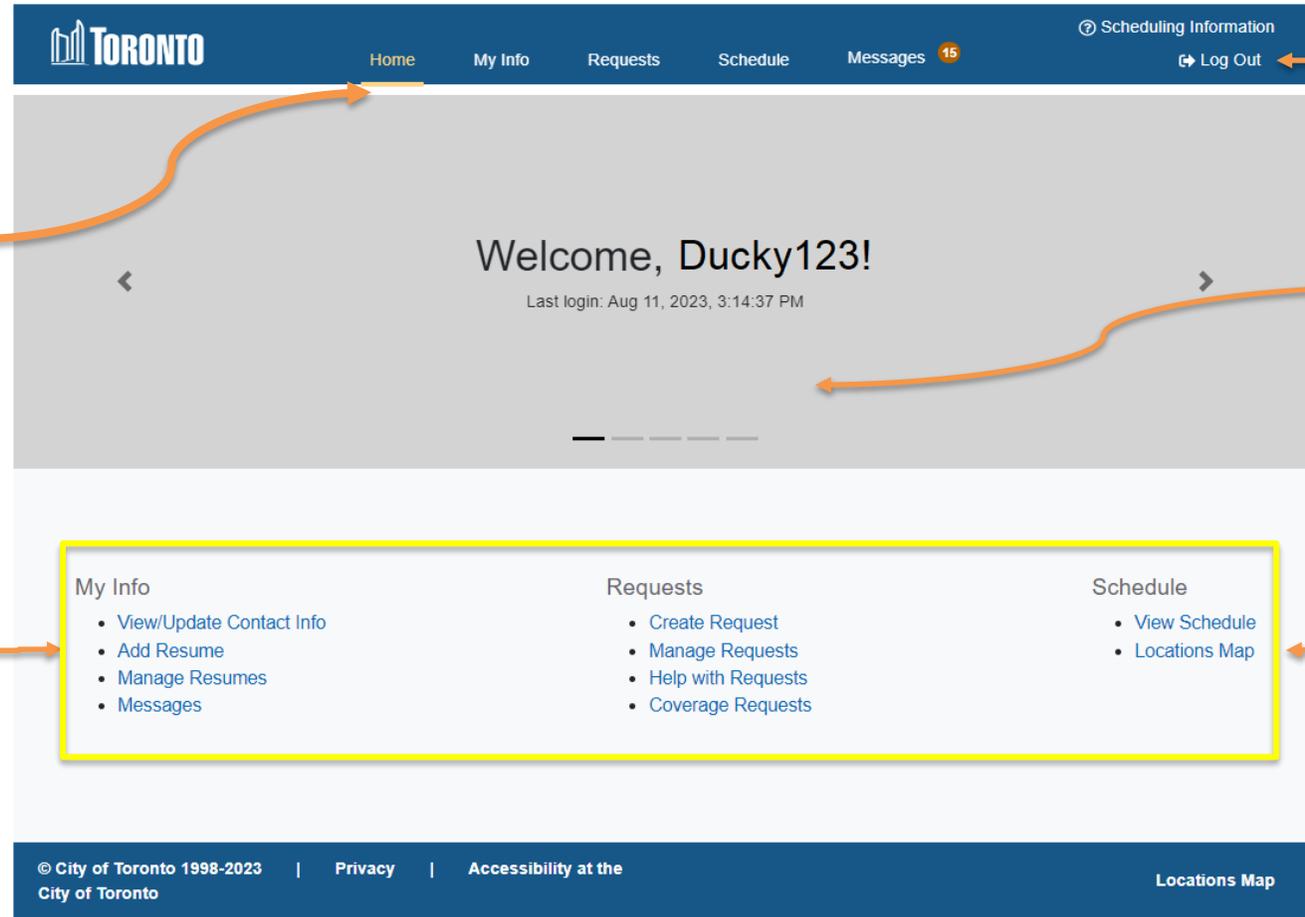


The screenshot shows the Kronos login interface. At the top left is the KRONOS logo. In the top right, it says 'Version 8.1.6'. There are two input fields: 'User Name' and 'Password'. A red arrow points to the 'User Name' field. A yellow box highlights the 'Password' field. A speech bubble above the fields contains the text: 'Add a zero (0) before your employee number to make it eight digits. (i.e. 8123456 - > 08123456)'. A green arrow points from the bottom of the login form towards the main dashboard area below.



The screenshot shows the Kronos dashboard. At the top left is the KRONOS logo. At the top right is 'Log Off | Help'. Below the header are two main sections: 'My Information' and 'My Links'. The 'My Information' section contains links for 'Inbox', 'My Availability', 'My Timecard', and 'My Reports'. The 'My Links' section contains a link for 'RW Work Request', which is highlighted with a yellow box.

# Kronos WFC Landing Page



The Menu Bar at the top allows you access the main sections of the widget.

The **Log Out** Button

You will find up to date information about PF&R here on the slide show/carousel

The Quick Links section allows you to move to a specific task from the Menu Bar.

Locations Map takes you to the Parks & Recreation Facility Listings page on [www.toronto.ca](http://www.toronto.ca)

# Updating “My Info”

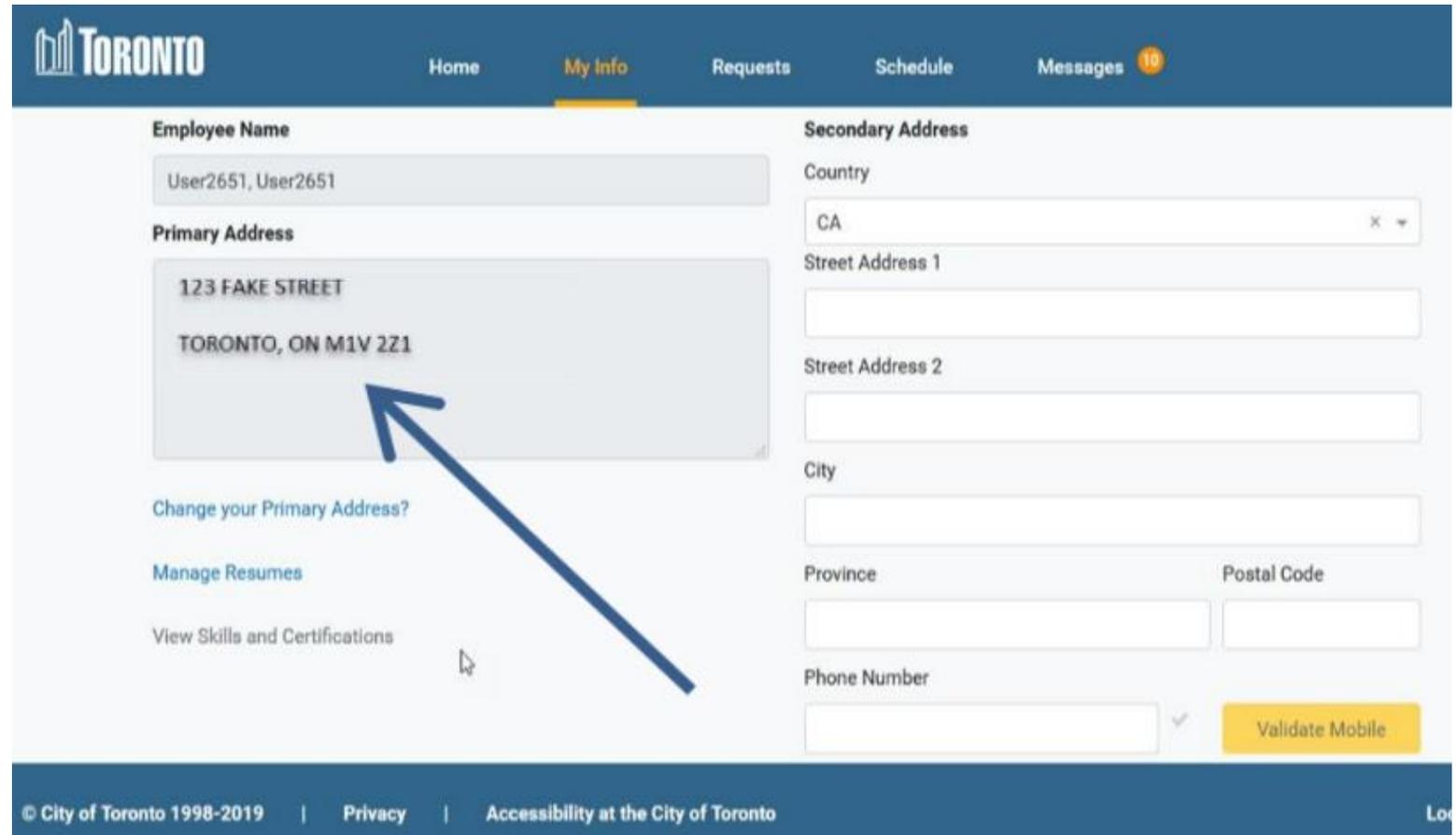
**Kronos Workforce Central (WFC)**

# Confirm Your Address

- Verify your **Primary Address**

To change your primary address, contact  
**TEAM Central**

1. Complete the [online form](#)
2. Call 416-338-0016



The screenshot shows the 'My Info' page on the City of Toronto website. The 'Primary Address' field is highlighted with a blue arrow pointing to the text '123 FAKE STREET TORONTO, ON M1V 2Z1'. Below this field, there are three links: 'Change your Primary Address?', 'Manage Resumes', and 'View Skills and Certifications'. The 'Secondary Address' section includes fields for Country (CA), Street Address 1, Street Address 2, City, Province, Postal Code, and Phone Number. A 'Validate Mobile' button is located at the bottom right of the form. The footer contains copyright information for the City of Toronto (1998-2019) and links for Privacy and Accessibility.

# Update Your Contact Method

Street Address 1

Street Address 2

City

Province  Postal Code

Phone Number

Email Address

Contact Method

**REMEMBER**  
Make sure you update your Contact Method to receive notifications. It is strongly encouraged to change your Contact method to SMS & Email

SMS  
Email  
SMS & Email  
Phone Call  
**Do Not Contact**  
Do Not Contact

# Managing Your Resumes

**Kronos Workforce Central (WFC)**

# Create a Resume

Home **My Info** Request

View/Update Contact Info

## View/Update Contact Info

Employee Name

DOE, JOHN

Primary Address

4325 MCCOWAN ROAD  
TORONTO, ON M1V 4P1

[Change your Primary Address?](#)

**Manage Resumes**

[View Skills and Certifications](#)

My Info / Manage Resumes

## Manage Resumes

Show  entries Search:

Resume Name (Click to Edit)	Effective Date	Expiration Date
Showing 0 to 0 of 0 entries		

[Previous](#) [Next](#)

**Add Resume** [View Expired Resumes](#)

- Resumes can be adapted per job that you are applying for
- A resume **MUST** be linked to all C/D/Relief Requests
- Fill in the form, a resume attachments is not necessary

# Fill in the Resume Form

My Info / Manage Resumes / Edit Resume

## Edit Resume

Resume Name

Testing

Effective Date

06/19/2023

Date format: MM/DD/YYYY

Expiration Date

06/30/2083

Date format: MM/DD/YYYY

### Skills

Skill

+ Add

### Certifications

Certification

Certification Date

Date format: MM/DD/YYYY

+ Add

### Work and Volunteer History

Organization's Name

Title

From Date To Date

Date format: MM/DD/YYYY Date format: MM/DD/YYYY

Work/Volunteer Experience Description

+ Add

### Education

School Name

Degree or Area of Focus

From Date To Date

Date format: MM/DD/YYYY Date format: MM/DD/YYYY

+ Add

### Other

Cancel Save

## Important:

If you begin either of the work/volunteer or education history sections, then you **MUST** complete every field in the respective section, including end date. You can pick a date well into the future to indicate that a segment is ongoing

# Creating a Request for Work

**Kronos Workforce Central (WFC)**

# Navigating Requests

- This is where you can **Add New Request** or view your **Request** status

Manage Requests

## Requests

Want to add a new work request? [Add New Request](#)

[View All](#) [0 Draft](#) [0 Submitted](#) [0 In Review](#) [0 Pending](#) [0 Offered](#) [0 Rejected](#)

Show  entries      Season:       Search:

Status	Type	Filter	ID	Season	Location	Job	Shift Info	Note	Edit	Copy
Showing 0 to 0 of 0 entries										

[Previous](#) [Next](#)

[Expand](#) Request History

# Creating a Request

1. Request Type
2. Season
3. Program Area
4. Location
5. Job
6. Sub Job (optional)
7. Resume
8. Notes (optional)
9. Days
10. Shift Start and Shift End

Requests / Edit Request

## Edit Request

Request Status:  Request ID:

Request Type:

Season:  Program:

District:  Location:

Job:  Sub Job:  [Job Descriptions](#)

Resume:

Notes:

Days:

Shift Start:  :   Shift End:  :

# 1. Request Type (Scheduling Procedure Guideline)

Follows the [PFR Recreation Worker Scheduling Procedure Guide](#)

## Request Types

- **Part A** – You worked more than 2/3s of the same shift in the same season during the previous year
- **Part B** – You’ve worked at that location within the last 12 months and have worked in this position (relief or another shift)
- **Part C** – You’ve worked at that location within the last 12 months and are applying for a position you haven’t worked before
- **Part D** – You are an active Recreation Worker and are available to work
- **Relief** – You are an active Recreation worker, qualified for the position, and are available to work

### New Hires

There is no selection for New Hires as you can fall into any of the above Request Types.

I.e., If you have not worked at all, select **Part D and / or Relief**

Step	Criteria
<b>Part A</b> (Returning Staff)	<ul style="list-style-type: none"> <li>• Same season in previous year</li> <li>• Same location</li> <li>• Same classification</li> <li>• Same shift</li> <li>• Qualified for classification</li> <li>• Available to work</li> </ul>
<b>Part B</b> Returning Staff Same Location Same Classification Different Shift(s)	<ul style="list-style-type: none"> <li>• Worked at location within last 12 months in the same classification</li> <li>• Qualified for classification</li> <li>• Available to work</li> </ul>
<b>Part C</b> Returning Staff Same Location Different Classification *includes promotional candidates at same location	<ul style="list-style-type: none"> <li>• Worked at location within last 12 months in a different classification</li> <li>• Qualified for or qualified to be assessed for classification</li> <li>• Available to work</li> <li>• Candidates for promotion must successfully complete an assessment process</li> </ul>
<b>Part D</b> Returning Staff Different Location Any Classification *includes promotional candidates	<ul style="list-style-type: none"> <li>• Worked for the City within last 12 months</li> <li>• Qualified for or qualified to be assessed for classification</li> <li>• Available to work</li> <li>• Candidates for promotion must successfully complete an assessment process</li> </ul>
<b>Relief Shifts</b>	<ul style="list-style-type: none"> <li>• Qualified for classification</li> <li>• Must have worked for the City within the last 12 months</li> <li>• Available to work</li> </ul>

- **New Hires** can select **Part D** and/or **Relief** when submitting work request.
- Any requests submitted after the “On time Submission” will be considered as “Late Submission. Schedulers will offer shifts to Type A – D prior Late Submissions.
- Staff shall lose their seniority and service if they do not work for any period exceeding twelve continuous months (excluding approved or statutory leaves of absence). Training hours are not counted as work for the purposes of this clause.

# 2. Season

- Four scheduling submissions period per year (Fall/Winter/Spring/Summer)
- Seasonal Submission Details can be found on the [Scheduling Website](#)
- Late submissions can be made until the last day of each season.
- When in doubt, check with your Scheduler



Season

- Spring 2023
- Summer 2023
- Fall 2023

# 3. Program Area

Certain jobs are available in certain

## Program Areas

- A job can be available in more than one Program Area
- Adapted & Inclusive
- After School Recreation Care
- Aquatic
- Arts
- Camps
- Call Centre
- Community Gardens
- Program and Facility Support
- Fitness
- General Interest
- Skate
- Ski
- Sports

Program

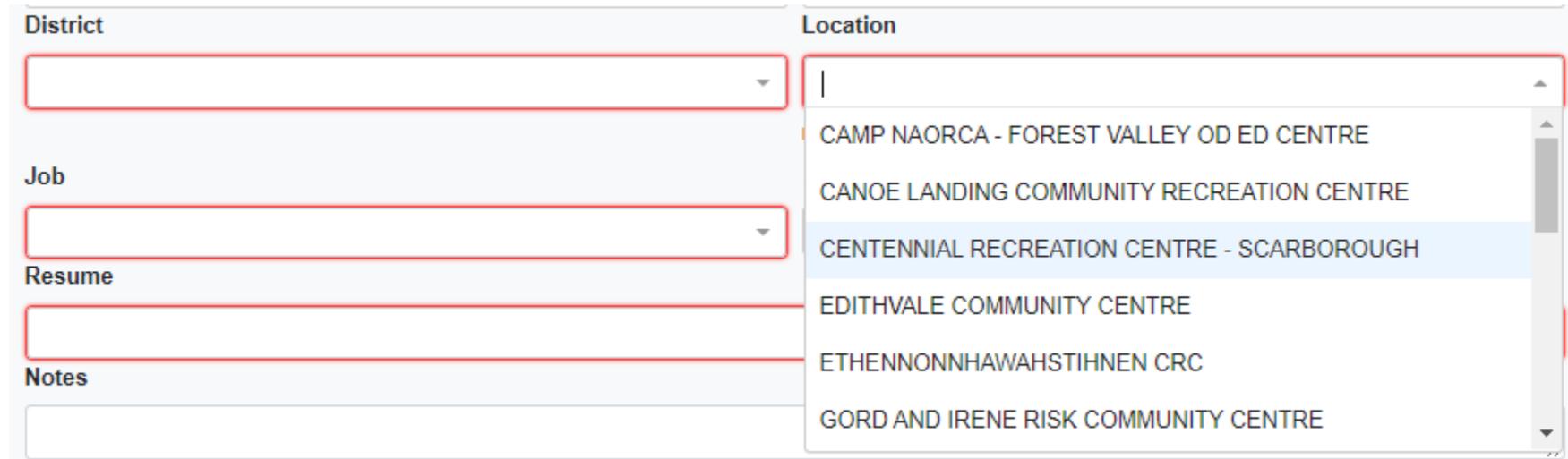
- Adapted & Inclusive
- After School Rec Care
- Aquatic
- Arts
- Call Centre
- Camps

# 4. Locations

- You must submit a request for each location you are interested in
- You can skip District. Once you select a location, the District will auto populate

## TIP

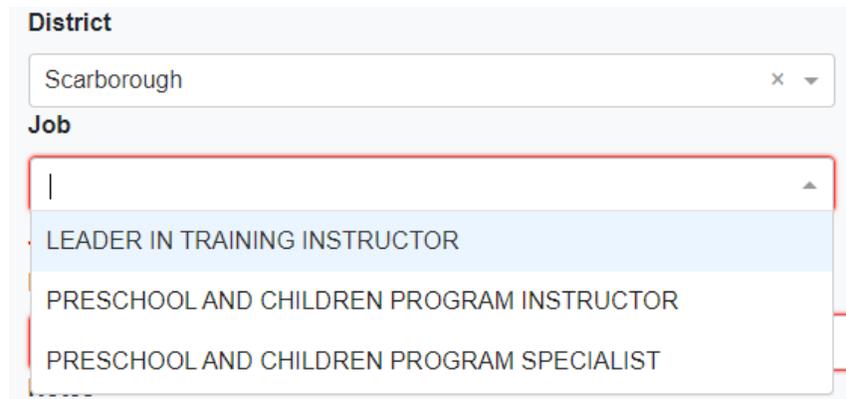
If there are more than 25 possible Locations, the Drop Down does not display all location options. Start typing in the location in the text box and it will be available for you to select.



The screenshot shows a web form with several fields. The 'District' field is a dropdown menu. The 'Job' field is also a dropdown menu. The 'Resume' field is a text input box. The 'Notes' field is a text input box. The 'Location' field is a dropdown menu that is currently open, displaying a list of location options. The options are: CAMP NAORCA - FOREST VALLEY OD ED CENTRE, CANOE LANDING COMMUNITY RECREATION CENTRE, CENTENNIAL RECREATION CENTRE - SCARBOROUGH (highlighted), EDITHVALE COMMUNITY CENTRE, ETHENNONHAWAHSTIHNEN CRC, and GORD AND IRENE RISK COMMUNITY CENTRE.

# 5. Job

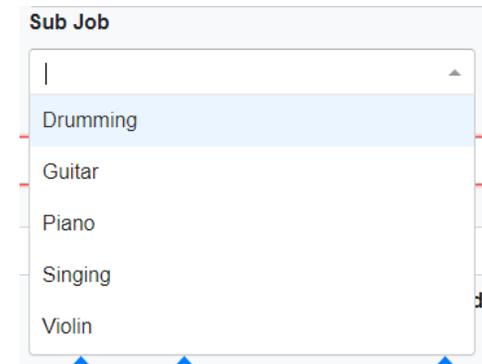
- Job is sometimes referred to as position or classification
- Only the jobs available at that location is available in the drop down
- Find wage chart and job descriptions [here](#)



The screenshot shows a web form with two sections. The top section is labeled "District" and contains a dropdown menu with "Scarborough" selected. Below it is a section labeled "Job" with a search bar containing a vertical bar "|". A dropdown menu is open below the search bar, showing three job titles: "LEADER IN TRAINING INSTRUCTOR", "PRESCHOOL AND CHILDREN PROGRAM INSTRUCTOR", and "PRESCHOOL AND CHILDREN PROGRAM SPECIALIST". The first option is highlighted in light blue.

# 6. Sub Job

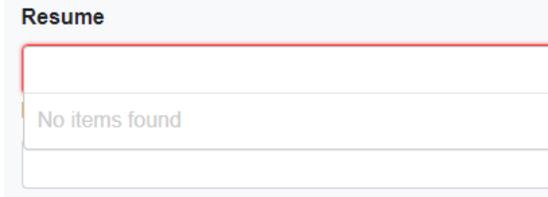
- [Sub Jobs](#) are used to narrow down your Shift Requests.
- I.e., If you are a Music Instructor, you can select Drumming if you want to be selected as a Drumming Music Instructor only. If you do not select a Sub Job you will be matched for all Music Instructor positions. Not all positions have Sub Jobs



The screenshot shows a "Sub Job" dropdown menu. The menu is open, displaying a list of options: "Drumming", "Guitar", "Piano", "Singing", and "Violin". The "Drumming" option is highlighted in light blue.

# 7. Resume

- Choose a resume from the drop down
- If you do not see a resume, you have not created a resume in Kronos or your resume has expired (refer to **My Info**)



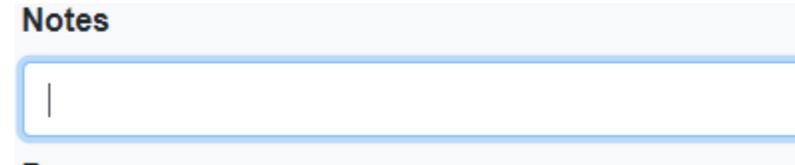
A screenshot of a web interface showing a dropdown menu titled "Resume". The menu is currently empty, displaying the text "No items found" in a light gray font. The dropdown is outlined with a thin red border.

## TIP

A resume is **REQUIRED** when you submit a Type C/D/Relief Request

# 8. Notes

- Any additional info you would like to share with the Scheduler
- This section is optional



A screenshot of a web interface showing a text input field titled "Notes". The field is empty and has a light blue border. The text "Notes" is displayed in a bold, dark blue font above the input area.

# 9. Days

- Indicate which days you are available to work
- You can select more than one
- Suggestion – submit a request for each day you are available unless you know the shift is multiple days
- If your time availability changes day by day be sure to submit individual

## REMINDER

Schedulers understand that your available dates and times may change after the on-time Submission Period. Make sure you submit Request for the days and times you may be available. You can decide to accept or decline an offered shift.

# 10. Shift Start and Shift End

- Indicate Shift Start and Shift End time you are available
- Be sure to have your AM and PM's correct. To change it, all you have to do is press AM or PM

# Submitting a Request

- After you fill in the form, make sure you submit your Request
- Your Request has been submitted if you no longer see the Submit button

Requests / Edit Request

## Edit Request

Request Status:  Request ID:

Request Type:

Season:  Program:

District:  Location:

Job:  Sub Job:

Resume:

Notes:

Days:  Shift Start:  Shift End:

Confirm

Are you sure?

Days:  Shift Start:  Shift End:

# Where should I apply?

## Recreation Centre Map:

<https://www.toronto.ca/data/parks/maps/centres/index.html>

## Registered Programs Map:

<https://www.toronto.ca/data/parks/funguide/map/index.html#lat=&long=&date=1&age=&acc=&ar=3&camps=&gen=&fi=&sp=&sk=&sw=&ski=&other=&district=&barcodes=&a=>

## Drop In Programs Map:

<https://www.toronto.ca/data/parks/dropin/index.html>

## Recreation Reservations and Program Registration

[Online Registration & Booking – City of Toronto](#)

# **Review Submissions and Statuses**

**Kronos Workforce Central (WFC)**

# Review Submission

RW Work Request

TORONTO Home My Info **1** Requests Schedule Messages Scheduling Information Log Out

## Requests

Want to add a new work request? [Add New Request](#)

View All 0 Draft 1 Submitted 0 In Review 0 Pending 0 Offered 0 Rejected

Show 5 entries Season: Summer 2023 Search: Search requests ...

Status	Type	ID	Season	Location	Job	Shift Info	Note	Edit	Copy
Submitted	A	345488	Summer 2023	AGINCOURT RECREATION CENTRE	CAMP COUNSELLOR PLAYGROUND LEADER	Tu W 12:00 AM-11:59 PM	Note	Edit	Copy

Showing 1 to 1 of 1 entries

Previous 1 Next

Expand Request History

**TIP**  
Sometimes, you may not see your submissions. They will appear if you press one of these buttons.

# Review Status

Statures	Description
Draft	the shift request was created but not yet submitted
Submitted	the shift request has been submitted but not yet reviewed by Scheduler
In Review	In Review with a Scheduler
Rejected	The shift request was rejected by a Scheduler
Replaced	The shift is no longer available, please apply to another shift
Approved/Unassigned	You have the first right of refusal but cannot work because of an approved leave of absence or continuous alternate rate
Approved/Replaced	You have been offered the shift, you do not have the first right of refusal.
Pending	The Scheduler has saved the shift for later actioning
Offered	A Scheduler has offered you a shift
Offered - Accepted	You have accepted a shift and it will be assigned to you
Offer - Declined	You have declined a shift
Assigned	You have accepted the shift or the Scheduler has automatically assigned it to you
Assigned - Cancelled	The scheduler has cancelled the shift offer
Assigned - Withdrawn	You have accepted the shift or the Scheduler has automatically assigned it to you, but the Scheduler has withdrawn the shift

Status 

**Submitted**

# How to Accept A Shift Offer

Kronos Workforce Central (WFC)

# Viewing Shift Offers

- Look for a shift with a Status as Offered
- If you click the Offered button the shift will pop up
  - Alternatively, you can click into the top banner section **Messages** to view information

The screenshot displays the 'Manage Requests' page in the Toronto Work Request Management System. The top navigation bar includes 'Home', 'My Info', 'Requests', 'Schedule', and 'Messages' (highlighted with a yellow box). Below the navigation bar, there is a section for 'Manage Requests' with an 'Add New Request' button. A summary bar shows the status of requests: View All, 0 Draft, 14 Submitted, 0 In Review, 0 Pending, 5 Offered, and 0 Rejected. The 'Offered' status is highlighted with a yellow box. Below this, there is a search bar and a table of requests. The table has columns for Status, Type, ID, Season, Location, Job, Shift Info, Note, Edit, and Copy. The first two rows show 'Offered' status, and the third row shows 'Submitted' status.

Status	Type	ID	Season	Location	Job	Shift Info	Note	Edit	Copy
Offered	A	143906	Spring 2020	ALDERWOOD POOL AQ	PART TIME POOL IN-CHARGE	Tu 12:00 AM-11:59 PM			
Offered	A	143907	Spring 2020	ALDERWOOD POOL AQ	PART TIME POOL IN-CHARGE	W 12:00 AM-11:59 PM			
Submitted	A	143909	Spring 2020	ALDERWOOD POOL AQ	PART TIME POOL IN-CHARGE	Th 12:00 AM-11:59 PM			

# Accept/Decline Shift Offer

- This is what a shift you have requested and been offered looks like
- From here, you can Accept or Decline using the buttons at the bottom
- Click the [BLUE hyperlink](#) in Shift: to view the complete shift schedule details.

**TORONTO** Home My Info Requests Schedule Messages

**Season:** Spring 2020

**Location:** ALDERWOOD POOL AQ

**Job Title:** PART TIME POOL IN-CHARGE  
[Job Descriptions](#)

**Program Dates:** 03/23/2020 - 06/14/2020

**Shift:** [\\*SP2020-0010114](#)

**Days:** Monday

**Times:** 4:00 PM - 8:00 PM

Requires Accommodation

**Comment:**

**Accept** **Decline**

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# Shift has been Accepted

- If you Accept the shift, you have confirmed your acceptance for the season
- The status will also be updated to Assigned in the Request tab
- At this point, your Scheduler should have contacted you. If not, they will shortly (they may email or call you)

Assigned	B	107194	Spring 2020	MEMORIAL POOL AND HEALTH CLUB AQ	PART TIME POOL IN-CHARGE
Assigned	B	107196	Spring 2020	MEMORIAL POOL AND HEALTH CLUB AQ	PART TIME POOL IN-CHARGE
Assigned	B	197586	Spring 2020	MEMORIAL POOL AND HEALTH CLUB AQ	PART TIME POOL IN-CHARGE

**Questions about using the system, contact us:  
By email: [recworkerscheduling@toronto.ca](mailto:recworkerscheduling@toronto.ca),  
By phone: (416) 395-7926 - phone line will be active during  
the on-time application period.**



**Questions about the shift or your requests to work, please  
contact the Community Recreation Programmer (CRP) at the  
city location you applied to.**