

## **Casual CUPE Staff Frequently Asked Questions:**

### **Where can I find instructional information for Easy Connect?**

Online training - video, documentation, and FAQs can be found on our website under [CUPE Information](#).

### **What will the calling windows be?**

Easy Connect will dispatch job offers up to one week in advance. The evening calling window will be from 7pm-9pm for all CUPE employees and the morning calling window will be determined by the CUPE employee group:

Casual Clerical	6am-9am.
Noon Hour Supervisors	9am-11am
Education Assistants	6am to 11am.

### **How long do I have to accept a dispatch?**

Casual CUPE employees have 5 minutes in the evening and morning windows to accept dispatches.

### **Designates:**

Pre-booked absences will be offered up to 7 days ahead to the designate. The designated will have up until 5:59 am the morning of to accept.

Bookings made after the evening calling window of 7-9 pm will be dispatched starting at 6 am. Designates will have 10 minutes in the morning to accept before the system moves on to the next call.

### **Will requests made in advance be pre-dispatched or dispatched the morning of the work?**

Requests made in advance will be dispatched up to 7 days in advance in the evening call out window. The morning calling window will only consist of same day work.

### **What if I am casual and obtain a new position?**

If you are awarded a temporary or regular position, your status will change automatically in Easy Connect. Please note that the turnaround may be 48hrs. Please update your availability in Easy Connect if you are still able to accept casual shifts.

### **What if my position is only part time? Can I still receive dispatches for additional hours?**

Yes, you will need to ensure that you note your availability in your [Easy Connect calendar](#) and Easy Connect will dispatch you for additional hours if applicable.

### **What if I accept a dispatch in the evening and become ill overnight?**

Cancel in the Easy Connect system, or if unable, contact the CUPE dispatcher by email or phone.

**There seem to be lots of ways listed to receive call outs – phone, text, app and email.**

**Do I have to choose just one method, or is selecting multiple options possible?**

Emails will always be the default method of contact and then employees will have the option to select a secondary preference to receive job offers (text, phone, app). The app is an option that can always be used but you will only receive notifications via the app if you select it as your secondary preference.

**What if I think I missed a dispatch?**

If you think you missed a dispatch, please report to Annette in dispatch as soon as possible. After investigating the situation, should we need to send you on a dispatch we will find you a school to attend for the day.

**Can I cancel a job offer if I change my mind?**

You can cancel a job offer within 2 hours of the start time. If you do cancel a job the system will note that you are unavailable, and you will not be able to accept a different job offer for that day. (Example - Sunday evening you accept a job offer for Monday and then cancel it later that evening or the following morning. You would not be offered any additional calls for Monday. Once the evening calling period opens, you would be offered jobs again.)

**Will paper timesheets still be required, or will the automated dispatch system keep a record of my casual work?**

As of October 2024 we no longer require paper timesheets from casual employees.

**I cannot login to Easy Connect on my phone or on my laptop, what should I do?**

We have determined this appears to be a result of the web browser cache. In most cases, resetting the browser cache will resolve the login problem. To do this on your **Mac** laptop > Open Safari > Safari Menu > Clear History > All History

**Or**

Open a private window session and then login by Opening Safari > New Private Window > Open Easy Connect

On an **iPhone** go to Settings > Safari > Clear website data (if block all cookies is turned on this may cause you a problem).

**or**

Open Safari > Tap the new browser window icon (2 squares lower right) > Tap tabs > Select private > navigate to Easy Connect

## **What do I do if I need support?**

GETTING SUPPORT (CONTACT IN THE ORDER LISTED):

1. Contact the Easy Connect Help Desk which is available from 4:30am – 4:00pm Monday through Friday at 1-866-806-6851 or email Easy Connect Support at [info@simplication.com](mailto:info@simplication.com) for assistance.
2. If you are unable to login to your Office 365 account to receive emails, contact Technology Services at (250) 748-0321 ext 217 or email [techservices@sd79.bc.ca](mailto:techservices@sd79.bc.ca) .
3. If none of the above resolve your challenge, call our CUPE Dispatch line at (250) 748-0321 ext 245 or email [dispatch-cupe@sd79.bc.ca](mailto:dispatch-cupe@sd79.bc.ca)
4. General questions or concerns may be directed to Glen Posey, [gposey@sd79.bc.ca](mailto:gposey@sd79.bc.ca) (250) 748-0321 ext 217, Nicole Brown ext 270, [nbrown@sd79.bc.ca](mailto:nbrown@sd79.bc.ca) or Jen Christenson [jchristenson@sd79.bc.ca](mailto:jchristenson@sd79.bc.ca).