

To: CUPE EA and Clerical
From: Human Resources
Re: Easy Connect Electronic Dispatch System - Designate Procedures

Procedure for EA or Clerical with Designate

1. Login to Easy Connect
2. Create an absence
3. Select your designates name in the First Contact field
4. Enter your position hours and absence date(s)
5. Select your absence reason
6. Double check the booking and Save

Procedure for Designate EA or Clerical

1. Accept the job offer through the Easy Connect App or website
2. Create your absence as designate:
 - a. Login to Easy Connect a second time if needed or continue on the App or website
 - b. Create an absence
 - c. Enter your position hours and absence date(s)
 - d. Under the reason code drop down select designate
 - e. Double check and Save

Getting Support (contact in the order listed)

3. If you have reviewed all the supplied instructional documentation and require further assistance, please contact our supports in the order listed below:
4. Easy Connect Help Desk, from 4:30am – 4:00pm Monday - Friday at 1-866-806-6851 or email info@simplication.com.
5. CUPE Dispatch line at (250) 748-0321 ext 245 or email dispatch-cupe@sd79.bc.ca
6. General questions or concerns may be directed to Nicole Brown nbrown@sd79.bc.ca (250) 748-0321 ext 270 or Glen Posey, gposey@sd79.bc.ca (250) 748-0321 ext 217.

If you need assistance in logging in to your Office 365 account, contact Technology Services at (250) 748-0321 ext 217 or email techservices@sd79.bc.ca .

MOBILE APPS:

Apply to Education Mobile App:

[ApplyToEducation on the App Store \(apple.com\)](#) (IOS)

[ApplyToEducation - Apps on Google Play](#) (Android)

Teams Mobile App: [Download the Microsoft Teams Mobile App](#) (IOS and Android)

Frequently Asked Questions:

How can I prepare in advance?

Ensure you are able to log into Easy Connect using the link below along with your Office 365 email address (instructions attached) <https://sd79-makeafuture.simplication.com/WLSBLogin.aspx> or go to our school district website under Staff > Human Resources > Easy Connect Dispatch tab.

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 employees will receive calls from 6am-9am. Noon Hour Supervisors will receive calls from 9am-11am.

What if I am experiencing difficulties and cannot enter my absence?

Please contact Easy Connect to assist you. If it is outside of the support hours for Easy Connect, you can call or email the CUPE dispatcher between 5:30am-1:00pm.

What if I am a 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?

Contact the CUPE dispatcher by email or phone to cancel if you are unable to cancel in the Easy Connect system.