

## Your online account and EasyConnect

Access and set up your online account to begin receiving automated calls from EasyConnect for Whitehorse schools.

You will need your Employee Identification Number (EIN#). You can find your EIN number:

- On your pay stub
- In your profile by going to “Occasional Employees” and into “Edit Preferences”

Ensure you have your Employee Identification Number (EIN#) available when you receive calls.

## Your online account

### Access your account

- Log onto <http://yukoneducation.simplification.com>.
- Enter your username and password and click ‘Sign In’.
- Click ‘Forgot Username or Password’ if you can’t remember your login information.

**Best Practice:** Bookmark the web page as a favourite in your web browser for easy access.

### Set up your account

- Log into your account and under the ‘Portfolio tab’, click ‘Personal Info’.
- Ensure your email and telephone number are updated and save the information.
- Under the “Occasional Employees” tab, go to “Occasional Preference”.
- Click “Edit Preferences’ and ensure your email and telephone number are updated.
- On the “Occasional Preferences” page, view the school(s) you have been approved to supply at. The school(s) you have been approved at will be greyed out.

Note: There may be more than one page to view.



## EasyConnect

For same day assignments, EasyConnect will contact you:

- Monday – Friday 6:30 a.m. – 12 p.m.

For future assignments, EasyConnect will contact you:

- Monday – Friday 4 p.m. - 9:00 p.m.
- Saturday-Sunday 11 a.m. – 9 p.m. (Stat holidays are treated as Sunday)

If you don't accept the assignment, EasyConnect continues to contact other Substitute Personnel.

You can still accept the assignment if it is still available.

Once you accept an assignment, EasyConnect will not contact you for other assignments occurring at that time.

### Receive and accept assignments on EasyConnect

By phone (from 1-855-279-3279)

- When prompted, enter your EIN number followed by the pound (#) key
- Press 5 to accept and press 4 to decline the assignment
- Press 2 to repeat the assignment details

By calling EasyConnect at 1-855-279-3279

- Enter your school district code 16 for the Yukon Department of Education
- Enter your EIN number and press the pound key (#)
- Listen to all assignments offered to you and press 5 to accept and 4 to decline

By text

- After you receive a text message, log into your online account or call back 1-855-279-3279
- Under the 'Occasional Employees' tab, go to your 'Postings Archive' page.
- Select the assignment you are interested in and click the 'Accept' button

By email

- Click on the link at the bottom of the email and log into your account or call 1-855-279-3279
- Under the 'Occasional Employees' tab, got to 'Postings Archive' page and click 'Accept'.

By Smartphone

- Log on to <http://yukoneducation.simplification.com> (do not use www in the URL).
- Enter username and password and click 'Login'.
- To view or accept an assignment, click on 'Postings Archive'.
- To review accepted assignments, click on 'Accepted Postings'.

You will not be able to update 'My Calendar' on the mobile site but you can review it.



## Update your availability

Avoid receiving calls from EasyConnect for days you are not available by updating your calendar.

### Update your calendar

1. Log into your account on <http://yukoneducation.simplification.com>.
2. Under the 'Occasional Employees' tab, click on 'My Calendar'.
3. Click on the << or >> at the top of the calendar to change the month.

You have two options to update your calendar:

- Option 1: For a one-time occurrence
  - click 'add an event'
  - 'Description' is a mandatory field, but only visible to you (the Department of Education will only see 'Not Available').
  - Click on 'All Day' and select a date in the calendar if you will be unavailable all day; or select the hours you will not be available on a specific day.
  - If you select 'Until further notice', the system will book you out until you deselect it again.
- Option 2: For a recurring event
  - 'Description' is a mandatory field, but only visible to you (The Department of Education will only see 'Not Available').
  - Select the day(s) of the week of your recurring event.
  - Select the time of your event.

For example: If you were not available every Monday, you would select 'Monday' and 'All day'

Remember to always click 'Save' after you update

### How to delete/edit an event

1. Log into your account and click 'My calendar' under the 'Occasional Employees' tab.
2. Use the << or >> to bring up the month you are interested in.
3. Click on the event you wish to delete.
4. A detailed window will appear and you can then select 'Delete or Edit this event'



## FAQ

### How do I know I successfully accepted an assignment?

You will find your accepted assignments online in your 'Accepted Postings' page and in 'My calendar'. You will also receive an email confirming the assignment.

### What if I accidentally drop an EasyConnect call?

- Call EasyConnect at 1-855-279-3279, enter code 16 for the Yukon Department of Education and your Employee ID Number (EIN) to access this opening again; or
- Log into your account ([yukoneducation.simplification.com](http://yukoneducation.simplification.com)) and under the 'Occasional Employees' tab, click on 'Postings Archive' to select the assignment and then click 'Accept'.

### Where in my account can I update my email address?

- Go to your 'Occasional Employees' tab, click 'Occasional Preferences' and click 'Edit preferences'.
- Under the 'Portfolio' tab, click 'Personal Info', update your email address and click 'Save'.

### I am in a Term Position, why am I still getting calls?

You have not updated your availability on the 'My Calendar' page (see 'Update your availability' instructions on page 2).

### Why am I not receiving any calls?

Under the 'Occasional Employees' tab, click the 'Occasional Preferences' section. Ensure your contact information is correct and that there are no events listed in 'My Calendar'. Also ensure that you have selected specific schools in which you would like to work at.

### How do I find my Postings Archive and my Accepted Assignments?

Under your 'Occasional Employees' tab, click on 'Postings Archive' or 'Accepted Assignments'.

### How can I cancel an assignment I already accepted?

Contact the school immediately to advise them of your cancellation.

