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

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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.

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

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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.

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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

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## **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 [dispatch03@sd79.bc.ca](mailto:dispatch03@sd79.bc.ca).