

My45 FREQUENTLY ASKED QUESTIONS (FAQs)

27 October 2015

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A. INTRODUCTION TO My45

1. How do I log in to My45?

Log in to My45 at the West Vancouver School District home page (www.sd45.bc.ca). My45 can be found under “Quick Links”. The Username and Password are the same as your district login. You do not need to enter “edu/”, just your name and password.

Example:	Username:	jxsmith123
	Password:	xxxxxxx

2. What information do I have access to on My45?

Currently each employee has access to “My Info”, “Dashboard” and “Absence Entry”

My Info allows you to see your current demographic data and assignment details. Your new employee number is listed on the page. If your address or phone number has changed you can edit this under My Info. Your current and past assignment history is located on this page, as is a link to view your absence history.

Dashboard gives you access to individualized reports for each user group.

Absence Entry is used for entering absences, viewing and changing your absences, booking off unavailability (TTOCs and Casuals), changing your telephone and changing your PIN.

3. How do I log an absence if I cannot access the internet?

During an emergency situation, where you cannot access My45, you may contact Susan Noble on her direct line; 604-981-1036.

B. ABSENCE ENTRY

1. How do I log my absence?

- Click on the Absence Entry tab.
- Select your *Reason* in the drop down menu. Enter *Type of Absence* and *Date(s) of Absence*.
- Review your *Absence Schedule Details* and edit if necessary.
- Select your *Replacement Detail*, if a replacement is needed.
- Make a *Replacement Request* (optional)
- Enter your *Replacement Instructions* (The Message should be very brief.)
- Complete your *Leave Application Entry*
- Review your Entry Summary
- On the confirmation Page record your Job ID Number as you will need this to view/change your absence

2. How far in advance can I log an absence into My45?

You are encouraged to log any absences as soon as they arise. The dispatch system will not begin to call out for replacements until two weeks before the assignment starts.

3. How do I book a personal illness?

“Sick Leave” covers absences related to employee personal illness.

4. How do I book an absence that falls under the PBS (paid by school) category?

While the absence may be paid by PBS, the absence reason is “On Duty Out Of Classroom”. If you are booking a TTOC because of a fieldtrip, school concert, sporting event or any other reason where the costs would be covered by the school, please select the absence reason: “On Duty Out Of Classroom” and then under Event select “Paid by School”. You will be required to elaborate in the comments field.

5. How do I enter an absence if my absence time is different from the TTOC replacement time that I require?

When you are entering your Replacement Details, simply select ‘No’ when asked if your TTOC is required to work the same schedule as you.

6. If I am a secondary teacher, how should I enter a partial day’s absence?

- If you are only absent for the first two blocks (.5 FTE) you must edit the end time. First, select the AM toggle on the right hand side of the screen. The time will automatically default to include three blocks. Simply edit the End Time to reflect when the second block ends.
- If your absence is for 2nd and 3rd blocks, please change the TTOC replacement time to a 0.75 morning.

- If your absence is for 3rd and 4th block, please change the replacement time to a full day.

7. Will I be able to contact the TTOC that is replacing me?

You will be able to view the TTOC who is replacing you when you go to your “Dashboard” on My45. You may then send an email regarding any further important information. Please refrain from contacting your requested TTOC before you see the name of your confirmed replacement on your dashboard (see below).

8. How will I know which TTOC is replacing me?

You will be able to view the TTOC that is replacing you by going to My45, clicking on the “View or Change” option on the Absence Entry drop down menu, and selecting the absence. The TTOC will be displayed next to the assignment once the automatic dispatch system has filled the assignment.

9. I am having trouble requesting a TTOC. When I type the name and press the Search key the line simply goes blank and nothing populates.

First, click on the binocular icon which will open up a search screen where you can enter the name of the teacher you wish to request. Enter the first letter of the **last name** of the TTOC you wish to request. The drop down list will then populate with last names that begin with that letter and you will be able to select the employee.

10. I have entered the name of the person I wish to request, however, the page seems to be stuck and an hour glass keeps spinning.

The page is not loading successfully due to a browser compatibility issue. If you are using Internet Explorer version 11 the page will not be able to load successfully. Please close this page and log the absence using another browser. Later versions of Internet Explorer will work, along with Firefox and Safari.

11. Why did the TTOC that I requested not fill my absence?

The request for a specific TTOC is not guaranteed. The TTOC may not have been put into your assignment for a number of reasons. They may have booked off or accepted another assignment. The subjects and levels of your assignment must also match those of the requested TTOC. In addition, the dispatch system will first call out contractual TTOCs (i.e. Were you absent yesterday? If yes, must be the same TTOC.), then priority TTOCs (i.e. We have a few TTOCs who are on contract.), and then the requested TTOC.

12. If I am an Elementary teacher, how will my TTOC know the grade level that they are filling in for?

When entering your Subjects and Levels the grade level is not included. Please be sure to write the grade level that the TTOC will be teaching in the Message field when you are entering your absence.

13. How do I book a consecutive absence with two different reasons?

If you are absent two days in a row, but the reasons are different, you will need to book both days separately.

14. How do I log a long term absence?

To log a long term absence, please contact Susan Noble. This includes any absence longer than two days.

15. How do I enter an absence when I have more than one assignment?

When you are logging your absence, you will have the opportunity to select which assignment needs a TTOC. On the left hand side of the screen there are boxes with small check marks in them. Simply ensure that there is a check mark beside the correct assignment.

16. If I'm away on a Monday, and then absent again the following day, how can I be sure that I will have the same TTOC?

Contractually, the TTOC who took the assignment for Monday will always be called first for the Tuesday assignment. The system is programmed to call out the TTOC who had replaced you the day before. If this person is already assigned, he will have the option to accept your assignment, thereby canceling the other position.

17. How should I best communicate my lesson plan info to my TTOC?

By logging into My45 and going to the **View/Change** option under Absence Entry you will have the ability to see the TTOC who is replacing you (once the dispatch has called out the assignment and found a replacement). Every TTOC has a district email which you can use to send the lesson plan. However, in the event that the TTOC cancels the assignment, it is best that you also send this information to your administrative assistant. This will ensure that the TTOC who comes in to replace you gets the necessary information.

18. How do I know that I am entering my absence under the correct absence reason?

Many of the absence reasons you are familiar with. There are a few that are often used incorrectly or confused with other absence reasons. Below are the absence reasons that are often misused.

- **Curriculum Initiative:** District cost, funded by Dave Eberwein, Lynne Tomlinson, SandraLynn Shortall, or Sean Nosek.
- **On Duty – Out of Classroom:** Includes Paid by School, School Effectiveness, Student Support Services (IEP, SBT), WVECA Coordinator, Health & Safety
- **Out of district Services:** Billed to outside organization; invoice details needed
- **Professional Development:** Must be pre-approved by WVTA

C. ABSENCE CANCELLATION

1. How do I cancel an absence?

You may cancel a future absence only. (If the entry is for the same date, and you need to cancel or make changes, please contact the dispatch office.) To cancel, go to the Absence Entry tab on your My45 page and click “View or Change”. From this page you may cancel the absence entirely. If you still require a TTOC for that date, but need to make changes to your future entry, you will need to cancel and rebook.

2. Up to what point can I cancel an absence that I have booked into My45?

You have the ability to cancel your absence online until the day before the start of the assignment. Past this deadline you will not be able to cancel via My45. Instead, you may contact Susan Noble at 604-981-1036.

D. TTOC FAQs

1. Do we know what number the automated dispatch will be calling from?

The system call-out numbers are 604-981-1018, 604-981-1019, 604-981-1020 and 604-981-1021.

2. How many times will the automatic dispatch system call me about an assignment?

The system will call each TTOC twice (if the first call is missed).

3. If I miss a call is there an opportunity to go online and accept a job?

No, accepting jobs can only be done through the phone system. However, you can go online to view any assignments that you have accepted and to cancel assignments that you can no longer work.

4. Is there a number to call back if I miss a call?

There is no callback number for the automated dispatch system.

5. Where do I find out details regarding an assignment I have accepted?

All details on the accepted assignments are found by going to My45, clicking on the “View or Change” option on the Absence Entry drop down menu, and selecting the assignment.

6. How do I cancel an assignment that I have accepted?

As soon as you know that you have to cancel an assignment that you have accepted, log on to My45 and cancel the assignment. The dispatch system will automatically start calling other TTOCs to fill the position. However, if there is less than 7 hours before the start time of your assignment, you will need to call the dispatch office to cancel.

7. Will teachers still have the ability to send me an email regarding specific information about the assignment?

When you accept an assignment you will hear the name of the teacher that you are replacing. You can also login to My45 and view the assignment details on your dashboard. With this information you are then able to contact the teacher, by email, and ask for any additional information that you may require. The teacher will know who their replacement is and, if necessary, may send you an email. When a teacher books an absence there is also the option to add comments that are then read out to the TTOC during the phone call. This is where basic information about the assignment can be relayed from the teacher to the TTOC. This information will not include lesson plans. Lesson plans are emailed to the Administrative Assistant or left in the teacher’s classroom. This information will not be present on My45.

8. If I have accepted a TTOC position and then subsequently the teacher I was replacing the day before extends their absence, will I be called for this extended absence?

You will be called and given the option to accept your currently accepted job or you may accept the dispatch for the employee you last replaced (the extended absence).

9. How do I view my specialty areas?

The specialty areas entered into the system are those that you have provided on your TTOC Preference Form. These can be viewed on your My45 dashboard. If you have completed extra coursework and wish to change your specialties, please contact Susan.

10. How will I find out what grade level I am teaching when I am called for an elementary assignment?

We are encouraging teachers to enter the grade level of their classroom in the Message field while filling in their absence and therefore it will be read aloud to you during the dispatch call. If this does not happen, you may contact the teacher through his district email.

E. ADMINISTRATIVE ASSISTANT FAQs

1. Where do we get teacher absences for the day?

Absences and Dispatches are displayed on your Dashboard. There is also a historical report entitled Absence and Dispatch Historical Report on your Dashboard and a future report called Next 2 Weeks' Absences and Dispatches.

2. Will the TTOCs still sign in when they arrive at the site?

For security reasons the TTOC will still sign in at the office.

3. Do we still send you the TTOC sign in sheets on the 1st and 15th?

No, these are strictly for your own records.

4. How do I book a personal illness?

Please see Section 3 by clicking [here](#).

5. How do I book an absence that falls under the PBS (pay by school) category?

Please see Section 4 by clicking [here](#).

6. Do the teachers use My45 if they become sick during the day and need something ASAP? Or do we still have a number to call?

It's best to contact the dispatch office in case a TTOC's assignment can simply be extended. If the dispatcher is unavailable please contact the School Board Office receptionist.

7. Will you be sending us the PBS and School Effectiveness reconciliation sheets each month as you do now?

For now this process will stay the same. If adjustments are needed we will do so at a later date. There is also a report on your Dashboard called On Duty Out of Classroom.

8. Are we required to use the system to log our own personal absences?

Currently only teachers and vice principals will be using My45 to log their absences and request replacements. You will still call Susan Noble at the board office to report your absence (604-981-1036).

9. Exactly what absences are the Administrative Assistants responsible for entering?

Teachers are required to log their own absences. This is merely a system change not a work load change for admin assistants. However, sometimes you may be asked to assist. Teachers also cannot book floaters, but you can.

10. Will we be relying on My45 for payroll? No paper back-ups?

Payroll has now connected to the new system and no paper back-ups are necessary.

11. How often is it possible that a TTOC gets booked for an assignment, doesn't show up, and gets paid for it?

This will not happen with the new system.

12. Will teachers still be able to phone in if they do not have access to a computer?

In emergency circumstances Susan's direct line (604-981-1036) will still remain in service. The primary point of contact should be through logging the absence on line.

13. How do I log an absence if I cannot access the internet?

Please see Section A.3 by clicking [here](#).

Please see Section B.9 by clicking [here](#).