

AIMS Scheduling Request

Today, October 26, 2022, an initial group of employees will begin logging in to view and validate their scheduling information in [MyConnection](#). These employees will have received a communication indicating that this information is available to them.

We anticipate that there may be sporadic issues with some of the system functionality as it relates to scheduling, which is anticipated and normal in a new technology implementation. We have plans in place to ensure that scheduling will continue, as we work through this initial roll-out.

If you see issues that are clearly technological in nature it is important that employees **NOT call** the MyConnection inquiry line. Please **log a case** in MyConnection using the path below. Wherever possible provide screenshots or photos taken with your phone, as to what you are seeing onscreen as it will assist the Technical Team in resolving the issue in a more timely fashion. If you cannot provide this information, it is still important to log a case so we know the frequency that the issue may be occurring.

- MyConnection > MyServices > Human Resources >Scheduling/Timekeeping > Scheduling Inquiry (tile for SHA)
- MyConnection > MyServices > Support for MyConnection > Support for MyConnection (non-SHA tile)

This does not include basic issues you may see with your schedule. If it is a schedule issue, this can be resolved using the time verification process. See Knowledgebase Article [KB0011871](#). Use this process for correcting issues with your schedule dated after October 23, 2022.

Also, please note that if you have approved leave requests for after December 3, 2022, these should appear in your schedule by Friday, November 4, 2022. If you do not see your leaves in your schedule after this date, please contact your scheduling support.

Thank you for your assistance.