



# Union Worx

Our new dispatch app!

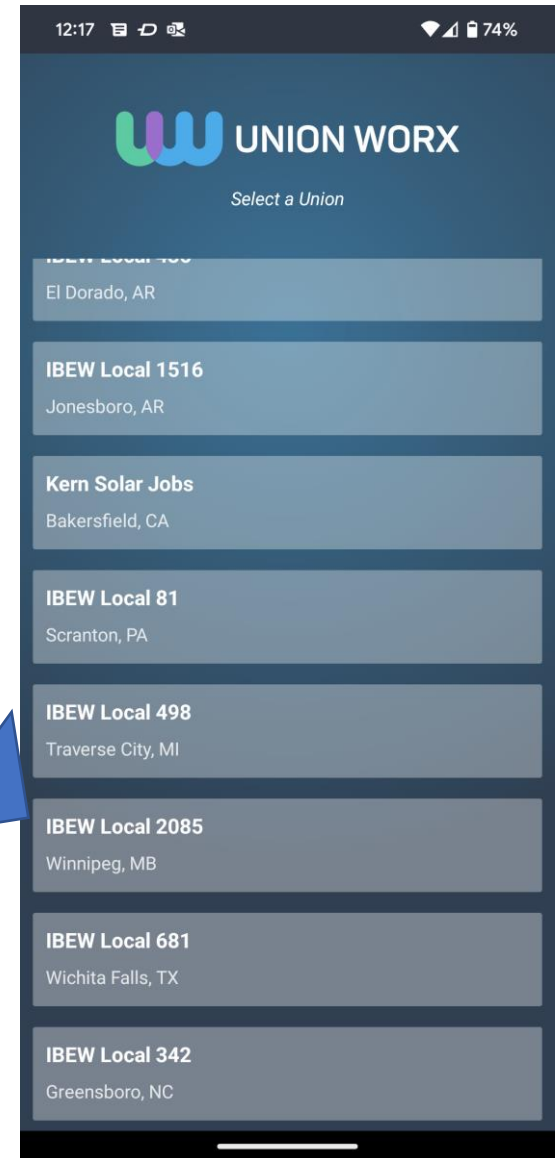
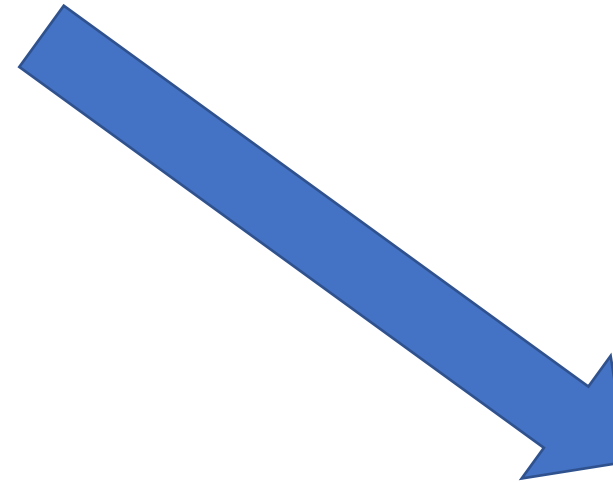
# Downloading

- Go to your Appstore or Playstore on your phone and search for Union Worx
- Download and install the app on your phone.
- This may require you to have access to your phones log in information to install new apps.



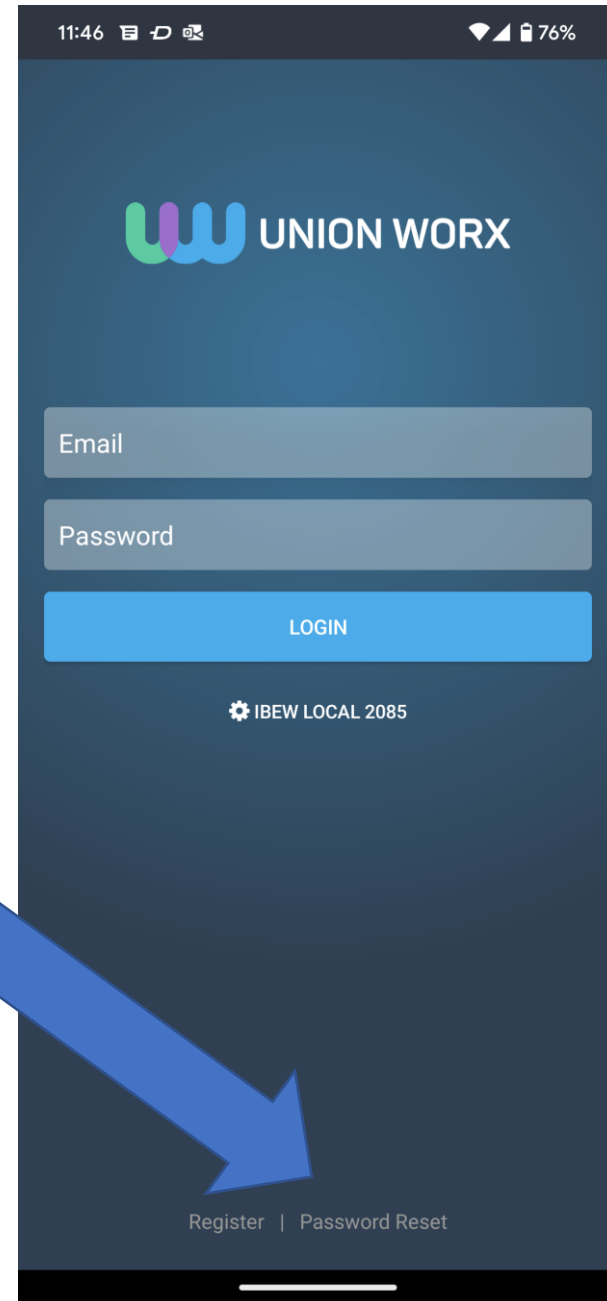
# Gaining Access to the App

- Once you have downloaded the app you can open the app.
- You must select the correct Local Union



# Gaining Access to the App

- On the very bottom of the page you see Password Reset
- Click Password Reset



# Resetting Password

- Enter your email address. You must use the email we have on file as your profile has been created already with all your information attached.
- If your email has changed you must call the hall to get this information updated and then you can gain access to the app.
- Click send Password reset you will receive an email allowing you to reset your password.

A screenshot of the Union Worx mobile app interface. At the top, the status bar shows the time 11:48, signal strength, Wi-Fi, and battery at 76%. The app header features the Union Worx logo (a stylized 'UW' in green, purple, and blue) and the text 'UNION WORX'. Below the logo is a text input field labeled 'Email' with a light gray background. Underneath the input field is a blue button with the text 'SEND PASSWORD RESET LINK'. At the bottom of the screen, there are links for 'Login | Register'.

11:48 76%

UNION WORX

Email

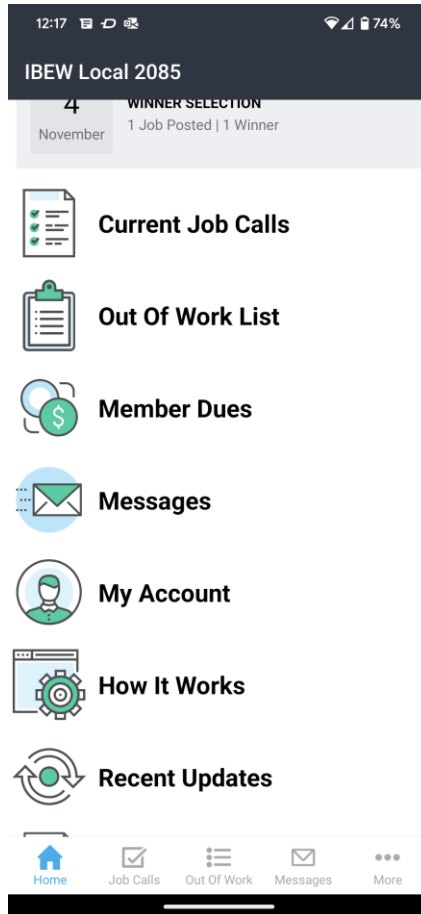
SEND PASSWORD RESET LINK

Login | Register

# Known issues

- Some members have received notifications when resetting their passwords that the new password they want to use is part of a data leak and cannot be used. The reason this is happening is that all data stored on the app is on a google server and for protection, any new passwords are checked to see if they show up in a database of leaked passwords. The leak may not have come from your account but it does show up on a list so you must pick a different password to ensure security for your account.

# Congratulations you are on the App!



# Frequently asked Questions!

- Can I pay my dues on the App?
- No, this may be able to happen in the future but there is extra costs for this option and as the only Canadian local using the app the cost is too high for one local to cover this extra cost with credit card companies.
- Dues can be paid over the phone with a credit card, by etransfer, in person with cash or debit or credit card or you can mail a cheque.



# Frequently asked Questions

- Why is my number on the out-of-work list a lot higher than I was previously told by the hall when I called in and asked?
- The number you were told over the phone was your **ACTIVELY** looking for work number. There were always members above you on the list but they were not **ACTIVELY** looking for work so they were not given a number. There is no way to hide members who are working out of scope and don't want a number on the books on the App. Everyone is put on every book as per their layoff date from the last time they worked on that book.

# Frequently Asked Questions

- Can members still call in for jobs?
- Yes, we will continue to post calls on the phone line 204-982-2080 and members are welcome to call in for jobs the next morning 204-982-2085 and press 1 for dispatch.

# Frequently Asked Questions

- Why does the app say I didn't pay this month's dues? I just had it taken off my cheque the first week of this month.
- Dues are taken by the employer the first week of every month. The Contractors do not remit them to us until the month is over (by the 15<sup>th</sup> of the next month). They also remit your monthly dues along with your full month of working dues. Once we receive the remittance it takes some time for our office to process all dues remitted by our contractors. It can be up to 50 days past the time you see it taken off your cheque until it is posted on the App.

# Working out of Jurisdiction

- All members working out of jurisdiction MUST NOTE!
- You are responsible for your monthly dues it is good practice to pay well ahead when working out of jurisdiction to ensure you do not become a suspended member.
- It can also take up to 4 months for pension, and Health and Welfare payments to be remitted to us. You may have to keep self-paying for the first months when taking an out-of-jurisdiction call.

# Frequently Asked Questions

- The app shows I am 2 months behind on dues, I have worked for a company for a long time and I shouldn't be behind on my dues!
- Contractors take dues off the first week of a month, if you are not working during the first week of a month you don't make a payment that month. This happens commonly the first week of January as people don't come back to work after the holidays right away. Also July long weekend people book that first week off and no dues are paid for those months. You can call the hall and we can explain your payment details.

# Frequently Asked Questions

- How does the app work and who runs the app?
- Dispatch is still 100% controlled by your Business Manager. All members dispatched is reviewed by your Business Manager and follow his hiring procedure outlined on our website and it also can be found on the App under the HOW IT WORKS heading.
- All Data is securely stored with encryption and backed up daily. Data belongs to Local 2085 and all information contained in the app will be returned to us if and when requested.