

Shiftboard FAQ

How do I sign up for Shiftboard?

To be eligible for Duty Counsel shifts you must contact Roster Relations to have training and shadowing scheduled, if required. Once the requirements are met, you will receive a Shiftboard username and password.

Why am I receiving an error pop-up referencing 'role restrictions'?

Roles in Shiftboard relate to the types of duty counsel special applications listed on your Lawyer Portal. If you do not have the role for a shift you are trying to sign up for, you will receive this error. To qualify to have a Duty Counsel Special Applications added to your profile you are required to contact Roster Relations by emailing RosterRelations@legalaid.ab.ca. Some Duty Counsel types may require additional training or shadowing prior to being added to your profile or there may be roles not available to roster at all.

Who is a Court Manager?

For the purposes of Shiftboard, when it references a Court Manager it is the Duty Counsel Team at DutyCounsel@legalaid.ab.ca.

How do I find my schedule?

Your schedule is located in Shiftboard under the '**Calendar**' tab. Shifts that have been assigned to you will appear in green. Shifts that appear in red have not yet been assigned and are available for sign-up.

Shifts that are assigned to other duty counsel will not appear in your Shiftboard calendar.

How do I add more courthouses to my Shiftboard profile?

To add courthouses to Shiftboard, you must log into your Lawyer Portal and update your court location preference. Court location preferences must be set with a travel preference of 'With Travel' or 'Without Travel', courthouses that are blank or contain 'Not Interested' will not be included in Shiftboard. Updates will take place in Shiftboard at the end of each business day.

I have updated my courthouses on my Lawyer Portal, how soon will they reflect on my Shiftboard profile?

Lawyer Portal updates appear in Shiftboard at approximately 6 pm every day.

If I am unable to attend my Duty Counsel shift, can I send someone else? Or can I transfer my Duty Counsel certificate?

If you are unable to attend your assigned shift, you must use the call-out feature in Shiftboard. The shift will then become available for others to sign up.

A Duty Counsel certificate is **not** eligible to be transferred.

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Where are the Institutional Disciplinary Hearing shifts?

As these shifts are monthly, the shifts will be located on the 1st of every month.

How often will the shifts be released?

The shifts are released for sign-up quarterly in 3-month blocks.

Why am I receiving notifications for Duty Counsel Special Applications not on my profile?

The Shiftboard program populates notification criteria based on your Courthouse location within your profile, not your Duty Counsel Special Applications listed; therefore, you may receive notifications from Shiftboard regarding shifts that may not be applicable to you.

I forget my username and/or password for Shiftboard.

Your Shiftboard username is the email address that you have provided to Legal Aid Alberta on your Lawyer Portal. If you forget your username, you can log into your Lawyer Portal to confirm the email address provided.

If you have forgotten your password, it can be reset from the [LAA Shiftboard Login screen](#) by clicking on 'Forgot Password'. You will be required to enter the email address associated to your Lawyer Portal, a password reset link email will be sent to you.