



# Shiftboard

Duty Counsel Scheduling



# Contents

Purpose .....	2
Accessing Shiftboard .....	2
Logging In .....	2
Navigation .....	3
Calendar .....	3
Viewing the Schedule .....	3
Shift Sign-Up .....	4
Sign-Up List Error .....	5
Viewing Assigned Shifts .....	6
Callout .....	6
Courthouses .....	7
My Profile .....	8
My Account .....	8





# Purpose

Legal Aid Alberta's new centralized duty counsel scheduling system is called Shiftboard. It's your one-stop-shop to sign up for shifts, check your schedule, and submit requests for shift changes.

Shiftboard is an easy way sign up for shifts you are available for and check the duty counsel shifts which get assigned to you. You can download the app on your phone or access the link on your laptop. Lawyers will be responsible for marking what shifts they are available for. To ensure no shifts are missed, the ability to mark yourself absent can be done the moment you realize you are unable to attend, with no need to call the CTO department during regular business hours.

## Accessing Shiftboard

### Logging In

1. To log into [Shiftboard](#) using your computer browser. The Shiftboard link can be found on the Roster Resource page on the Legal Aid Alberta website:  
<https://www.legalaid.ab.ca/roster-resources/>
2. Login using your username and password
  - a. Your username and a temporary password will be provided in your welcome email
    - i. The username will be the email address you provided to Legal Aid Alberta in Lawyer Portal
      - This username must be unique for each lawyer within Shiftboard
    - ii. The password is temporary and must be reset or if you are unsure of your password, you can use the 'Forgot Password?' link
      - This password is separate from your Lawyer Portal password



Sign-On: Legal Aid Alberta Site

This login is to access our Shiftboard online scheduling and people management system.

Email

Password

[Forgot Password](#)



## Navigation



News > Recent Updates

[Need Help?](#)

News Center: Legal Aid Alberta

Last updated on Tuesday, April 27, 2021

This site helps you connect directly to our Teams and the specific work schedules that fit your personal interests, availability and skills.

You can find helpful tips for getting started at [support.shiftboard.com](http://support.shiftboard.com)

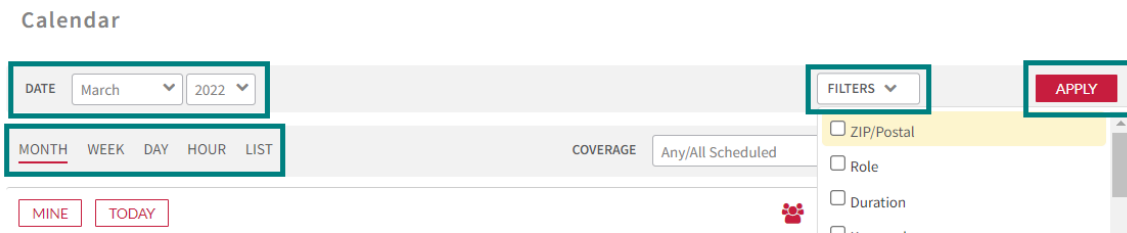
- Courthouses – A record of the courthouses where you have indicated in Lawyer Portal you are interested in accepting shifts.
- Calendar – Here you will find your schedule. This is where you will go to view your assigned shifts and can sign-up for shifts.
- Opportunity – A bulletin board “News” section of your site with relevant information posted by LAA.
- Support – The Shiftboard Support page. Features FAQs & help videos.
- My Account – Click on your name at the top right to access your account, view personal messages, change your password, and log out.

## Calendar

The calendar is where you can view your schedule and interact with shifts.

### Viewing the Schedule

1. Click ‘Calendar’ from the navigation bar
2. The schedule can be filtered by:
  - a. Date Range
  - b. Time period, month, week, day, hour
  - c. Additional filters include roles, days of the week, service location, courtroom, duty counsel type, specialization and area of law



3. Shifts that fit your court location preferences will appear on your calendar
  - a. Needed/Available shifts will appear in red

Feb 27, 2022 - Mar 5, 2022							
← Previous	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Next →
	27	28	1	2	3	4	5
	(none)	(none)	(none)	8am-5pm Brooks Available Criminal Court Adult	(none)	(none)	(none)

- b. Confirmed shifts will appear in green

Feb 20, 2022 - Feb 26, 2022							
← Previous	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Next →
	20	21	22	23	24	25	26
	(none)	(none)	(none)	8am-5pm Brooks Lawyer Name Criminal Court Adult	(none)	(none)	(none)

## Shift Sign-Up

You will have the ability to add your name to a 'sign-up list' for shifts based on your locations, duty counsel specialities and availability. Shifts will become available eight weeks at a time, and you will receive a notification to log in and take action if desired. You will then receive another notification to confirm when you have been assigned to a shift.

Certificates will continue to be issued in Lawyer Portal for statistics and billing purposes. These certificates will appear in Lawyer Portal one month prior to the shift.

1. Click on 'Calendar' from the navigation bar
2. To view the shifts that you're eligible for filter the results by 'role' and select the role you would like to sign up for, click apply

DATE March 2022

FILTERS ▲ APPLY

ROLE Criminal Court Adult

MONTH WEEK DAY HOUR LIST

COVERAGE Any/All Scheduled

ZIP/Postal  
 Role  
 Duration  
 Keyword

3. To view shift details: click on the 'shift title', shift details will appear in a pop-up window on the right-hand side

4. To sign up for the shift click on 'sign-up list' in the shift details.

March 2, 2022

Wednesday, March 2, 2022

Brooks

Print | Link

8am - 5pm  
Brooks  
Criminal Court Adult  
Courtroom: Courtroom Unknown  
DC Type: Criminal Court  
Specialization: Adult  
Area of Law: Criminal  
Travel Allowed?: Yes  
Shift Type: In-Person  
Published At: Jan 14, 2022 4:00PM MST -  
**sign-up list**  
Tier: Court Location Preferences  
Contact

5. Select 'Sign-Up', add a message if required and click sign up again to finalize the sign up

Sign-Up List

Position Details

Position Brooks  
When Wednesday, March 2, 2022  
Time 8am - 5pm  
Role Criminal Court Adult

CANCEL SIGN-UP

Request Sign-Up

Sign yourself up for this list

Add a message:

SIGN-UP CANCEL

## Sign-Up List Error

If you attempt to sign up for a duty counsel shift where you are not associated to as a Duty Counsel Speciality in Lawyer Portal you will receive the following error message:

**Role Restriction: This position is restricted to Brooks members designated for JP Bail: Please send a message to a Brooks Manager if interested in this position. Thank You!**

To get additional duty counsel specialities added to your Lawyer Profile please contact the CTO team at 1.866.845.3425, please note some specialities may require additional shadowing.



## Viewing Assigned Shifts

Sign up lists will be reviewed by the CTO team and assigned to lawyers from the sign-up list. When a sign-up list has been approved these assignments will be viewable on the schedule view and will be green.

1. Click on Calendar

Jan 29, 2023 - Feb 4, 2023						
← Previous	Sunday	Monday	Tuesday	Wednesday	Thursday	Next →
	29	30	31	1	2	3
	(none)	(none)	(none)	1pm-5pm <b>Brooks</b> Lawyer Name Criminal Court Adult	(none)	(none)

2. Select an assigned shift to view the shift details such as the courthouse and courtroom the duty counsel shift is associated with.

Wednesday, February 1, 2023

Brooks

Print | Link

1pm - 5pm

**Brooks**

Criminal Court Adult

Courtroom: 001

DC Type: Criminal Court

Specialization: Adult

Area of Law: Criminal

Travel Allowed?: Yes

Shift Type: In-Person

Confirmed: **Lawyer Name** - [sign-up list](#)

• Call Out

✉ Contact

## Callout

In the event that you are not able to make a shift the callout feature will be used. The callout feature will allow you to remove yourself as the assignee and a notification will be generated to the CTO team of the lapse in coverage.

1. From the schedule view, select a confirmed shift to show shift details
2. On the expanded shift details, click on 'Call Out'

Shift Type: In-Person

Confirmed: **Lawyer Name** - [sign-up list](#)

• Call Out

✉ Contact

3. Select a 'Call Out Reason' from the dropdown menu:

- Personal (sick/vacation) or
- Work (case load/trial)



- Click 'Save' to move forward with the Callout. You will no longer appear assigned to the shift after refreshing the calendar.

Call Out
×

SHIFTBOARD TEST

Call Out Reason: -- Select Reason --

-- Select Reason --  
 Personal (sick/vacation)  
 Work (case load/trial)

Position Details

Assignee: Work (case load/trial)

Position: Shiftboard Test

When: Wednesday, February 1, 2023

Time: 1pm - 5pm

Role: Criminal Court Adult

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Location

Room/Floor

Subject

SAVE

## Courthouses

Courthouses are a record of the locations you have indicated in Lawyer Portal where you are interested in accepting shifts. The courthouses you are associated to are the courthouses you will be presented shifts for. Any changes to courthouses must be completed within Lawyer Portal.

To view the list of courthouses you're eligible to take duty counsel shifts at:

- Click on Courthouses to see the list of courthouses associated to your profile
- Select a courthouse to see courthouse settings and the ability to message the Duty Counsel team

COURTHOUSES ▾
CALENDAR ▾
OPPORTUNITY ▾
Lawyer Name ▾

My Courthouses
Default Courthouses 5

FIND  All words ▾ Select options ▾ WITHIN This Area ▾ ZIP/POSTAL CODE  APPLY

SERVICE LOCATION -- Select Service Location -- ▾

2 COURTHOUSES | VIEW My Courthouses ▾

↓ Courthouse	Contact	Your Membership	Remove/Cancel	Files
<a href="#">Brooks</a>	Duty Counsel Team	Regular Member	-	
<a href="#">Shiftboard Test</a>	Duty Counsel Team	Regular Member	-	

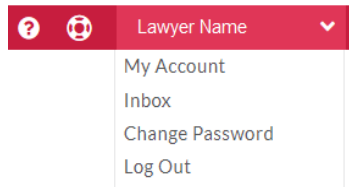
2 COURTHOUSES





# My Profile

My profile can be accessed by clicking on your name in the top right corner of any Shiftboard screen. Here you can view your account details, change your password, and log out.



## My Account

In My Account page you have access to view your contact information and change your password.

A screenshot of the "My Account" page. On the left, there is a profile picture placeholder and the text "Lawyer Name". Below this is a "BASIC" section with input fields for "FIRST NAME" (containing "Lawyer"), "LAST NAME" (containing "Name"), and "EMAIL" (containing "email@email.ca"). To the right of these fields is a "(Website) http://" field. Below the basic information is a "MAIL & TELEPHONE" section with input fields for "ADDRESS", "ADDRESS LINE 2", "CITY" (containing "Airdrie"), "STATE" (containing "Alberta"), "COUNTRY" (containing "Canada"), "HOME PHONE", "MOBILE PHONE", "WORK PHONE", "FAX", and "CALL/PAGER". On the right side of the page, there is an "ACCOUNT TOOLBOX" section with links for "MyShifts", "Email Schedule", "Password" (highlighted with a red box), "Publish iCal Google/Outlook", and "MyHours". At the bottom, it says "Last Updated: Wednesday, February 16, 2022".

1. Contact information: will reflect the information you have entered in Lawyer Portal. To update this information, you must update it in Lawyer Portal, which will automatically update Shiftboard
2. Change Password: you will be required to enter your current password and a new password. This password will be for your Shiftboard access only.



Legal Aid Alberta

