



# HAMILTON POLICE SERVICE PAID DUTIES CLIENT USER GUIDE

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## Accessing the Online Event System (OES)

Go to the following URL:

<https://paidduties.hamiltonpolice.ca/oes-client/>

The login window will appear. Enter your username and password to sign in.

If you do **not** have an account yet, select **Create an account**.

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## Creating a New Client Account

Complete the **Company Information** and **Contact Information** fields to register your organization.

If you require assistance, contact the Hamilton Police Service Paid Duties Office:  
905-546-4366  
[paidduties@hamiltonpolice.ca](mailto:paidduties@hamiltonpolice.ca)

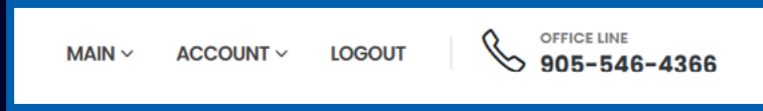
Once your registration is approved by the Paid Duties Team, you will receive an email with a **temporary password**. Use this temporary password to sign in and then update it through the **Change Password** option.

# 3

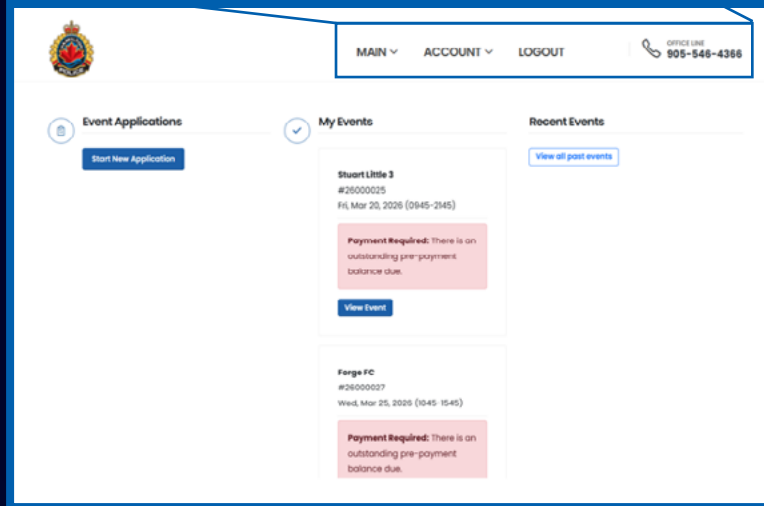
## Navigating the Client Dashboard

After logging in, you will see three main tabs at the top:

- Main
- Account
- Logout



Upon signing in the Dashboard will load automatically and display an overview of your current and past events.

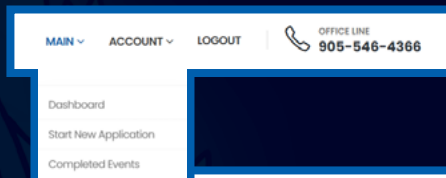


# 4

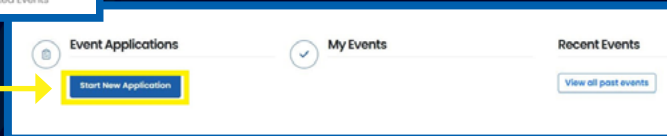
## Main Tab

The Main tab contains:

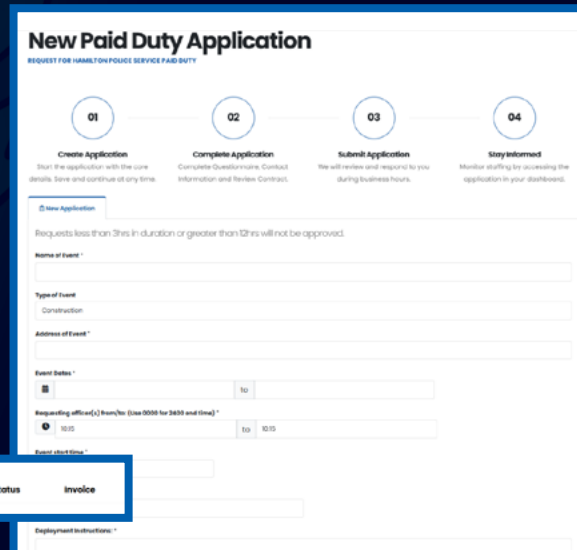
- Dashboard
- Start New Application
- Completed Events



To submit a new Paid Duty request, click **Start New Application** either from the Dashboard or the dropdown menu.



This will load the **application form**, which will guide you step by step through the information required for your event.



The **Completed Events** section displays all previously finished Paid Duty events associated with your organization.

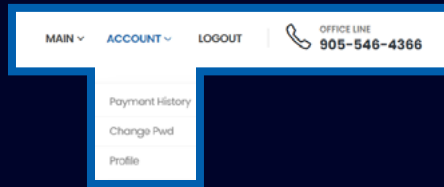
Select	Event#	Application#	Event Name	Cost	Due Date	Status	Invoice
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## Account Tab

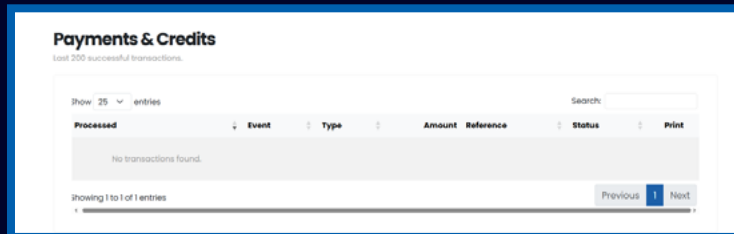
The Account tab includes:

- Payment History
- Change Password
- Profile



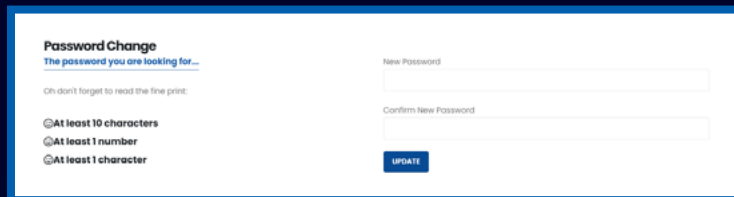
### Payment History

allows you to review all past payments made for Paid Duty services.

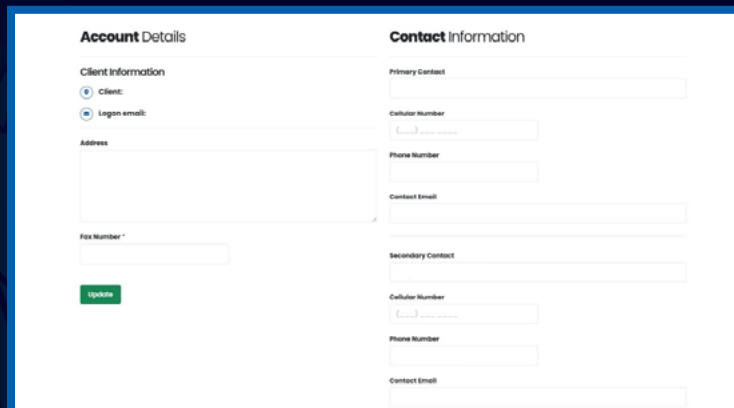


### Change Password

enables you to update your password at any time.



**Profile** displays your organization and contact details. You may update these fields as needed to ensure accurate communication.



## Need Help?

If you experience any issues or have questions regarding Paid Duties, please contact one of the following:

**Phone:** 905 546 4366

**Email:** paidduties@hamiltonpolice.ca