

ADS User Guide



Navigating the Automated Dispatch System

▶ Activating your account:

To activate your account, call ADS (Automated Dispatch System) 778-841-0277 and record your name. **Your PIN is your employee number.** You will not receive calls until your account has been activated. Once you have recorded your name, your account is active and no further action is required.

▶ What to do if you are not receiving calls for work:

1. Ensure your ADS account has been activated.
2. Check your unavailability – be sure to check hours and dates.
3. Email the [ADS Coordinator](#) to confirm your account settings are up to date.
4. The ADS algorithm will automatically deactivate your account after 250 calls of combined no-answers and hang ups. If you do not receive calls, it is your responsibility to contact the [ADS Coordinator](#) to have your account checked.

▶ Accepting and declining dispatches:

ADS will call with jobs for up to six weeks in advance. You will hear the following message:

*Nanaimo Ladysmith School District has dispatching information for (your name).
Enter your PIN followed by the # key. An assignment is available. To listen to the details press 1.*

1. To listen to the times and location press 1.
2. To listen to the subjects and levels press 2.
3. To listen to the absent employees recorded message press 3.
4. To accept the assignment press 4 or to refuse press 5.

If you refuse the assignment, it is important to select a refusal code.

▶ Refusal Codes:

1. Illness
2. Working Elsewhere (working outside of SD68)
3. Decline Assignment
4. Personal
5. Vacation
6. Working in SD68
7. Maternity
8. Union Business

If you receive a call for a multi-day job, but are not available for the whole shift, please do not accept the job.

Keep a record of the dispatch ID. This number will be required if you wish to claim an ESA sick day or if you have an inquiry regarding the job. Once a dispatch has been cancelled, the record is removed from your account.

ADS is an automated system and is not monitored, if you miss a call, the system automatically moves on to the next person in the rotation.

If a call is answered and no action is taken by the listener, the call will disconnect and automatically log as a refusal. Refusals, hang-ups and no-answer log records cannot be edited, they are embedded in the software. If you hang up without entering a refusal code, the algorithm will still record the transaction.

▶ View accepted dispatches:

[Log in](#) to your Atrieve account:

MyInfo > Time & Attendance > View or Change > Under the *Dispatches* heading select the ID No. hyperlink to access your dispatch

ID No.	Start Date	End Date	Location(s)	Extra Time Type	Absent Employee	Dispatch Units	Abs
001125	15-Sep-2023	15-Sep-2023	Bayview Elementary (Nut & Snack Free SAs)		No Absent, Teacher	1.0	

▶ Cancelling an accepted dispatch:

If you have a dispatch you need to cancel, please cancel the job as soon as a possible.

Atrieve > My Info > Time & Attendance > View or change

Scroll down to *Dispatches*, choose the blue hyperlink for the dispatch you wish to cancel. Select the *Cancel Dispatch* button to complete your transaction. If you are unable to cancel it yourself please email the [ADS Coordinator](#) to request the cancellation be made from the HR level.

Entering an unavailability record will not cancel an accepted dispatch.

▶ Unavailability records:

ADS will always view you as available unless you have an unavailability record entered. Once you accept a dispatch, you do not need to enter an unavailability record, ADS will view you as booked and will not call you for other jobs that fall within the same hours you are booked for. It will not cancel a dispatch that you have accepted. It does not notify anyone that you are unable to work.

To enter an unavailability record:

[Log in](#) to your Atrieve account: MyInfo > Time & Attendance > Dispatch & Workboard > Unavailability

1. Choose the appropriate unavailability reason.
2. Select the applicable date(s).
3. You can choose specific hours – **must be entered using the 24 hour clock format** ie: 1:00pm is 13:00.

Unavailability Reason: Choose A Reason (1)

Date(s) Unavailable: (2)

The weekly schedule entered is assumed to repeat each week within the date range. Enter time in the 24 hour format.

Weekday	Unavailable	Start Time	End Time
Monday	<input type="checkbox"/>	01:00 (3)	23:59

To view your unavailability records:

[Log in](#) to your Atrieve account

MyInfo > Time & Attendance > Dispatch & Workboard > Unavailability
Scroll down the page and select the *View History* button

To cancel an unavailability record:

[Log in](#) to your Atrieve account

MyInfo > Time & Attendance > Dispatch & Workboard > Unavailability
Scroll down the page and select the *View History* button
Select the blue hyperlink under the start date column to select the unavailability record you wish to remove.

▶ Missing shifts or errors:

ADS communicates directly with payroll and remuneration is based on the information shown on your workboard. If there is an error, please contact the school where you worked and they will submit the correct information to HR on your behalf.

▶ Dispatch parameters:

- Dispatch calls for future jobs Sunday through Thursday from 5:00pm to 9:00pm
- ADS also calls with cancellations, it's important to answer calls from the system
- Evening calls can be for jobs up to 6 weeks in advance
- Current day absences and cancellation calls start at 6:00am, Monday through Friday
- ADS views you as being available for every in-session day unless you have an unavailability record
- ADS will not call if there is an unavailability record that conflicts with the dates or times of the job
- If there is no answer at your primary phone number, ADS will call the second phone number (if one has been provided). If you cannot be contacted at either number, ADS will move on to the next person in the rotation
- Absences or confirmed jobs can be viewed 24 hours a day, 7 days a week by logging in to your Atrieve account or by calling the ADS line: 778-841-0277
- CUPE employees are called in order of seniority - keep in mind, ten lines are calling out simultaneously
- For requested TTOCs - ADS will call three times for that dispatch, if after the third time with no response, it will move on and you will no longer be offered that job
- For a non-requested TTOC – ADS will call according to subject match, the system will call three times but not consecutively, it will call once, if no response it will move on to the next TTOC and would only call again once it goes through the list and starts over
- There may be times when you could be asked to move to another location after you have already been dispatched. This would only happen if there is a greater need at another site
- If you accept a dispatch, you need to be available for the entire duration of the dispatch. If something unexpected comes up and you need to cancel your dispatch part way through, please advise your site administrator immediately as well as email the [ADS Coordinator](#)
- The dispatching system is automated and not monitored
- The ADS Coordinator works from 5:30am-1:30pm Monday – Friday