



SUCCESS FOR ALL!

ADS User Guide

Using Atrieve to manage your account

To log in to your account, visit the [staff page](#) on the district's website. Under the *Resources For All Staff* heading you will find a link to log in to your [Atrieve](#) account. If you are not able to log in, please [reset your password](#).

Ensure you are using your user name only: joe.public *not* joe.public@sd68.bc.ca

Activating your account / PIN:

To activate your account, call ADS 778-841-0277 and record your name. **Your PIN is your employee number.** Once you have recorded your name, your account is activated. To check that you successfully activated your account, you can call the ADS number and enter your employee number and PIN number, if you hear your name recorded, your account is active no further action is required.

Refusing a dispatch:

If you do not intend to work, please answer and enter a refusal code, this frees up the system so that it can run efficiently rather than wasting time calling repeatedly.

Refusal codes are as follows:

1. Illness
2. Working Elsewhere (working outside of SD68)
3. Decline Assignment
4. Personal
5. Vacation
6. Working in SD68 – only use this code if you are already working in the district
7. Maternity
8. Union Business

To cancel an accepted dispatch:

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

Scroll down to the *Dispatches* heading, 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 absencedispatch@sd68.bc.ca to request the cancellation be made from the HR level.

Cannot work due to illness:

If you have a dispatch but are unable to cover due to illness, please cancel the job as soon as a possible. Cancellation instructions can be found above.

If you are unable to work you must enter an unavailability record. Entering an unavailability record will NOT CANCEL an accepted dispatch.

When to enter an unavailability record and what it does:

An unavailability record only communicates to ADS that you should not be called for jobs that fall within the parameters of your unavailability - it has no other functionality. It will not cancel a dispatch that you have accepted. It does not notify anyone that you are unable to work.

If you have been requested as a TTOC replacement and you have an unavailability record entered for the same date, ADS will not call you.

You should only enter an unavailability record for days you are unable to work or if you have been instructed to do so by HR through a *Staff Change Notice*.

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.

To enter an unavailability record:

Atrieve > MyInfo > Time & Attendance > Dispatch & Work-board > Unavailability

You can choose specific hours – time must be entered using the 24 hour clock format. ie: 1:00pm is 13:00

****Entering an unavailability record will not cancel a previously accepted dispatch****

To view your unavailability records:

Atrieve > MyInfo > Time & Attendance > Dispatch & Work-board > Unavailability

Scroll to the bottom of the page to view your unavailability history.

To cancel an unavailability record:

Atrieve > MyInfo > Time & Attendance > Dispatch & Work-board > Unavailability

Scroll to the bottom of the page to view your unavailability history.

Choose the blue hyperlink under the start date column to select the unavailability record you wish to remove.

To view jobs worked and booked:

Atrieve > MyInfo > Time & Attendance > View or Change

Scroll down to view your dispatches.

Choose the blue hyperlink under the ID No column to view details about the dispatch.

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

Why answer ADS calls if you are already booked or can't work:

ADS executes call outs for dispatches that are cancelled so it's important to listen to the information you are being called with as you may no longer be required for that job. Once you accept the cancellation, ADS will consider you as available again.

Even if you are unable to accept a dispatch, you are helping the district greatly by answering your phone and entering a refusal code. The sooner the system can move on to the next available employee, the more efficient it is.

If you do not want to answer because you know you aren't going to accept a dispatch, please enter an unavailability record which will opt you out of receiving any calls for the dates you enter.

If a dispatch worked is not on your workboard or has an error:

Contact the school you were working at and request they enter the missing shift. These requests must always go through the school administrator.

Expectation for accepting dispatches:

When you accept a dispatch, the expectation is that you can cover the job in it's entirety.

For example, if you receive a call for a multi-day job, but are not available for a day within the dispatch parameters, please do not accept the job.

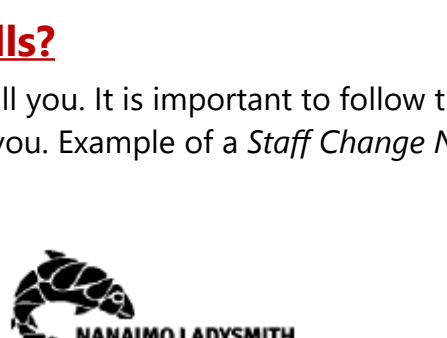
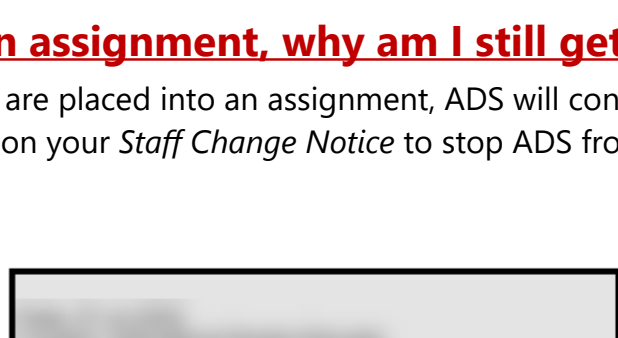
TTOCs: If continuity is broken, the next TTOC called has the first right of refusal to the remainder of the job.

Save the Dispatch ID:

When you accept a dispatch, it is important to 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 work-board and cannot be reinstated or recovered.

I'm in an assignment, why am I still getting calls?

Even if you are placed into an assignment, ADS will continue to call you. It is important to follow the instruction on your *Staff Change Notice* to stop ADS from calling you. Example of a *Staff Change Notice*:



Staff Change Notice

R E A S O N: TEMPORARY ASSIGNMENT

Please note the following change(s) effective 02-Aug-2022.

FROM CURRENT ASSIGNMENT(S):

TO NEW ASSIGNMENT(S):

Please Note: While in this assignment, you should make yourself unavailable in ADS to stop receiving dispatch calls.

***** ACTION REQUIRED *****

To enter an unavailability record:

Atrieve>MyInfo>Time & Attendance>Dispatch & Workboard > Unavailability

To enter an absence:

Atrieve>My Info>Time & Attendance>Enter Absence

Please note that an unavailability record and an absence are not the same thing. If you are absent during your assignment, you will need to make an absence entry.

Dispatch parameters:

- Dispatch calls go out from 5:00pm to 9:00pm, Sunday through Thursday
- Evening calls can be for jobs up to 6 weeks in advance
- Current-day absences will be dispatched starting at 6:00am, Monday through Friday
- 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
- 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
- ADS will not call anyone who has entered an unavailability that conflicts with the dates or times of the job
- 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 at absencedispatch@sd68.bc.ca
- The dispatching system is automated and not monitored
- The ADS Coordinator works from 5:30am-1:30pm Monday – Friday

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.

Please note: Refusals, hang up and no answer log-records cannot be edited; they are embedded in the software.

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

1. Ensure your ADS account has been activated. To activate your account, you will have called into ADS and recorded your name
To activate your account, call ADS 778-841-0277 and record your name. Your PIN is your employee number. Once you have recorded your name, your account is activated. To check that you successfully activated your account, you can call the ADS number and enter your employee number and PIN number, if you hear your name recorded, your account is active no further steps are required.
2. Check your unavailability – be sure to check hours and dates
3. Email absencedispatch@sd68.bc.ca to confirm your account settings are up to date