

MANAGING YOUR Unavailability Records

An unavailability record has only one function and that is to prevent the automated dispatch system from calling you. It will not cancel an accepted dispatch.

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 **1**

Date(s) Unavailable **2** To

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
Tuesday	<input type="checkbox"/>	01:00	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.