

General Employee Options

Change Your Regular Phone Number:

1. Call ADS – 778-648-2160
2. Enter your PIN (PIN = your employee number) followed by the # key
3. **Press 5** for General Employee Options
4. **Press 2** for employee phone number changes
5. **Press 1** to change your regular number
6. **Press 2** to change your secondary phone number, then enter your phone number followed by the # key
7. **Press 1** if the regular phone number you have entered is correct and hang up

Make Yourself Unavailable:

*for periods longer than a day, it is recommended to log unavailability using the web portal.

1. Call ADS – 778-648-2160
2. Enter your PIN (PIN = your employee number) followed by the # key
3. **Press 5** for General Employee Options
4. **Press 4** for Unavailability Booking Menu
5. **Press 1** for Unavailability Booking
6. **Press 2** to Continue

Inquire on or Cancel Unavailability:

1. Call ADS – 778-648-2160
2. Enter your PIN (PIN = your employee number) followed by the # key
3. **Press 5** for General Employee Options
4. **Press 4** for Unavailability Booking
5. **Press 2** for Unavailability Inquiry
6. Enter a previously logged unavailable date

Unavailability/Refusal Reason Codes:

Press 01 for 'Unavailable'
Press 02 for 'Illness'
Press 03 for 'Other'

Automated Dispatch System (ADS)

Quick Reference Guide

Teachers Teaching on Call (TTOC) ,

Casual Education Assistants,

Casual Custodians

School District #54 (Bulkley Valley)
Phone: 250-877-6820

ADS Phone Number:
778-648-2160

For log-in problems, questions or if an emergency occurs, contact the Substitute Placement Coordinator at:

250-877-6820

E-mail: contact-sd54@sd54.bc.ca

Employee #: (available on your pay stub and on your dashboard)	
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Accepting a Dispatch

The ADS system will perform dispatch calls to SUBS and Casuals during the following times:

Same Day Dispatches	6:00 a.m. – 1 hr before school Start Time	Monday - Friday
Future Day Dispatches	4:30 p.m. - 9:00 p.m.	Sunday - Thursday

NOTE: Dispatch cancellation notification calls occur 10 minutes prior to these callout times.

ADS will call on weekends, Statutory Holidays and School Breaks.

Accepting a Dispatch (over the phone):

- When receiving a dispatch call, 'SD54 Dispatch' will appear on your call display. Ensure you are in a quiet area, answer the call and say 'Hello'.
- The ADS system will ask you to enter your PIN on your phone keypad, followed by the # key.
- Press 1** to listen to the details of the assignment.
Press 2 to listen to the subjects and levels.
Press 3 to listen to the absent employee's message.
Press 4 to accept the assignment.
Press 5 to refuse the assignment. If you refuse, enter the numeric Refusal Code (listed on reverse) followed by the # key. If you wish not to receive additional calls, mark yourself as unavailable for the entire day.

IMPORTANT

Do not hang up the phone until the ADS system has voiced the Job #. You need this number to Inquire or Cancel your dispatch.

If you do not have a Job #, you will not be paid.

Inquire on or Cancel a Dispatch

Call ADS – 778-648-2160 Enter your PIN (PIN = your employee number), followed by the # key.

To Inquire about a Dispatch:

- Press 1** to search by JOB ID number; Press 2 to search by date (YYYYMMDD).
- Press 1** to listen to the details of the dispatch.
- Press 2** to listen to the subjects and levels.
- Press 3** to replay the absent employee's message.

To Cancel a Dispatch That You Have Accepted:

NOTE: ADS will not allow a TTOC/Casual to cancel a dispatch within 12 hours prior to the start time of the assignment.

- Press 4** for cancellation options.
- Press 2** to cancel a dispatch.
 - Press 1** to search by JOB ID number;
 - Press 2** to search by date (YYYYMMDD).
- Press 4** to cancel the dispatch.
- Press 1** to finalize the cancellation or **Press 2** if you made a mistake and do not wish to cancel out of the job.

Notification of Cancellation:

If ADS calls you because the job is being cancelled, you will hear ADS voice the following message:

- "Hello, SD54 Dispatch has dispatching information for (your name). Please enter your PIN number followed by the pound key."
- To acknowledge you have listened to the details of the cancellation, **Press 1**. If you do not acknowledge the cancellation, the system will continue to call you until you do.

"SD54 Dispatch is calling to confirm that the dispatch ID (number) has been cancelled."

*Note: you can inquire on and cancel dispatches using the web portal.

Register for ADS

If you do not know your Employee #, it is available on your dashboard.

To Register for ADS:

- Call ADS – 778-648-2160. Enter PIN (PIN = your employee number) followed by the # key.

For registration purposes, your PIN is your Employee Number.
- If you have not previously registered for ADS, ADS will indicate 'your name has not been recorded'. When asked, record your name. If you are satisfied with the recording, **press 1**. Hang up.

FYI ABOUT ADS

- Dates** must be entered as YYYYMMDD. Time must be entered as HHMM using the 24 hour clock.
- Exit** back to the main menu by pressing * then 1.
- Increase** the volume of ADS by pressing the # key and then 3.
- Decrease** the volume of ADS by pressing the # key and then 2.