General Employee Options

Change Your Regular Phone Number:

1. Call ADS – 1-844-450-0962
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 – 1-844-450-0962
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 – 1-844-450-0962
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:
1-844-450-0962

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 # / PIN: ***(available on your pay stub and on your dashboard)***	

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):

1. 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'.

2. The ADS system will ask you to enter your PIN on your phone keypad, followed by the # key.

3. 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 – 1-844-450-0962 Enter your PIN (PIN = your employee number), followed by the # key.

To Inquire about a Dispatch:

1. Press **1** to search by JOB ID number; Press 2 to search by date (YYYYMMDD).
2. Press **1** to listen to the details of the dispatch.
3. Press **2** to listen to the subjects and levels.
4. 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.

1. Press **4** for cancellation options.
2. Press **2** to cancel a dispatch.
   a) Press **1** to search by JOB ID number;
   b) Press **2** to search by date (YYYYMMDD).
3. Press **4** to cancel the dispatch.
4. 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:

1. "Hello, SD54 Dispatch has dispatching information for (your name). Please enter your PIN number followed by the pound key."

2. 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:

1. Call ADS – 1-844-450-0962. Enter PIN (PIN = your employee number) followed by the # key.

   For registration purposes, your PIN is your Employee Number.

2. 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.