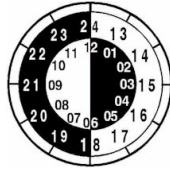


ADS will Dispatch at the following times:

Today's Assignments: 6:15 - 13:30
Future Assignments: 17:45 - 22:00
Friday p.m. & Saturday: None
Sunday: 17:45 - 22:00



Dispatching Parameters

- Dispatches or confirmed jobs can be reviewed 24 hours a day, 7 days a week.
- Future Absences will be dispatched in the evening between 17:45 - 22:00 (5:45p.m. - 10:00 p.m.) Emergency current day absences will be dispatched between 6:15 a.m. and 13:30 p.m.. ADS will dispatch Monday to Friday morning for current day absences and from Sunday evening to Thursday evening for next day or future assignments.
- When ADS is dispatching, if there is no answer at the substitute's regular phone number, ADS will call the backup phone number (if it has been provided) before moving to the next sub in the rotation.
- It is important to indicate why, rather than just hanging up if you have refused an assignment. **Human Resources reserve the right to remove a substitute that is not consistently available on an ongoing and daily basis.**
- If ADS calls and the call is picked up by an answering machine, the system will hang-up.
- The system will allow 6 rings at a phone number before proceeding to the next call.
- Dispatched employees will be notified of cancelled assignments 10 minutes prior to either the evening or morning call out times.

Re-Record your Voice

1. Call the ADS system phone number (403) 357-3999, enter your employee number and PIN followed by the # key. Press 5 and then press 3.
2. Speak your full name followed by the # key.

Make yourself Unavailable

1. Call the ADS system phone number (403) 357-3999, enter your employee number and PIN followed by the # key.
Press 5 for General Employee Options
Press 4 for Unavailability Booking
Press 1 for Unavailability Instructions
Press 2 for your Unavailability Reason Codes (found on next page)

You will be required to enter a date or date range and the time you are unavailable.

Inquire on or Cancel on Unavailability

1. Call the ADS system phone number (403) 357-3999, enter your employee number and PIN followed by the # key.
Press 5 for General Employee Options
Press 4 for Unavailability Booking
Press 2 to inquire on or cancel unavailability

General Employee Options—Change your phone number

1. Call the ADS system phone number (403) 357-3999, enter your employee number and PIN followed by the # key.
Press 5 for General Employee Options
Press 2 for employee phone number changes
Press 1 to change your regular phone number
Press 2 to change your backup phone number, then enter your backup phone number followed by the # key.



Web Access

To view Dispatch Information or Personal Information

<https://portal.rdpsd.ab.ca/my.logon.php3>

Enter Username and Password then go down to Web Applications and click on "Employee Self Service" link where you will need to enter username and password again. At "My Absences" run your mouse over top this to see the scroll down menu.



Automated Dispatch System

Quick Reference Guide

Substitute Teaching Staff

ADS Phone Number: 403-357-3999

Sub Dispatch Desk: 403-342-3701

Employee #:	
PIN #:	

It is imperative that you arrive 20 minutes prior to School Bells.

July 13, 2011

Substitute Teachers



Telephone Use

Accepting a Dispatch using the telephone

FYI

- All Unavailability/Refusal codes entered must be followed by pressing the **# key**
- Dates must be entered as **YYMMDD**
- 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**

Accepting a Dispatch:

If you are called for a dispatch, you will hear the ADS system voice the following message:

“Good Evening, Red Deer Public Schools has dispatching information for <your name>. Enter your PIN number followed by the pound key.”

1. Enter your PIN number followed by the **# key** then press **1**.
2. The ADS system will now voice the details of your 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 or
 - Press **5** to refuse the assignment.
3. If you **refuse**, enter your Refusal Code (found on next page) followed by the **# key**.
4. If you **accept**, wait for the system to voice out your ADS Job number.

IMPORTANT

Wait for the ADS system to voice your Job Number.
*You need this to Inquire or Cancel your Dispatch.
If you do not have a Job #, you will not be paid.

Notification of Dispatch Change/Cancellation:

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

“Good Evening, Red Deer Public Schools has dispatching information for <your name>. Enter your PIN number followed by the pound key.”

1. Enter your PIN number followed by the **# key** then press **1**.

The ADS system will now voice the following message:

“Red Deer Public Schools is calling to confirm that the dispatch ID _____ has been changed. The last day you are required to work is _____.”

2. Press **1** to acknowledge you have listened to the details of the change.
 - Press **2** to review the details of the assignment
 - Press **3** to listen to the subjects and levels
 - Press **4** to replay the absent employee’s recorded message

Note: You must press **1** to acknowledge the change or cancellation before hanging up. The ADS system will repeatedly call you until you do acknowledge the change.

Unavailability/Refusal Reason Codes

ADS #	Description
1	Illness
2	Temporary Contract
3	Employed with another District
4	Unavailable
5	Assignment not Desired
6	Vacation
7	Medical Appointment

Inquire on a Dispatch:

1. Call the ADS system phone number (403) 357-3999, enter your employee number and PIN followed by the **# key**.

Press **1** to search by Job ID number

Press **2** to search by date (YYMMDD)

2. 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 recorded message

Cancel a Dispatch:

The ADS system will not allow a substitute to cancel a job 3 hours prior to start time of the assignment. If an emergency occurs, the substitute is responsible to notify the sub desk at 403-357-3999.

1. If you need to cancel a dispatch that you have accepted, call the ADS system phone number (403) 357-3999, enter your employee number and PIN followed by the **# key**.
2. Press **4** for cancellation options
3. Press **2** to cancel Dispatch
 - To search by dispatch ID press **1**
 - To search by date press **2**

The system will then give you the dispatch information of the job you wish to cancel.
4. Press **4** to cancel the dispatch
5. Press **1** to finalize the cancellation or
6. Press **2** to abort the cancellation (if you have made a mistake and you do not wish to cancel out of the job)