

ACTIVATE YOUR ADS

To receive calls for work you will need to activate your ADS profile. If you do not follow all the steps below you will not be manually called in for work.

CHANGE YOUR PIN **Press 1**

1. Call the ADS phone number (604-859-3006), enter your employee number, followed by the # key, enter your PIN followed by # & press 5, then 1.
2. Enter your new PIN followed by the # key. The PIN must be a minimum of 4 digits.
3. If you ever forget your PIN, you must contact Dispatch Support to have it reset.

CHANGE YOUR PHONE NUMBER **Press 2**

1. Call the ADS. Enter your employee number followed by the # key, enter your PIN followed by the # key & press 5, then 2.
2. Press 2 to enter your backup phone number followed by #. (Be sure to enter your area code; ADS will automatically determine if your number is long distance.)

RECORD YOUR NAME **Press 3**

1. Call the ADS. Enter your employee number followed by the # key, enter your PIN followed by the # key & press 5, then 3.
2. ADS will then advise you that your name has not been recorded. Speak your full name into the phone & then press #.

DISPATCHING INFORMATION

Regular Support staff log their absences & requests for Casuals by using ADS phone or AMS web. ADS will begin callouts the evening before the shift start date. If the request is submitted the morning of, then ADS will launch it in order that the shifts are received.

For Your Information:

- All codes entered must be followed by pressing the # key.
- Dates must be entered as YYYYMMDD
- Times must be entered as HHMM using the 24-hour clock.
- Exit back to the Main Menu by pressing * then 1



ADS INFORMATION

EMPLOYEE # _____

PIN # _____

Your Pin is your employee # until you change it.

AUTOMATED DISPATCHING TIMES

Monday – Thursday	0600-1000 & 1800-2200
Friday	0600-1000
Saturday	NONE
Sunday & Holiday	1800-2200

Support Dispatch works: Monday-Friday 0630-1430

CALLING IN ABSENT

- If you are ill or unable to come into work after you have accepted a dispatch or are in a UFN you will need to **email or call Support Dispatch** to inform them with as much notice as possible.
- **Your voicemail or email needs to include the following information:**
 - Full name, Employee #, Reason, Occupation, Location, Hours
- After informing Dispatch you will also need to mark yourself as unavailable for the dates you are absent (see **How to Log Unavailability**). If you do not do this step ADS will think you are available for work and call you for shifts.

By Phone: 604-852-2366 x1215

By Email: Dispatch.Support@abbyschools.ca

- When emailing about an absence the Subject Line must include: ABSENT (date) – (Your Employee Name & Number)
Example: ABSENT March 6 – John Doe 1234
- The body needs to include all other information listed in the bullets above.

ADS Phone: 604-859-3006
Support Dispatch: 604-852-2366 x1215



AUTOMATED DISPATCH SYSTEM (ADS)

CASUAL SUPPORT STAFF EMPLOYEE REFERENCE GUIDE

AUTOMATED DISPATCH SYSTEM

PHONE: 604-859-3006

SUPPORT DISPATCH

PHONE: 604-859-4891 x1215

EMAIL: Dispatch.Support@abbyschools.ca

ACCEPTING A DISPATCH

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

"Good Evening (morning), Abbotsford School District has dispatching information for <your name>."

"Enter your PIN number followed by the pound key (#)."

1. Enter your PIN followed by the # key.
2. Press **1** for the details of your assignment.
3. (Listen for the **DATE** as well as the day of the assignment.)
4. Press **2** for the classification.
5. Press **3** for the absent employee's message.
6. Press **4** to accept, but **DO NOT HANG UP!**

If you **accept**, wait for the system to speak your ADS Dispatch ID#.

IMPORTANT – Wait for the ADS to give you a Dispatch ID#. If you hang up before hearing this number, the system will assume you have changed your mind & proceed to call the next available casual. Should 2 Support Staff arrive for the same assignment, the casual with this number will fill the position.

- Press **5** to **refuse** the assignment. If you **refuse**, enter your **REFUSAL CODE** followed by the # key.

REFUSAL CODES:

250	Illness
270	Working Elsewhere
280	Professional Development
290	Unavailable
310	Accepted Part Time Contract (In District)

- If you want to be marked as unavailable for the day, press **1**.
- If you have refused an assignment, but are still available for the day, press **2**.

CANCELLING A DISPATCH

If you are unable to fulfill your commitment to an assignment you have accepted, you may cancel up to 24 hours in advance by calling Support Dispatch.

Your message should contain your **full name, employee #, location, occupation** and **hours** you were scheduled to work.

NOTIFICATION OF CANCELLATION OR CHANGE

If you are called by ADS to inform you of either a dispatched assignment being cancelled or ended you will hear ADS speak a message, then ask for your PIN.

1. Enter your PIN followed by the # key.

The ADS will now speak the following message:
"Abbotsford School District 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 this change
3. Press **2** to review the details of the assignment.

INQUIRING ON A DISPATCH

If you forget information about a dispatch you accepted, you may inquire on it by **DATE** or **DISPATCH ID #**.

1. Call the ADS phone number.
2. Enter your employee number, followed by #, enter your PIN followed by #
1. Press 2 to inquire on a dispatch.
2. Press **1** and enter your Dispatch ID#, followed by the # key, or by DATE, enter YYMMDD.
3. Press **1** to listen to the details of the dispatch.
4. Press **2** to listen to the subjects and levels.
5. Press **3** to listen to the absent employee's message.

AMS WEB LOG IN

You can view your dispatches, pay stub, unavailability, T4's and other relevant information on AMS Web.

1. Go to: <https://www.abbysschools.ca>
 2. On the top right of the webpage click on **Resources** then from the drop-down menu click **AMS**
 3. Enter your **Username & Password**.
Username: FirstName.LastName
Password: call Help Desk for password
- If you are having trouble with your account login you need to contact the Help Desk at 604-852-2366

UNAVAILABILITY

- You are responsible for logging all your unavailability.
- If you are scheduled to work but will be absent, you need to **notify Support Dispatch**, & mark yourself unavailable. Please see **Calling in Absent & How to Log Unavailability**.
- If you have not yet been scheduled to work and wake up ill, etc., please log your unavailability immediately on ADS phone or AMS web to stop Automated Dispatch Calls to you.

HOW TO LOG UNAVAILABILITY

During the Dispatch Call:

1. Follow through with the ADS call until you make it to the **Refusal Code** entry. Enter your refusal code, then ADS will give you the option to press **1** to mark yourself unavailable for the day you are being called out for.

By Phone:

1. Call the ADS. Enter your employee number followed by the # key, enter your PIN followed by the # key and press **5**, then **4**. Then follow the prompts.

By Web:

1. Log into AMS (see AMS Log In)
2. Click on the top tab **My Absences** then choose **Time Entry** and then **Unavailability**
3. From there you can log all your unavailability in different entries with the date & hour range option.

CHANGING UNAVAILABILITY

By Web:

1. Log into AMS and follow the directions above to get to your **Unavailability** page.
2. Scroll to the bottom of the page and look under **Unavailability History for The Last 12 Months**. All unavailability entries will appear there; dates that have past will not be available for deletion
3. Click the start date of the unavailability entry you would like to edit. **The start date will be bold, blue and underlined.**
4. Once that page opens you can press the button, **"Delete Unavailability"**.

By Phone:

1. Call the ADS. Enter your employee number followed by the # key, enter your PIN followed by the # key and press **5**, then **4**, then **2**. From there you need to listen and follow the prompts.