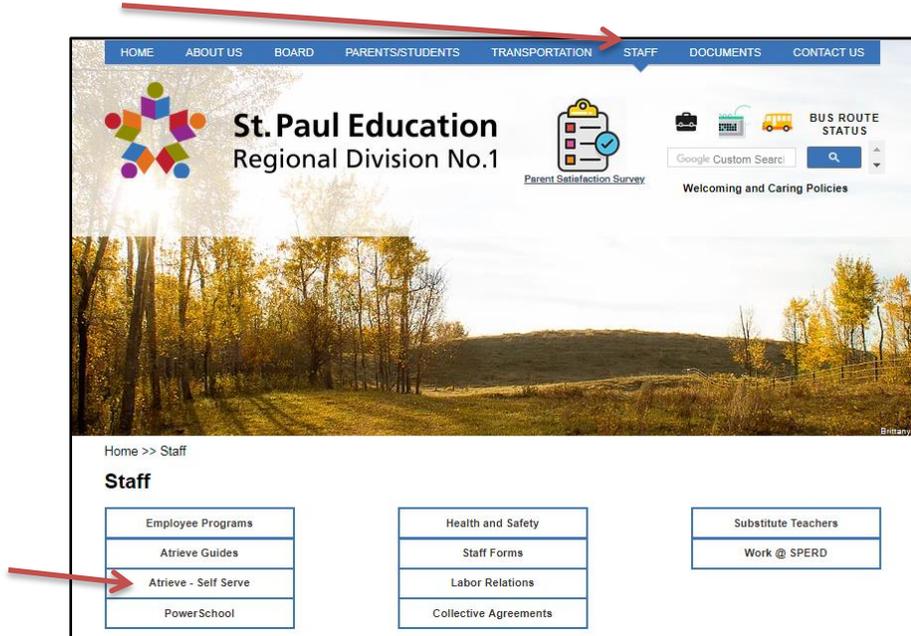


# SUBSTITUTE TEACHER DISPATCH TRAINING GUIDE

The following guide will provide basic training for the web-based substitute dispatch system. If you encounter any difficulties please contact Human Resources at 780-645-3323.

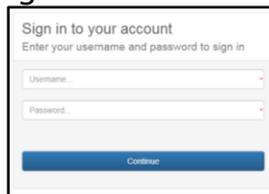
To start, go to the SPERD website [stpauleducation.ab.ca](http://stpauleducation.ab.ca)

Under the “**Staff**” tab click on the “**Atrieve – Self Serve**” menu option.



New subs will receive a login and password when they are first approved to sub with SPERD.

For existing subs, by default, your login name is the first four letters of your **lastname** followed by the first four letters of your **firstname**. The initial password is the same as your login.



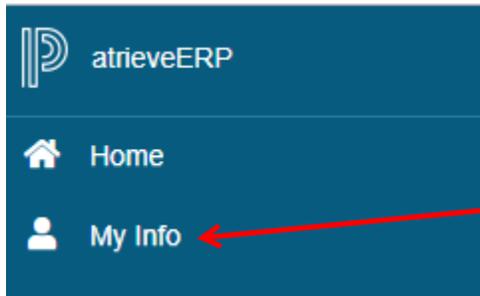
The screenshot shows a login form titled 'Sign in to your account'. It asks the user to 'Enter your username and password to sign in'. There are two input fields: 'Username' and 'Password'. Below the input fields is a blue 'Continue' button.

Please change your password by pressing **ctrl-alt-delete** on a **SPERD** computer and you will see an option to change your password.

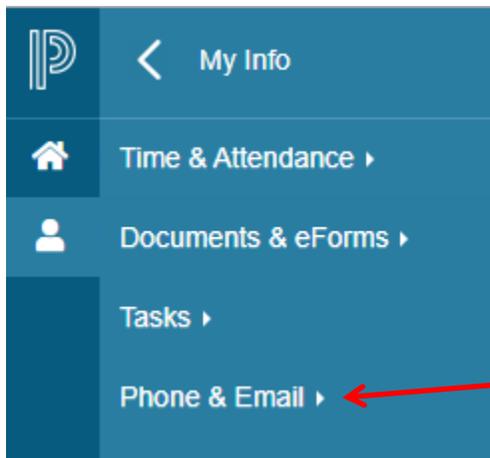
For those that do not have a network login or may have forgotten their password, please contact HR at Central Office 780-645-3323.

## SETUP TEXT AND EMAIL PROFILE

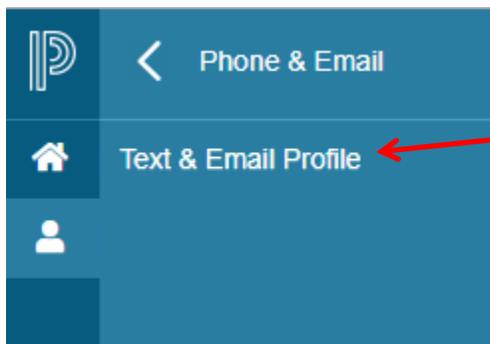
Employees may be required to add their own cell phone numbers and email address in order for the system to contact you about jobs.



This is done by selecting **“My Info”** on the left



Then select **“Phone & Email”**



Finally select **“Text & Email Profile”**

Once you select **“Text & Email Profile”** you will have access to the workboard texting and email option changes seen on the next page.

**Workboard Texting and Email Option Changes**

Select texting and email notification options for when you are requested as a replacement. Then click the Submit button to save

**Please ensure time is entered in 24 hour format**

Text Message:  Time Range - Start:  End:

Cell Phone No 1:

Cell Phone 1 Provider:  You will need to choose an option from the dropdown menu.

Cell Phone No 2:

Cell Phone 2 Provider:

Email Message:  Time Range - Start:  End:

Email Address 1:

Email Address 2:

Send to Work Email:

**Text Message:** Choose Yes or No. This can be useful if a cell phone has been set up, but the user does not want to receive text messages from the Work Board on a temporary basis.

**Time Range:** Enter the time range in 24 hour format to receive text messages from the Work Board.

**Cell Phone No:** Enter the cell phone number where text messages should be received. Do not enter ( ) or -

**Cell Phone Provider:** Select the cell phone provider for each cell phone number provided.

**Email Message:** Choose Yes or No. This can be useful if an email address has been set up, but the user does not want to receive email from the Work Board on a temporary basis.

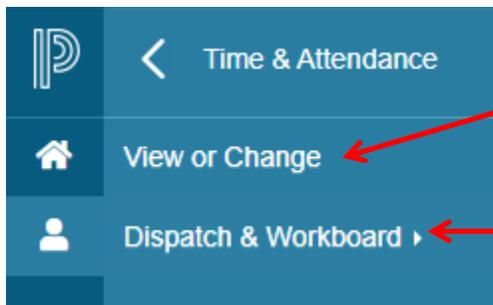
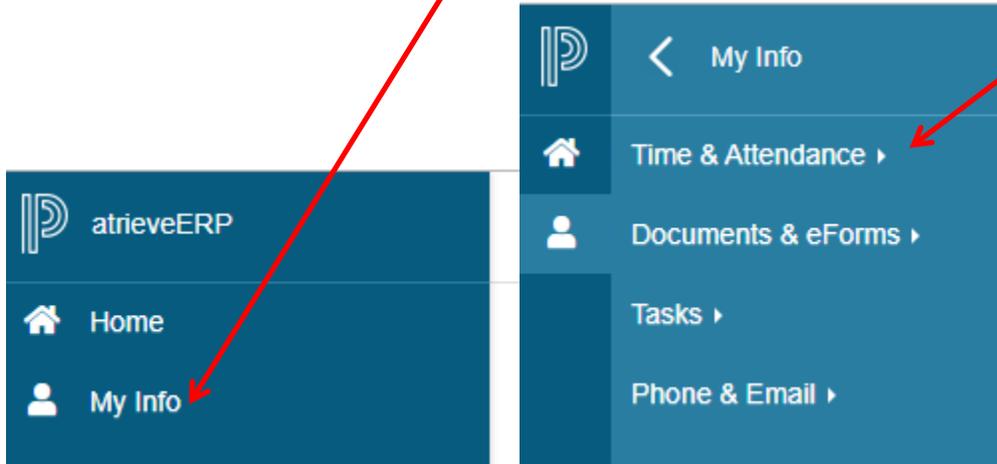
**Time Range:** Enter the time range in 24 hour format to receive email from the Work Board.

**Email Address:** enter up to two separate email addresses.

Once the profile is set up, select “**Submit & Send Test**” to ensure a text and/or email message are received.

## DISPATCH & WORKBOARD

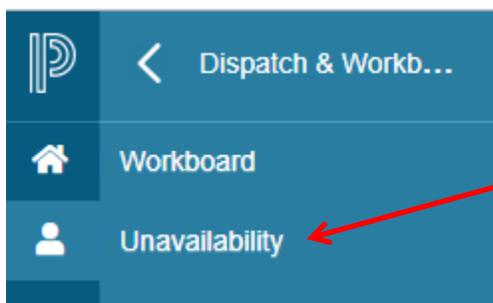
To view dispatches select “**My Info**” on the main menu and then select “**Time & Attendance**”.



Select “**View or Change**” to view and change absence and dispatch listing

Select “**Dispatch & Workboard**” to gain access to workboard summary and unavailability options

## LOGGING AN UNAVAILABILITY



After selecting “**Dispatch & Workboard**” select “**Unavailability**”

If you know that you are going to be away on vacation or otherwise unavailable, you can log your unavailability in advance so that the system does not contact you during this period.

My Info My Dispatches

**Unavailability: Add, Change and View History**

Enter your unavailability information then click Next.  
Click on the calendar icon to select your dates from a pop-up calendar.

Choose the reason you are unavailable:

-----Choose A Reason-----

Enter the date(s) you will be unavailable:

25-Feb-2014 To 25-Feb-2014

Note: The weekly schedule you enter is assumed to repeat for each week within the date range.  
Please enter the time in 24 hour format.

Week Day	Unavailable	Start Time	To	End Time
Monday	<input type="checkbox"/>	01:00	To	23:59
Tuesday	<input type="checkbox"/>	01:00	To	23:59
Wednesday	<input type="checkbox"/>	01:00	To	23:59
Thursday	<input type="checkbox"/>	01:00	To	23:59
Friday	<input type="checkbox"/>	01:00	To	23:59
Saturday	<input type="checkbox"/>	01:00	To	23:59
Sunday	<input type="checkbox"/>	01:00	To	23:59

Next

“Choose a Reason” from the drop down menu

Enter a single date or a date range

Select “Next”

After selecting “Next” on the following page click “Submit Unavailability”.

## REVIEWING AND ACCEPTING AVAILABLE DISPATCHES

Dispatch & Workb...

Workboard

Unavailability

Select “Workboard”

From the “Dispatch & Workboard” menu select “Workboard”. Any available dispatches will appear as shown below.

Work Board: Summary

Here is a summary of the openings you are eligible to apply for.

ID No	Start Date	End Date	Subject(s) and Level(s)	First Day's Schedule Position(s)	Location(s)	Time(s)	Requested
67263	Fri 25-Oct-2019	Fri 25-Oct-2019	Instructional Assistant	Substitute E.A.	Glen Avon School	08:15-15:15	<input type="button" value="Refuse"/>

To accept, or view more details of, the dispatch click the ID number on the left.

**Work Board: Dispatch Details for ID 67263**

ID Number: 67263  
 Dates: Fri 25-Oct-2019 To Fri 25-Oct-2019  [View Map](#)

A message for the substitute may appear here.  **Message:** You have lunch supervision

**Absent Employee:** Miss Mathematics  
**Subjects/Levels:** Math 10c, Math 20-1, Math 30-1, Math 31

Date	Position	Location	Start	End
Fri 25-Oct-2019	Educational Assistant	Glen Avon School	08:15	15:15

The dispatch can be accepted by clicking the “**Accept Opening**” button. If another employee has accepted the job in the meantime, a message will be displayed to indicate the dispatch has been filled. If the dispatch is successfully accepted, a confirmation message will display as seen below.

**Work Board: Confirmation**

You have successfully submitted your acceptance of Opening # 67263.  
 Confirmation No: 9428

Dates: Fri 25-Oct-2019 To Fri 25-Oct-2019  [View Map](#)

**Absent Employee:** Miss Mathematics  
**Subjects/Levels:** Math 10c, Math 20-1, Math 30-1, Math 31  
**Message:** You have lunch supervision

Date	Position	Location	Start	End
Fri 25-Oct-2019	Educational Assistant	Glen Avon School	08:15	15:15

## VIEW AND CHANGE A DISPATCH

The “**View or Change**” menu shows jobs that you have already accepted and are booked to work.

There are essentially three ways a sub can be booked:

1. A teacher may call you directly. They will log their absence and indicate that you have accepted the job. You do not have to do anything except check your “**View and Change**” to ensure the job shows up there.

2. A teacher may indicate that you are their preferred replacement but they have not contacted you. You will receive a text message or email notification that you have been requested to work for them. You will need to go to your **“Workboard”** to accept or reject this job.
3. If no sub is pre- selected, the system will send a notification to all those that have matching preferences. Simultaneously several subs will receive a text message or email, at which time they must go to their **“Workboard”** to view the job and accept or reject it.

Once you have accepted a job, it will show up in **“View or Change”**. If a job you have accepted is missing, please contact the school secretary for help.

To navigate to **“View and Change”**, select **“My Info”** from the home screen, then **“Time & Attendance”** and finally **“View or Change”**

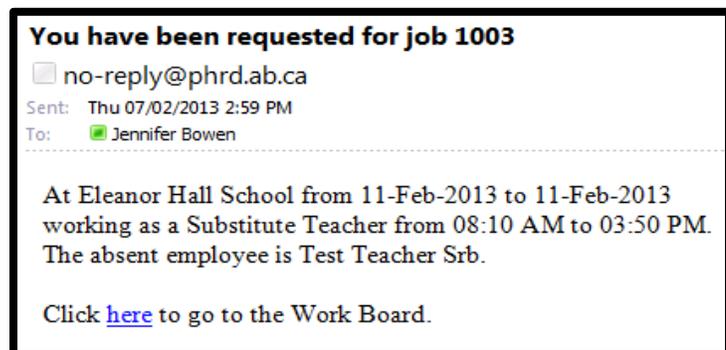
## REVIEWING AVAILABLE DISPATCHES: REQUESTED REPLACEMENT

When an employee submits an absence with requested subs, the word **\*requested\*** will appear on the Work Board listing.

ID No	Start Date	Time(s)	Requested
<a href="#">1003</a>	Mon 11-Feb-2013	08:10-15:50	*Requested*



Additionally, if an email address and mobile phone are set up in the Work Board Text and Email Profile, an email/text message will be sent to the requested sub to alert them of any dispatches available where they are the requested sub.



## CANCELING A JOB

If you need to cancel a job, go to the “**View and Change**” and select the job ID. Then select “**Cancel Dispatch**”.

**View / Change: Dispatch Details for ID 67263**



**ID Number:** 67263  
**Dates:** 25-Oct-2019 To 25-Oct-2019  
**Replacing Employee(s):** Miss Mathematics  
**Subjects/Levels:** Math 10c, Math 20-1, Math 30-1, Math 31  
**Message:** You have lunch supervision

Date	Week Day	Position	Location	Start	End	Absence Units
25-Oct-2019	Friday	Substitute E.A.	Glen Avon School	08:15	15:15	6.5

On the next screen select “**Submit Cancel**”. **Please contact the school**, if you cancel a job with less than 24 hour notice.

**View or Change: Cancel Dispatch**

Press the **Submit Cancel** button to cancel this dispatch.

---

**Dispatch Details**

**Dispatch ID Number:** 67263  
**Dates:** 25-Oct-2019 To 25-Oct-2019  
**Absence Reason:**  
**Replacing Employee(s):** Miss Mathematics  
**Subjects/Levels:** Math 10c, Math 20-1, Math 30-1, Math 31  
**Message:** You have lunch supervision

Date	Week Day	Position	Location	Start	End
25-Oct-2019	Friday	Substitute E.A.	Glen Avon School	08:15	15:15

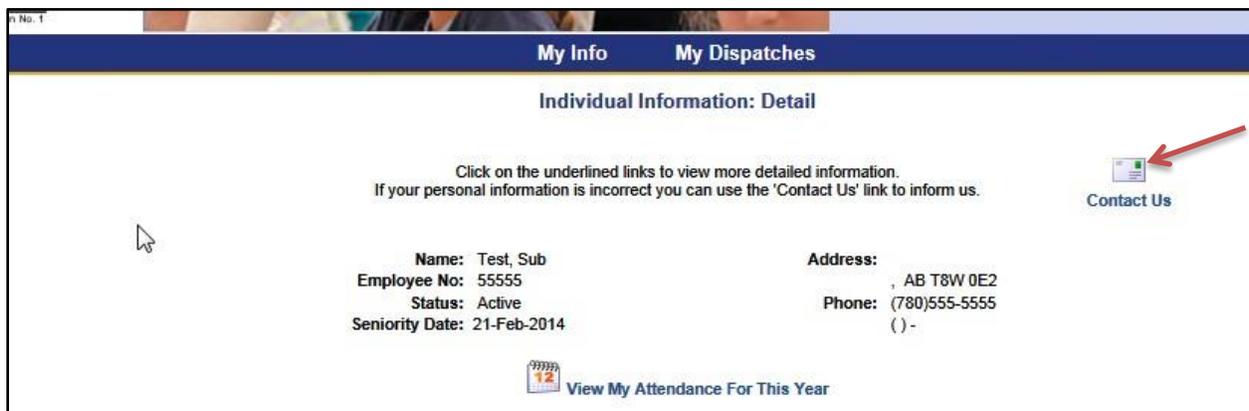
## DOCUMENTS & E-FORMS

Selecting the “Documents & eForms” link provides “Employee Information” and “Employee Statement”

“Employee Information” will display personal information such as your address, phone number and employee number.

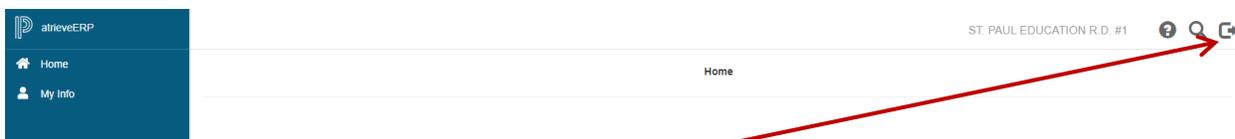
“Employee Statement” allows access to earning statements and T4s.

If any of your personal information is incorrect please email changes using the “[contact us](#)” icon.



Note that submitting an address or contact information change through “Contact Us” is only for our human resources purposes. This does not change the information the system uses to contact you about sub jobs. That information is a self-serve menu adjusted through the “**Phone & Email**” menu.

## SIGNING OUT OF ATRIEVE



To sign out of Atrieve select this icon in the top right corner of the screen.

## ADS – PHONE CALL OUT:

ADS Web is the primary substitute notification system. However for those that would also like to receive a landline telephone call, this is available through ADS Phone.

By default, all subs are set up to be called by ADS Phone. **If you do not wish to use this feature and simply rely on the text, email and cellphone call features of ADS Web, simply call Central Office at 780-645-3323 and we will remove you from the landline telephone call option.**

The ADS Phone access number is: **1-844-564-6633** – toll free.  
Your **Login** is your employee number. Your **Password** is your PIN number.  
(same as employee number until you change it)

### To Change Your PIN:

The default PIN is your employee ID number. To change your PIN number, use ADS phone and select 5, then 1, and enter your new number followed by # (minimum 4 numbers)

### To Change your Phone Number:

Select 5, then 2 and provide the updated phone number. Any changes here will also affect the contact information in the Division’s personnel profile.

### Dispatch Calls:

When ADS calls you for a dispatch, it will ask for your PIN number (followed by #). Listen to the message and follow the prompts.

If you choose to accept the dispatch, you must listen until the end of the message for the dispatch ID. If you hang up before the ID number is given, the system will see this as a refusal and will find another sub.

To refuse a dispatch, enter “01” for General Unavailability.

### Inquire/Cancel/Close a Dispatch on ADS Phone:

It is recommended that you use the Web option to make changes to dispatches you have accepted. You can make changes over the phone as well but it is more cumbersome:



“Close” a dispatch if you have started a dispatch, but cannot finish the assignment days.

Press 3, then 1, and select the dispatch, press 4 to close the dispatch, press 1 to finalize (or 2 to abort and 5 to search for another dispatch.)

“Cancel” a dispatch that you are no longer able to attend. Press 4, then 2, and select the dispatch (press 1 to search by dispatch ID or 2 to search by date), press 4 to cancel the dispatch, press 1 to finalize (or 2 to abort and 5 to search for another dispatch).

A dispatch can be closed or cancelled up to two hours prior to the assignment start time. For any cancellations within two hours you must call the school directly.

To Inquire on a dispatch, press 2, then 2, and select the dispatch (press 1 to search by dispatch ID or 2 to search by date).

#### ADS Phone Dispatch Times:

up to 7 days prior to an absence

no less than 60 minutes before an absence starts

Monday – Friday - 6:00 am – 7:45 am for same day dispatch

7:00 pm – 9:30 pm for future day dispatch

Saturday – no calls

Sunday – 7:00 pm – 9:30 pm for future day dispatch

#### ADS Phone Tips:

Press # after entering your employee or PIN number

Return to main menu – Press \*1

Increase volume - #3

Decrease volume - #2

If you accept a job, wait for your dispatch ID before hanging up.