



**REFUSAL CODES**

40	Bereavement/Funeral
10	Declined – not in subject area
30	Jury/Court
35	No childcare available
15	On vacation
45	Refused
25	Sick/medical appointment – family member
05	Sick/medical appointment – self
20	Working elsewhere (outside SD71)
22	Working in assignment (in SD71)

**AMS PHONE NUMBER: 250-338-5931**

**HELP DESK NUMBER: 250-338-2388 OR AMSHELPDESK@SD71.BC.CA**

AMS WILL DISPATCH AT THE FOLLOWING TIMES:

TODAY'S JOBS		
MONDAY - FRIDAY	06:00	12:00 NOON
FUTURE JOBS AS FOLLOWS:		
SATURDAY	NONE	
SUNDAY - THURSDAY	18:00 - 22:00	
HOLIDAYS	18:00 - 22:00	
PROD	18:00 - 22:00	

**ABSENCE LOGGING PARAMETERS**

- Absences can be logged 24 hours a day, 7 days a week.
- Absences should be cancelled by 21:00 (9:00 pm) the evening before the assignment starts.

**DISPATCHING PARAMETERS**

- Absences for no more than 20 days in advance will be dispatched in the evening between 18:00 – 22:00 (6:00 pm – 10:00 pm). Current day absences will be dispatched starting at 6:00 am. AMS will dispatch Monday to Friday morning for current day absences and from Sunday evening to Thursday evening for next day assignments.
- When AMS is dispatching, if there is no answer at the TOC's regular phone number, AMS will call the backup phone number (if it has been provided) before moving to the next TOC in the rotation. If the TOC's phone number is busy, AMS will move to the next TOC in the rotation.
- Dispatched employees will be notified of cancelled assignments during either the evening or morning call out times.

**ACCEPT AN ASSIGNMENT ON THE WEB**

**WORKBOARD**

From a school site or home computer:

- At the SD71 Home Page — <http://sd71.bc.ca>
- Hover over **STAFF TAB** then select **AMS** link
- Enter your Username and Password
- Select **My Job/My Absences** tab
- Hover over **Time Entry** and click on **Workboard**
- Under Workboard Summary Select Job ID No. to see more detail
- If you choose to **accept** the Assignment click on **Accept Opening**
- If you choose to **decline** the Assignment click on **Return Opening**

\*\*\*A **Confirmation Number** will show if you have accepted the assignment.\*\*\*

Go back into My Job/My Absences, View/Change and check to see that your assignment was accepted and is displayed.

**FYI**

- All codes entered must be followed by pressing the #
- 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 AMS by pressing # and 3
- Decrease the volume of AMS by pressing # and 2

**ACCEPT A DISPATCH:**

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

*"Good Evening, the Comox Valley School District has dispatching information for <your name> . Enter your PIN number followed by the pound key."*

- Enter your PIN # followed by the # key then press 1.
- The AMS system will now speak 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 or 5 to refuse the assignment.

If you refuse, enter your REFUSAL code followed by the #key.

If you accept, wait for the system to speak out your AMS Job number.

**IMPORTANT – Wait for the AMS system to speak your Job number. You need this to Inquire or Cancel your dispatch.**

### CLOSE A DISPATCH

1. Call the AMS system phone number, enter your employee number and PIN followed by the # and press 3 for closing options, then press 2 to *CLOSE A DISPATCH*.
2. Press 1 to search by Job ID. Enter your AMS Job # followed by the #.
3. Press 4 to close the dispatch.
4. Press 1 to complete the process.

### RECEIVE NOTIFICATION OF CHANGE/ CANCELLATION in DISPATCH:

If you are called by AMS because the dispatch is being cancelled, you will hear the AMS system speak the following message:

*"Good Evening, the Comox Valley 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 then press 1.
2. The AMS system will now speak the following message:

*"The Comox Valley School District is calling to confirm that the dispatch ID \_\_\_\_\_ has been changed. The last day you are required to work is\_\_\_\_\_."*

**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 AMS system will repeatedly call you until you do acknowledge the change.

### INQUIRE ON A DISPATCH

1. Call the AMS system phone number, enter your employee number and PIN followed by the # and press 2 for inquiry options, then press 2 to *INQUIRE ON A DISPATCH*.
2. Press 1 and enter your Job ID# followed by the #.
3. Press 2 to enquire by date.

4. Press 1 to listen to the details of the dispatch. Press 2 to listen to the subjects and levels. Press 3 to listen to the absent employee's recorded message.

### CANCEL A DISPATCH

\*\*\* You can ONLY cancel a dispatch that has not begun.

1. Call the AMS system phone number, enter your employee number and PIN followed by the # and press 4 for canceling options, then press 2 to *CANCEL A DISPATCH*.
2. Press 1 to search by Job ID. Enter your AMS Job # followed by the #.
3. Press 4 to cancel the dispatch.
4. Press 1 to complete the process.

### GENERAL EMPLOYEE OPTIONS

#### CHANGE YOUR PIN

1. Call the AMS system phone number, enter your employee number and PIN # followed by # key and press 5 then 1.

#### CHANGE YOUR PHONE NUMBER

1. Call the AMS system phone number, enter your employee number and PIN # followed by # key and press 5 then 2.
2. Press 2 to enter your backup phone number followed by the # key. (Remember it needs to be a 10-digit number inclusive of area code)

#### RE-RECORD YOUR VOICE

1. Call the AMS system phone number, enter your employee number and PIN # followed by # key and press 5 then 3.
2. Speak your full name followed by the # key.

#### UNAVAILABILITY

1. Call the AMS system, enter your employee number and PIN number followed by the # key, then press 5, then press 4. To book unavailability press 1.
2. To inquire on or cancel unavailability press 2
3. To return to the main menu press 3