

## Workboard Support

### Frequently Asked Questions

#### **When is Workboard active?**

Workboard runs from 4:30 pm to 6:30 am Monday to Friday and all-day Saturday, Sunday, stat holidays, winter break, and spring break. Workboard displays all unfilled teacher absences that you are qualified to accept. Workboard displays jobs up to 30 days in advance of the absence.

#### **When is the Automated Dispatch System (ADS) active?**

ADS runs from 6:30 am to 2:00 pm for same day absences. ADS checks your "unavailability" and any confirmed dispatches.

#### **Is a dispatch awarded to an employee that accepts the job first?**

Yes.

#### **Why am I not able to receive text emails when I properly enter my phone number and correct provider?**

If you are using Rogers or Freedom Mobile, it is not a supported texting option. Below is the link to the Canadian gateway list. [https://en.wikipedia.org/wiki/SMS\\_gateway](https://en.wikipedia.org/wiki/SMS_gateway)

#### **Can I accept a dispatch from my email/text notifications?**

No, you must log into e-services and accept the job through Workboard.

#### **When a specific teacher is requested, how are they notified?**

All teachers must set up their profile with an email and/or phone number to receive a notification when they are requested. Note, the teacher requesting you will not see your personal information, only your name.

**When does a “requested” dispatch become available to all?**

If the requested teacher or teachers do not accept or refuse by 6:30 am the day of the dispatch, ADS will take over and contact the next available qualified teacher.

**Can all teachers view absences on Workboard that have a “requested” replacement?**

No, the only individuals who can see the "requested" dispatch are those that were requested by the originator. A teacher can select up to three requested teachers on call and therefore the assignment will go to the first teacher on call who accepts. If the absence is not filled by 6:30 am on the day of the absence, it will be filled by ADS.

**What happens when I accept a job?**

Once the job is accepted, it will be removed from the Workboard on the next refresh. Workboard refreshes occur every two minutes.

**Can I refresh my screen at any time?**

You can refresh up to two times every two minutes. Refreshing more frequently will result in being locked out of Workboard for two minutes. If you do nothing, the screen will automatically update in two minutes.

**Can I use a BOT or program to refresh my Workboard screen?**

No, bots will slow the system down.

**What does it mean when a job I wanted to accept has disappeared?**

It may mean that someone else has accepted the job moments before you, and the job is no longer available for you to accept, or it has recently been cancelled by the originator.

**What happens when a dispatch is cancelled?**

If you have completed the email and text profile, you will be notified.

**Can all “A” and “B” list teachers see Workboard?**

All “A” list teachers will see all absences they are qualified to teach. All “B” list teachers will see only see Workboard absences if they were "requested" as a replacement. Both “A” and “B” list teachers may receive calls starting at 6:30am when ADS starts calling for same day absences.

**Is there a limit to the number of jobs displayed on a teacher’s workboard?**

There is no limit, teachers will only see jobs that they are qualified to take. If there are more jobs than the screen can display, you will see a scroll bar to view the rest.

**After accepting a dispatch through Workboard, can I accept another job that I like better and then cancel my acceptance to the first job?**

To accept another job on Workboard, you first need to cancel your original dispatch through e-services, and then log into Workboard to accept the second job. **Please note**, cancelling your dispatch may risk another teacher accepting the job you prefer before you can accept it yourself.

**If I make myself unavailable, do I still see jobs on Workboard?**

You will see dispatches that are outside of your “unavailability” record. To see more dispatches you will need to modify your “unavailability” in e-Services.

**Why am I not seeing dispatches?**

There are several reasons why you may not see any dispatches for the selected date range:

1. You may have an “unavailability” record in place that overrides the requested date(s).
2. You may not be qualified for some of the dispatches; or
3. You may have previously accepted a dispatch on those dates.

#### **How do I find my qualifications that are used for Workboard and ADS?**

Your qualifications can be found on your dashboard (My Info > Dashboard).

#### **What if my qualifications are not listed on my dashboard?**

Please review the "[Teacher Qualification Document](#)" for requirements.

#### **How do I update or add my qualifications?**

To update your qualifications, complete one of the following forms:

- "[Teacher Request Review of Educational Preparation](#)" OR
- "[Teacher Request Teaching Experience Review](#)"

Once you have completed the form and have a copy of your transcript or confirmation letter from a Principal, please forward it to [teacherqualifications@sd61.bc.ca](mailto:teacherqualifications@sd61.bc.ca).

If you have question that has not been answered, please send an email to [ads@sd61.bc.ca](mailto:ads@sd61.bc.ca).