



## Information for New Educational Assistants (Spareboard)

### Call-Outs

Call-outs will be made starting at 6:30 in the morning. To prepare for your ADS dispatch, review the first email you will be sent from Human Resource Services and make sure you have registered over the telephone with the Automated Dispatch System (ADS).

- Follow the instructions for [Registration Procedure](#)
- Review the ADS call out procedures for CUPE 947: [Guide for Call Out](#)

**If you have not received a call by 7:30 am, please call the ADS Emergency / Help line at 250-475-4126.**

**If you have been dispatched for a half day only, please call 250-475-4126 to confirm there is no other work or no change to your dispatch. Call by 7:30 am before making plans for the day. Do not assume there is no work if you have not been called.**

### District Email

You will receive a welcome package email from Human Resource Services with your user name and temporary password. This is used to access your SD61 District Email Account and to access eServices. After changing your temporary password, please log into eServices and do the following:

- Check that your phone number(s) on file is correct,
- Make sure you know your PIN so you can accept dispatches,
- Update your unavailability in advance of callouts with as much notice as possible.

### eServices

All of the options you need to access through eServices are nested under the *My Info* Menu:

To review your **phone numbers** that we have in our system:

- 1) Go to the School District Website
- 2) Click on **"Staff"**
- 3) Click on **"e-Services"**
- 4) Click on **"My Info"**
- 5) Click on **"Phone & Email"**
- 6) Click on **"Change Telephone"**

To reset your **PIN**:

- 1) Go to the School District Website
- 2) Click on **"Staff"**
- 3) Click on **"e-Services"**
- 4) Click on **"My Info"**
- 5) Click on **"Time & Attendance"**
- 6) Click on **"Dispatch & Workboard"**
- 7) Click on **"Change PIN"**

To make yourself **unavailable**:

- 1) Go to the School District Website
- 2) Click on **"Staff"**
- 3) Click on **"e-Services"**
- 4) Click on **"My Info"**
- 5) Click on **"Time & Attendance"**
- 6) Click on **"Dispatch & Workboard"**
- 7) Click on **"Unavailability"**

Once you have accepted a dispatch, you can view the details on-line through eServices.

To review your **dispatches on-line**:

- 1) Go to the School District Website
- 2) Click on **"Staff"**
- 3) Click on **"e-Services"**
- 4) Click on **"My Info"**
- 5) Click on **"Time & Attendance"**
- 6) Click on **"View or Change"**

For further assistance accessing eServices, please go to the eServices Help web page:

<https://www.sd61.bc.ca/staff-support-portal/using-eservices/>

### **General Information**

We require you to be ready and available to work each and every school day. Should you not be available to work on the occasional day due to illness or injury, please update your unavailability via eServices with the Automated Dispatch System (ADS) by 6:00 am. For any day that you have already been dispatched to a school, but need to cancel the dispatch and request a replacement for yourself, in addition to updating your unavailability, **please also email ADS at [ads@sd61.bc.ca](mailto:ads@sd61.bc.ca) or leave a phone message on the ADS Emergency Line at 250-475-4126.** Include in your message your name, employee number, that you are a spareboard employee and the school you were dispatched to with the start and end times for the day.

Should you require to be away for more than five days in a school year please make your requests in writing for approval prior to the date. Please email our Human Resources Manager, Tim Osborne at [tosborne@sd61.bc.ca](mailto:tosborne@sd61.bc.ca)

As a reminder, Spareboard Education Assistants, do not work during Christmas Break, Spring Break, Summer Break or on the five district professional development days. Please use these times to plan your vacation and appointments.

### **ADS Contact Information**

After reviewing the information, if you need further assistance, please email [ads@sd61.bc.ca](mailto:ads@sd61.bc.ca) or phone the ADS help line at 250-475-4126.