

ATE FAQ

- **How does the Easy Connect System Work?** This is available in the employee manuals and can be found on the staff website under board (top right) and then ATE Easy Connect (left hand side) and you will find it on the right of the page.
- **How do requests work?** This information is available in the employee manuals. Please be advised that due to a large number of unfilled positions (both in teaching and non-teaching) we need to make some temporary changes to the call out system (until ATE develops some new programming changes for mid-December). We are temporarily changing this to calling one person/night until 2 nights before the assignment at which time it contacts anyone who is available. This will mean that if a person is requested 2 days prior to the assignment (or less), the requested person will only have 3 minutes to accept the position before others are contacted. Once the new programming has been developed, requested individuals will have more time to accept the vacancy and vacancies without a requested person will call multiple people on the first call out.
- **What time does the system start calling?** This is available in the occasional manual for Easy Connect and can be found on the staff website under board (top right) and then ATE Easy Connect (left hand side) and you will find it on the right of the page.
- **3 minutes isn't enough to pick up a missed call?** This issue will be addressed and rectified in mid-December with the new programming of being able to accept requests when they are entered and prior to the call out period. When you do receive an offer and miss the call you have new functionality to call the system back or log into your account to accept the assignment if it is still available.
- **Why can I see jobs on the job board outside of 'the day of' timeline?** The job board should not be in use outside of 'the day of' timeline and this feature will be disabled in the new year so that jobs are only available on the job board on the day of the assignment.
- **If I cancel an assignment in one panel (ex. Elementary), am I blocked from the job board for secondary as well?** Yes, however, you are still eligible to receive calls to accept (as long as that is not a violation of your collective agreement). Currently being reviewed with ATE.
- **How far in advance can I accept an assignment?** Jobs will begin calling out 21 days in advance of the assignment.
- **I have concerns with the amount of information on absence emails.**
 - 1) Occasional employee's phone number - an occasional employee's phone number is included in the email in the event the administrator needs to contact the occasional employee.
 - 2) Reasons/details for absence – this is an open ended text box and members should be careful as to what they include as it may be viewed by everyone who receives the absence email.
 - 3) Pay % - This information may not be accurate. Look at the start and end time of the job to determine possible compensation as the pay % isn't confirmed until administration approves/verifies the absence.
- **Members cannot make themselves unavailable or change their phone number with ATE via phone, only online.** At this time, ATE is focused on the mobile site as this is the direction users and technology are going. If members wish to change their phone

number via phone, rather than online, they can contact the ATE help desk to revise their phone number.

- **Why can't I pick up a request as soon as it is entered?** This will go live December 11th. Once it's live, you would get a call or text message and an email and be the only one who can accept the assignment for up to 48 hours (the equivalent of 2 call out periods) before contacting other members.
- **Why can't we cancel assignments?** Permanent Employees will be able to cancel filled assignments once it has been implemented on December 11, 2017.
- **Why don't I get a call if an assignment is cancelled?** We created a ticket to notify via phone or text if an absence is cancelled. This is a big feature so it will take time to code. This feature is presently scheduled for ApplyToEducation's Q1 of 2018, so by the end of March.
- **Why can't a permanent employee see that I am already booked for an assignment when they try to request me?** The board has created a ticket to track this feature request and this is scheduled for release in late December or January.
- **Why can't I see if jobs have been validated?** This feature is scheduled for Q1 2018, so by the end of March.
- **Have the start times for schools changed from last year?** Yes, the start times for each school include fifteen (15) minutes prior to the bell in the morning and zero (0) minutes prior to start time in the afternoon (for teaching staff only – for non-teaching staff it will default to the actual start/end time of the school unless the permanent employee modifies the start/end time). The end time of the assignments are the end of the school day.
- **Why can't I enter a 'do not call time?'** This feature is not available in ATE
- **Why doesn't FSL and EFSL assignments include the division?** A change has been made in order for FSL and EFSL assignments to now include the division of the assignment in the call out.