



2023-2024

Booking System and Absence Protocol

Teacher's Pet Educational Services



ACCESSING YOUR SCHEDULE

Follow these steps to access your schedule on the online booking system:

1. Go to <http://bookings.tpet.ca/login/> to run field trip reports daily.
2. Your login username have been created for you. Your login will be your **email address**.
3. A temporary password has also been created for you. This temporary password is **teacher**. You can change your password once you have signed in.
4. Teachers who book online may include client notes. The office does not always see these client notes because the booking goes directly into the system. If a teacher has left a note about time changes, wanting an additional field trip or anything else that you feel the office should know about, contact the office at fieldtrips@tpet.ca or 780-434-8224
5. Anything that appears unusual on your schedule should be reported to the office immediately.

TEACHER'S PET REGISTER LOG IN

Login

Welcome to the Teacher's Pet field trip booking system!
If you have never used our services before, please click the REGISTER link above to set up your account.
Existing clients can log in below.
If you changed schools for the upcoming school year, please update your profile!

Email address

Password

LOG IN [Forgot password?](#)

TEACHER'S PET

Content
[About](#)
[Contact](#)
[Services](#)

Rates
[Field Trip Rates](#)
[Field Trip Travel Rates](#)
[Tutoring](#)

Legal
[Changes and Cancellations](#)
[Privacy Policy](#)

© 2015 Teachers Pet. All Rights Reserved.



CHANGING YOUR PASSWORD/EDITING YOUR PROFILE/LOGGING OUT

Once you have logged into the system, you can change your password at any time.

1. Go to your Name in the upper right-hand corner of the screen.
2. Click the arrow to open this tab.
3. Here you can edit your profile, change your password or logout.

The screenshot displays the Teacher's Pet web application interface. At the top, a dark green navigation bar contains the logo and several menu items: "Schedule Calendar", "Schedule List", "Invoices for Services", "Request Coverage", and "Book Time Off". On the right side of this bar, a user profile dropdown menu is open, showing the name "Jill MacLean" with a small upward arrow, and three options: "Edit Profile", "Change Password", and "Logout". A blue circle highlights this dropdown menu.

Below the navigation bar, there is a "Subscribe:" section with a URL: <http://bookings.tpet.ca/service-providers/calendar/NT1zNDQy.ics>. A note below it reads: "Note: It may take a number of hours for new events to appear on your subscribed calendar." Below this are two dropdown menus: "Delivery Method:" and "Service:".

The main content area features a calendar for "September 2020". The calendar has navigation buttons for previous and next months, a "TODAY" button, and view options for "MONTH", "WEEK", and "DAY". The calendar grid shows days from Monday to Sunday. The 1st of the month is highlighted in yellow. The 7th is marked as "Labour Day" in a red box. The 16th has a yellow box indicating "1,200 am booked (1:00-2:00)".



UNDERSTANDING YOUR CALENDAR

Use this Subscribe information to set up your Calendar feed.

Use arrows to scroll through your monthly and weekly views of the calendar.

Click here to get a listing of your bookings that you can print.

Access Invoicing information here

TEACHER'S PET Schedule Calendar Schedule List Invoices for Services Request Coverage Book Time Off
Jill MacLean

Subscribe: <http://bookings.tpet.ca/service-providers/calendar/NTizNDQy.ics>

Note: It may take a number of hours for new events to appear on your subscribed calendar.

Delivery Method:

Filter bookings based on the delivery method (In-person or Video Conference)

Service:

Review your bookings with a day, week or month view.

< > TODAY

September 2020

MONTH WEEK DAY

Mon	Tue	Wed	Thu	Fri	Sat	Sun
31	1	2	3	4	5	6
7 Labour Day	8	9	10	11	12	13
14	15	16 Field Trip	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Filter your schedule by field trip topic here.

Your field trip bookings will appear in your schedule. Click on a booking to see more details.



CALENDAR FEED

Overview

The Teacher's Pet booking system allows Service Providers to use a calendar application to subscribe to a feed of their bookings. For example, you might wish to add your bookings to Google Calendar, your iPhone calendar or Outlook.

This process must only be done once. All new events will be automatically synchronized, however, it could take up to 12 hours for new and deleted events to be synchronized.

NOTE: **DO NOT RELY SOLELY ON YOUR CALENDAR APP TO VIEW YOUR SCHEDULE.** Applications sometimes fail to sync updates to your schedule, but they are a useful tool should you need to browse booking details in a pinch. You should always check your schedule via the booking system on a computer/laptop.

Getting the ICAL link

In order to subscribe, you will need to find your ICAL calendar link. Do the following:

1. Head to <http://bookings.tpet.ca/login/> and log in with your Service Provider credentials.
2. Find the "Subscribe" link on your Service Provider dashboard.
3. Copy the "Subscribe" link.
4. Use the link to subscribe to your Teacher's Pet calendar within the calendar application of your choice (see following instructions)

Subscribing in your Calendar application

iPhone

<http://www.imore.com/how-subscribe-calendars-your-iphone-or-ipad>

Android

You need to do it via the web Google Calendar and then it will appear on your phone.

Google Calendar

<https://support.google.com/calendar/answer/37100?hl=en>

Click "Add using a link" and follow the instructions.

Apple Calendar

https://support.apple.com/kb/PH11523?locale=en_US

Microsoft Outlook

<https://support.office.com/en-in/article/View-and-subscribe-to-Internet-Calendars-f6248506-e144-4508-b658-c838b6067597#bm2>

Scroll down to "Add an Internet Calendar Subscription to Outlook"

outlook.com

<http://windows.microsoft.com/en-ca/windows/outlook/calendar-import-vs-subscribe>

Go to "Subscribing to a calendar" heading and click on "To subscribe to an online calendar"



WAYS TO VIEW YOUR BOOKINGS

1. Scroll through the calendar on the home page of your account.
2. Click on specific bookings or Schedule Calendar for more details.
3. Click "Schedule List" tab and view or print a list of your field trips.
4. Subscribe to a Calendar Feed.

The screenshot shows the Teacher's Pet website interface. At the top, there is a navigation bar with the following links: Schedule Calendar, Schedule List, Invoices for Services, Request Coverage, and Book Time Off. The user's name, Jill MacLean, is displayed in the top right corner. Below the navigation bar, there is a section for subscribing to a calendar feed, including a URL, a note about event appearance, and dropdown menus for Delivery Method and Service. The main content area features a calendar for September 2020, with navigation buttons for previous/next month, today, and view options (MONTH, WEEK, DAY). A specific booking is highlighted on the calendar for Wednesday, September 16th, at 1:20 PM. Numbered callouts (1-4) point to specific elements: 1 points to the calendar navigation area, 2 points to the 'Schedule Calendar' link, 3 points to the 'Schedule List' link, and 4 points to the 'Invoices for Services' link.

INVOICES FOR SERVICES

The system automatically generates your invoices at the end of the month.

1. The system will email a reminder to you to log into the system and review your Invoice for Services.
2. If your Invoice for Services is correct, click the "Looks good, submit my invoice" button and an email will automatically be sent to Accounting so that your invoice can be processed.
3. If there are errors on the Invoice for Services, then click "I HAVE A QUESTION". Your email will open and will be prepopulated to the Accounting email address. In the email text, indicate your questions or issues that need to be addressed regarding your Invoice for Services.
4. All Invoices for Services must be submitted by the first of each month to ensure processing by our direct deposit company. Invoices for Services that are received after 12 noon on the first of the month cannot be processed and therefore will have to wait for processing until the next month.



- Upon submission of your Invoice for Service, scan and email your **Monthly Student Count Form** to accounting@tpet.ca.
- We will need both your Invoice for Services AND the Monthly Student Count Form in order to process your payment.

TEACHER'S PET Schedule Calendar Schedule List Invoices for Services Request Coverage Book Time Off Jill MacLean ▾

Invoice for Services for May 1, 2019 — May 31, 2019

Service Provider: Jill MacLean
Time Range: May 1, 2019 — May 31, 2019

Soapstone Art Project - BEAR

In Person (2 hours)

It will be specified if this Service is for an In-Person or Video Conference Program.

Date	Type	# of Students	School	City	Teacher	Internal Notes	Travel Fee
8th September, 2015 9:00 AM	Shadowing	Unknown	A B C Head Start Program	Edmonton	Ruth Pabst		N/A
Subtotal		1 field trip					

Summary of Bookings That Include a Travel Fee

Date	Type	# of Students	School	City	Teacher	Travel Fee
Total 2 hour shadowing field trips:						
Travel Fees: \$0.00						
GRAND TOTAL INVOICED FOR SERVICES: \$0.00						

LOOKS GOOD, SUBMIT MY INVOICE I HAVE A QUESTION

BOOKING TIME OFF

Booking time off can be done through our online system. Simply click the Book Time Off tab, enter all the appropriate information and hit submit.

TEACHER'S PET Schedule Calendar Schedule List Invoices for Services Request Coverage **Book Time Off** Jill MacLean ▾

Subscribe:
Note: It make take a number of hours for new events to appear on your subscribed calendar.

Delivery Method:

Service:

< > TODAY **September 2020** MONTH WEEK DAY

Mon	Tue	Wed	Thu	Fri	Sat	Sun

If you are booking time off on a day where you currently have a booking(s), you must find coverage first. Once coverage is found, contact the office and notify us of any changes that need to be made. Note: If you input a date range for multiple consecutive days, the system will only allow you to request full days off. If you only want a morning or afternoon off for a range of dates, you must submit a new request for each individual day.



To book a half day/full day off:

Input a specific date in the system, a menu will appear and you must select your option for morning, afternoon or all day.

Don't forget to click "Submit" when you are done.

Book Time Off

First day: 2022-08-04 Last day: 2022-08-04

Dates are inclusive. Please enter the same first and last day for a single day vacation.

Morning Only
 Afternoon Only
 All day

Optional: Please specify if you only need half a day off!

SUBMIT

ABSENCE/ILLNESS PROTOCOL

If you cannot attend a field trip on your schedule due to illness or other emergency, follow these steps in order.

This is only for imminent bookings and should NOT be used to book time off for appointments, vacations, etc.

- It is critical that you give as much notice as possible if you are unable to facilitate your bookings.
- Contacting Presenters and the office the morning of a booking greatly decreases the chance of finding someone to cover for you.
- If possible, try to find coverage before the day of the booking.

1. Open your profile on the online system and click the Request Coverage tab.

TEACHER'S PET Schedule Calendar Schedule List Invoices for Services **Request Coverage** Book Time Off Jill MacLean *

Subscribe: <http://bookings.tpet.ca/service-providers/calendar/NTIzNDQy.ics>
Note: It make take a number of hours for new events to appear on your subscribed calendar.

Delivery Method: [dropdown]
Service: [dropdown]

September 2020 MONTH WEEK DAY

Mon	Tue	Wed	Thu	Fri	Sat	Sun
31	1	2	3	4	5	6
7 Labour Day	8	9	10	11	12	13
14	15	16 1,200 am (includes 1.5h. pay)	17	18	19	20

2. Click on the applicable field trip booking that needs coverage.



3. If you have 2 bookings on one day and you need the entire day covered, you will need to make 2 requests – one for the morning and one for the afternoon.
4. Each Presenter in your geographic region will receive 1 text and 1 email message for each booking. Therefore, if you are requesting coverage for 2 field trips on one day, then each Presenter will receive 2 emails and 2 text messages.
5. Presenters may choose to respond by either text message or email but must ensure that they are responding to each coverage request (morning and afternoon). For example, if a Presenter can help to cover a booking and chooses to respond to the text message rather than through email, then he/she will indicate YES in each text message received.
6. All Presenters who receive a text or email message requesting coverage will need to respond as quickly as possible by indicating YES or NO in their response.
 - When responding to the text message, ensure that you are responding to the phone number shown in the text message NOT the phone number from which the original text message was sent, which is an automated software program.
 - When responding to the email message, ensure that the Reply email address is the one for the Presenter requesting coverage and not the automated software program that generated the message.
7. Track your responses from the Presenters. Check both your text messages and emails.
 - Note that these messages are NOT sent to any office staff.
 - Do not rely on posting this on the Facebook group. Not all the Presenters are on Facebook, so you will miss contacting a potential person to cover for you.
8. If you do not hear back within 30 minutes, call each presenter individually.
 - Start with the Presenters that have that topic on their roster. Use the contact and roster list for your area.
9. **If you can get someone to cover the field trip(s), you must call the office immediately (if it is between 8 am – 4pm). If you find the coverage outside office hours, please group text all office staff and let us know (non-office hours are 4pm - 9pm or 6:30am - 8:00am).** We will need to change the field trip assignments in our system so that our reports are accurate, and the correct Presenter gets paid for those field trips.
10. **If you cannot find someone to cover your field trips, determine if you can possibly still do the field trip yourself.**
11. **If you cannot find someone to cover your field trips and you have determined that you cannot do the field trip yourself, then you must do the following:**



- Send a **group text** (not email) to Rami, Donna, Angela, Angie, Christine AND Ruth. You must text **ALL** of us at the office.
- Do this as a group text message. We have an "on call" schedule to deal with absences and if you only contact some of the office staff, you are taking a risk that you have contacted someone who is not available. Again, if you do not hear back within 30 minutes, begin calling us individually and leave messages. You must keep trying to call us if you do not hear back from one of us. Do not assume that we are aware of your situation unless we have contacted you.
- **IMPORTANT:** The deadline to contact other Presenters and office staff is 9:00 pm on the night before the field trip (**PREFERRED**) and/or 6:30 am on the day of the field trip (if absolutely necessary).
- It is preferable to notify us of your absence the day before the field trip instead of the morning of the field trip. The more time to find coverage, the better!
- Contact after 9 pm should only happen rarely and in emergency situations only. Of course, if an emergency occurs during the night, you will need to follow this process in the morning, but be aware that this greatly increases the chances that no one will be able to cover your field trips.
- Trying to find someone to cover your field trips will take time so give yourself plenty of time to do so.

Please note: If you require coverage that is not urgent, please try to find coverage first. If you have exhausted all of your options, you can call the office or email fieldtrips@tpet.ca for assistance.



Important Contact Information

Office Phone Number: 780-434-8224

Office Toll Free Number: 1-888-634-8738

Head Office E-Mails

General Field Trip/Coverage Inquiries:

fieldtrips@tpet.ca

Supply Questions/Requests:

Angie - supplies@tpet.ca

Rami - supplies@tpet.ca

Accounting/Invoicing/Student Count Forms:

Angela - accounting@tpet.ca

Development Related Questions:

Donna - development@tpet.ca

Human Resources/Teacher Relations:

Christine - hr@tpet.ca

Corporate Related Questions:

Ruth - rpabst@tpet.ca

Our contact information for EMERGENICIES AND AFTERHOURS:

Please call the TPET office (780-434-8224) if you have an emergency within office hours (Monday to Fridays 8:00 AM to 4:00 PM). If you have an emergency or need assistance for imminent bookings outside of our office hours (between 4pm - 9pm or 6:30am - 8:00am), **group text all the office staff below.**

Damouni, Rami	supplies@tpet.ca	780-718-9158
Locke, Angie	supplies@tpet.ca	780-903-8141
Politopoulos, Donna	development@tpet.ca	780-974-7543
Pabst, Ruth	rpabst@tpet.ca	780-984-7884
Robb, Angela	accounting@tpet.ca	780-993-9883
Tang, Christine	hr@tpet.ca	780-233-1350

