



TEACHER'S PET™

TEACHER'S PET ONLINE BOOKING SYSTEM USER GUIDE

Teacher Presenters

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. Login usernames 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.

The screenshot displays the Teacher's Pet website interface. At the top, a teal header contains the logo 'TEACHER'S PET' on the left and 'REGISTER' and 'LOGIN' links on the right. Below the header is a white 'Login' section with two input fields: 'Email address' and 'Password'. A teal 'LOGIN' button is positioned below the password field, with a 'Forgot password?' link to its right. The bottom of the page features a dark teal footer with the 'TEACHER'S PET' logo centered. To the left of the logo is a 'Content' menu with links for 'About', 'Contact', and 'Services'. To the right is a 'Rates' menu with links for 'Field Trip Rates', 'Field Trip Travel Rates', and 'Tutoring'. Further to the right is a 'Legal' menu with links for 'Changes and Cancellations' and 'Privacy Policy'.

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 Online Booking System interface. At the top, there is a navigation bar with the following links: [Schedule Calendar](#), [Schedule List](#), [Inquiries for Services](#), [Request Coverage](#), and [Book Time Off](#). The user's name, "Rick Teacher's Pet", is displayed in the upper right corner, with a dropdown menu containing the following options: [Edit Profile](#), [Change Password](#), and [Logout](#).

Below the navigation bar, there is a "Subscriber" field with the URL <http://bookings.tpet.ca/service-providers/calendar/NTA/NDQz.ics> and a "Show:" dropdown menu. A note below the subscriber field reads: "Note: It may take a number of hours for new events to appear on your subscribed calendar."

The main content area features a calendar for November 2019. The calendar is displayed in a grid format with columns for the days of the week (Mon, Tue, Wed, Thu, Fri, Sat, Sun) and rows for the dates. The calendar shows the following events:

- November 6: 1:00 am booked (off) by [redacted]
- November 11: Remembrance Day
- November 28: 1:00 am booked (off) by [redacted]

The calendar also includes navigation buttons for the previous and next months, a "TODAY" button, and view options for "MONTH", "WEEK", and "DAY".

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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



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

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

Show:

< > TODAY

November 2019

MONTH WEEK DAY

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

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

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.

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"

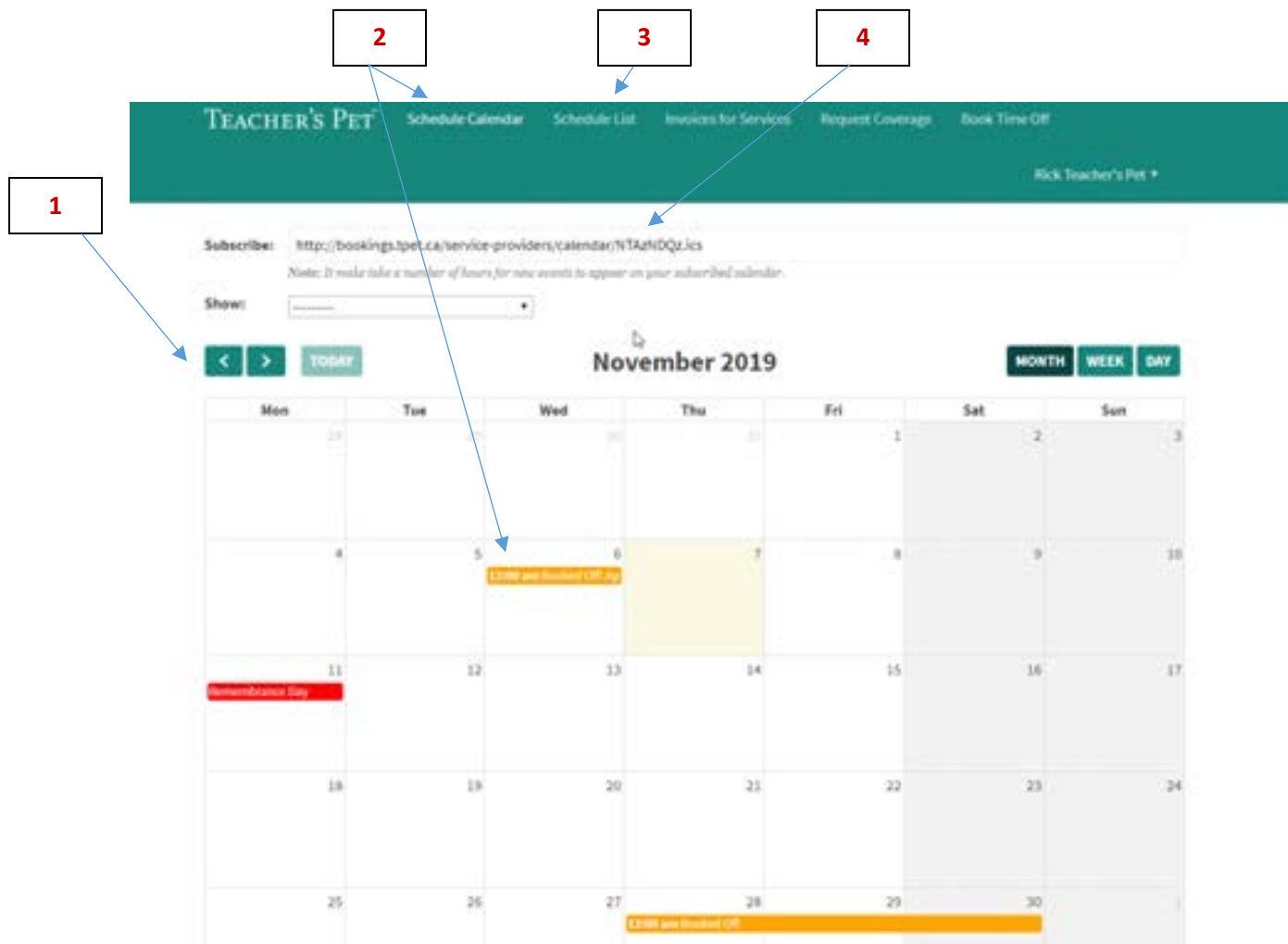
outlook.com

<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.



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

The screenshot shows the 'Teacher's Pet' website navigation bar with links for 'Schedule Calendar', 'Schedule List', 'Invoices for Services', 'Request Coverage', and 'Book Time Off'. The user is logged in as 'Rick Teacher's Pet'.

Invoice for Services for Sept. 1, 2015 — Sept. 30, 2015

Service Provider: Rick Teacher's Pet
 Time Range: Sept. 1, 2015 — Sept. 30, 2015

Building Things (2 hours)

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		\$0.00
Subtotal		1 field trip					

Summary of Bookings That Include a Travel Fee

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

At the bottom of the page, there are two buttons: 'LOOKS GOOD, SUBMIT MY INVOICE' and 'I HAVE A QUESTION'.

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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.

The screenshot shows the Teacher's Pet Online Booking System interface. At the top, there is a navigation menu with the following items: Schedule Calendar, Schedule List, Invoices for Services, Request Coverage, and Book Time Off. The 'Book Time Off' tab is highlighted, and an orange arrow points to it. Below the navigation menu, there is a 'Subscribe:' field with the URL <http://bookings.pet.ca/service-provider/calendar/NTA2NDQz.ics> and a 'Show:' dropdown menu. Below this, there is a calendar for November 2019. The calendar shows the days of the week (Mon, Tue, Wed, Thu, Fri, Sat, Sun) and the dates. A yellow highlight is on Thursday, November 7th, and a red highlight is on Monday, November 11th. There are also orange bars at the bottom of the calendar indicating booked time off on Wednesday, November 6th, and Friday, November 8th.

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.

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.

The screenshot shows the Teacher's Pet online booking system interface. The top navigation bar is dark green with white text for "TEACHER'S PET" and several menu items: "Schedule Calendar", "Schedule List", "Invoices for Services", "Request Coverage", and "Book Time Off". An orange arrow points to the "Request Coverage" tab. Below the navigation bar is a search bar with the URL "http://bookings.tpet.ca/service-providers/calendar/NTArVDQz/ics" and a "Show:" dropdown menu. The main content area displays a calendar for November 2019. The calendar has columns for days of the week (Mon-Sun) and rows for dates. A yellow highlight covers the dates 6th and 7th, with a small orange box containing the text "1:00 am booked for". Another orange box with the same text is at the bottom of the calendar, spanning from the 27th to the 30th. A red box on the 11th says "Remembrance Day". Navigation buttons for "<", ">", "TODAY", "MONTH", "WEEK", and "DAY" are visible.

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.

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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 or text someone at the office immediately and let us know (before 9pm or after 6:30am).** 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 Val, Tiana, Jill 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

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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, Val, Tiana, Jill or Ruth 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.