



**ENTER/Check-In:**

The SubTrac program receives an ENTER text that is tied to a specific location, such as “Enter ABC” (not case sensitive) and then checks the incoming phone number against a pre-loaded list of all approved workers. Another check is performed for the substation requested for entry against a pre-loaded list of locations/substations. If an entrant is requesting access to a substation that they are allowed to access, the Check-In conversation will continue.

**ATC SubTrac Overview:**

**NUMBER USED FOR SUBTRAC TEXTING: 855-423-2650**

**ENTER PROCESS** Text messages are highlighted in yellow

Worker requests access to location.

- “ENTER ABC”

If worker is identified in the approved entrant database and the location is valid, ATC responds and asks for the reason for your request.

- “ATC: Respond with one of the following numbers indicating your reason for entry. 1=Comms,2=Const,3=Distr,4=Insp,5=Maint,6=Switch,7=VegMgt and 8=Other”

Worker must respond with a valid reason code. For example, “1” for Communications

- Worker: “1”

ATC Reason Code table

Reason code table hosted @ West
“1” or “Comms” = Communications
“2” or “Const” = Construction Work
“3” or “Distro” = Distribution
“4” or “Insp” = Inspection
“5” or “Maint” = Maintenance
“6” or “Switch” = Switching
“7” or “VegMgt” = Vegetation Management
“8” or “Other” = Other
*NOTE: THESE ARE NOT CASE SENSITIVE

If worker responds with a valid reason code, a confirmation message will be sent

- ATC: “You are requesting access to {Location full name} for {Full reason description}. Is this correct? Reply Y for yes or N for no”

Worker must respond within 15 minutes

- Worker: “Y”

ATC confirms you have been checked into the substation

- ATC: “You are now logged into {Location full name}. Text ENTER + location to check in elsewhere. Text EXIT to check out of all locations”

## EXIT PROCESS

Once worker has completed their task, they must text Exit

- "Exit"
- Not case sensitive
- Worker does not have to use the substation name when exiting
- If worker is checked into multiple locations, EXIT will check them out of all of them

ATC confirms exit status

- ATC: "You are now logged out of all locations. Call the control center with any questions or concerns"

## EXIT REMINDER

If the location exit time has been reached, the worker will receive an exit reminder text

- ATC: "The anticipated exit time has passed. Are you still at {Location full name}? Reply Y if yes, N if no"  
A 'Y' response will extend the exit time by 4 hours and worker will receive the following text
  - o Worker: "Y"
  - o ATC: "Thank you. Please respond Exit when work is complete"

**OR**

A 'N' response means the work is done, but the worker forgot to send 'Exit'. The system will log them out at this time.

- o Worker: "N"
- o ATC: "Thank you. The system will log you as having left {Substation full name}. Call control center with any questions"

NOTE: If worker does not respond to the Exit Reminder text within 15 minutes, the conversation will time out and a 'N' or 'Y' response will be considered invalid (Entrant will receive the standard HELP message). However, EXIT can still be sent and the program will check the worker out of the location.

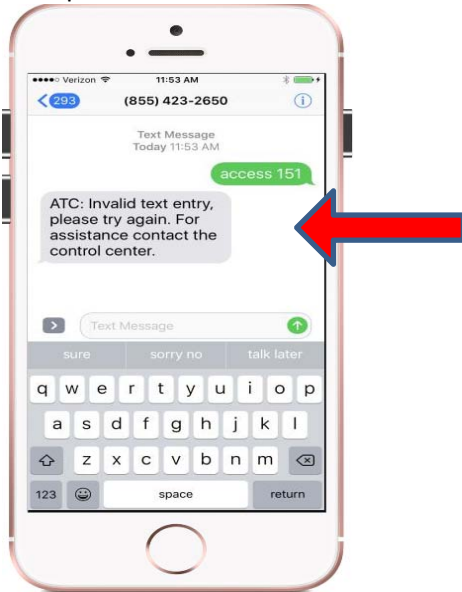
## SubTrac Screenshots

### ENTER KEYWORD

User must use 'enter' + location code (For example, "enter 111")

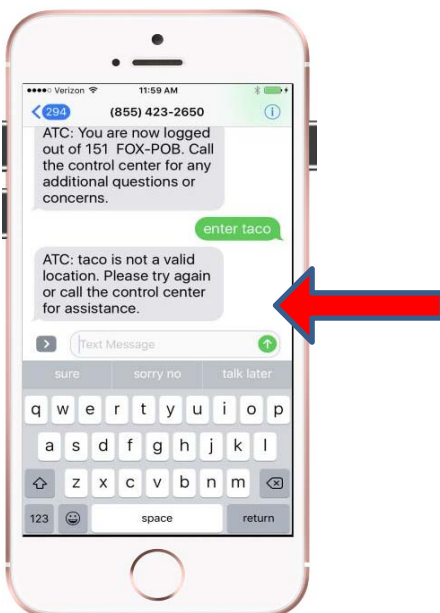
- SMS keywords and responses are NOT case sensitive
- A space is NOT required. SubTrac will recognize, for example, 'enter 111' or 'enter111'

Example: "Access" is invalid



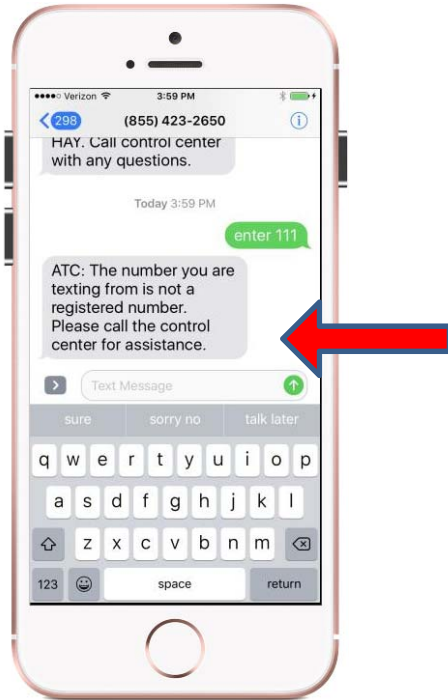
### INVALID LOCATION CODE

The location code must also be valid or the user will get an Invalid location response.



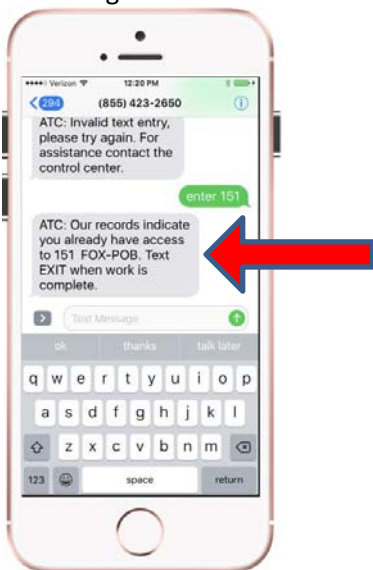
**APPROVED ENTRANT**

The next check is to make sure the user is eligible to use SubTrac to enter a location. If you are not in the entrant database, the ATC control center will have to add you. The user will receive the not registered message.



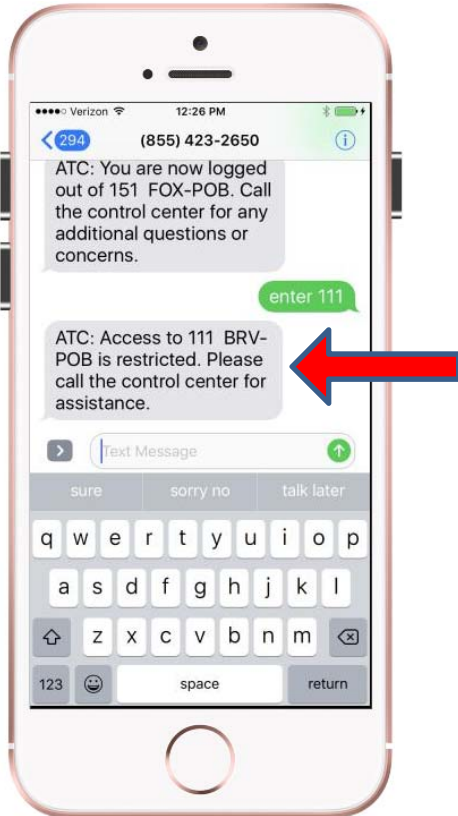
**ALREADY CHECKED IN**

SubTrac will also check to see if you are already checked into the location you're requesting. For example, if you are currently checked into location '151 FOX-POB' and try to enter into the same location, user will get the already checked in message.



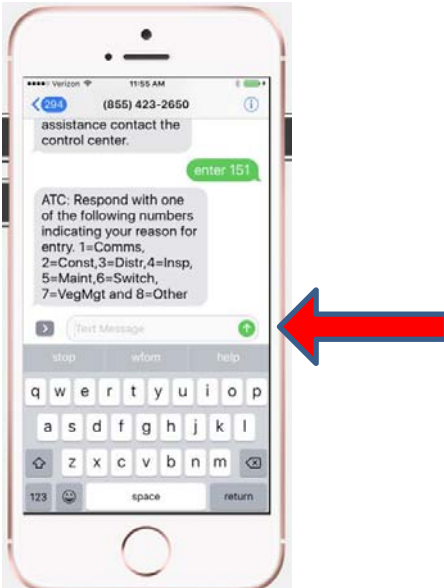
**LOCATION STATUS**

ATC locations have two statuses, 'Normal' and 'Restricted'. If user tries to enter a location that is currently 'Restricted', they will receive the restricted substation message.



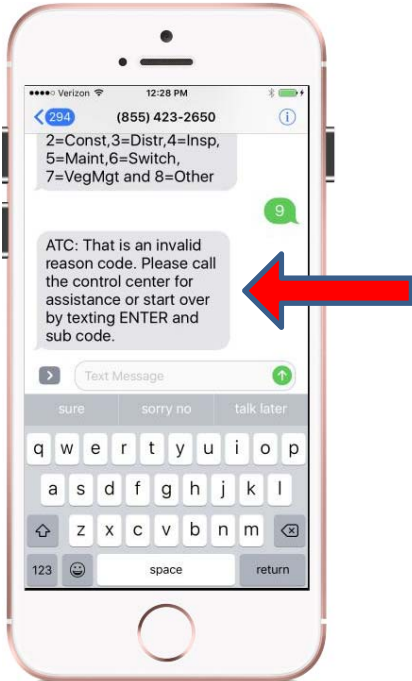
**REASON CODE**

Once all of the 'checks' take place (good keyword, valid location, approved entrant, not checked in, normal status), the entrant will be asked to respond with a valid reason for the entry request.



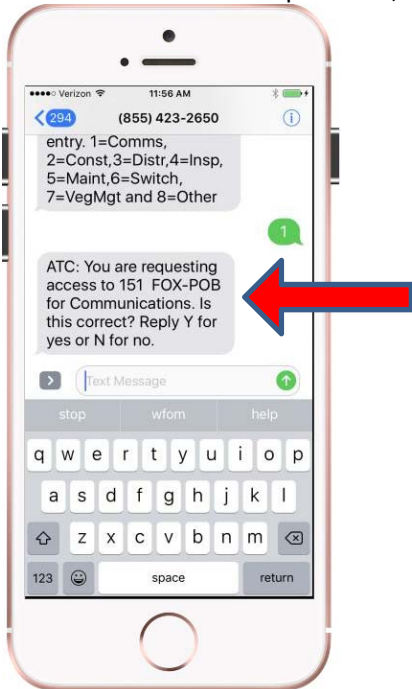
### **INVALID REASON CODE**

If entrant does not respond with one of the valid reason codes, they will receive an invalid reason message. User must start over at this point



### **ENTRY CONFIRMATION**

If a valid reason code is provided, entrant will receive an entry confirmation text, asking them to confirm their request.



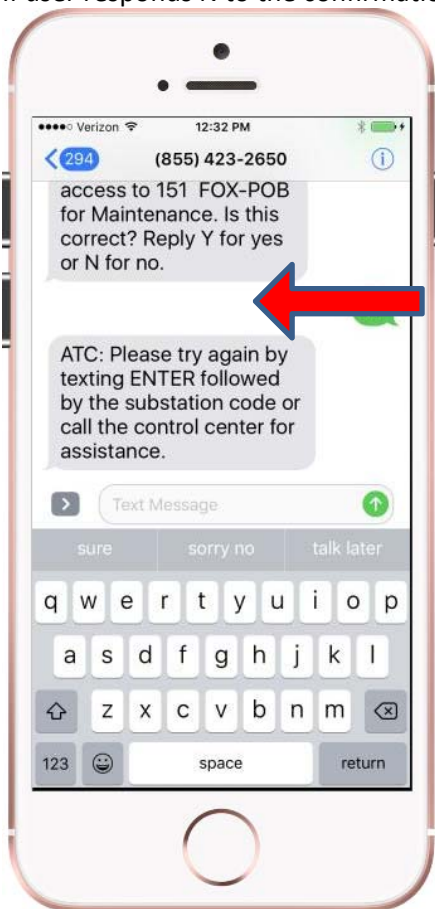
**APPROVED ENTRY**

If the entrant responds Y to the entry confirmation message, they will receive an approved entry message

ATC: You are now logged into Sunrise. Text ENTER + location to check in elsewhere. Text EXIT to check out of all locations.

**TRY AGAIN**

If user responds N to the confirmation message or doesn't respond within 15 minutes, they will receive a try again msg



**EXIT KEYWORD**

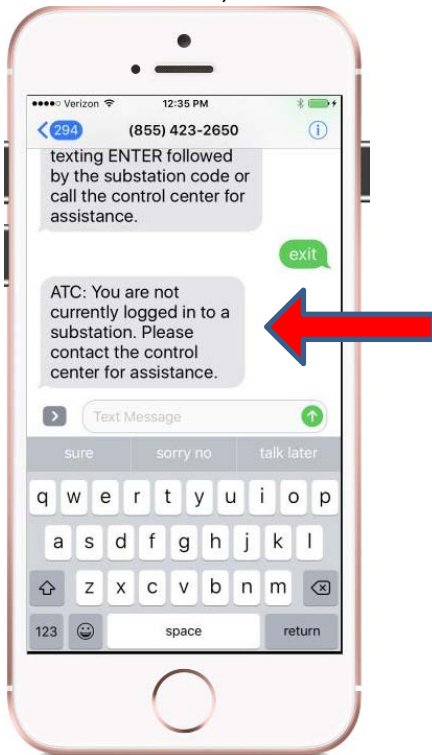
Upon completion of work, entrant should text EXIT. A location code is NOT required for exiting.

ATC: You are now logged out of all locations. Call the control center with any questions or concerns.

(At this time, entrant is checked out of the location)

**EXIT BUT NOT CHECKED IN**

If a user texts EXIT, but is not currently checked in to a location, they will receive the invalid exit message





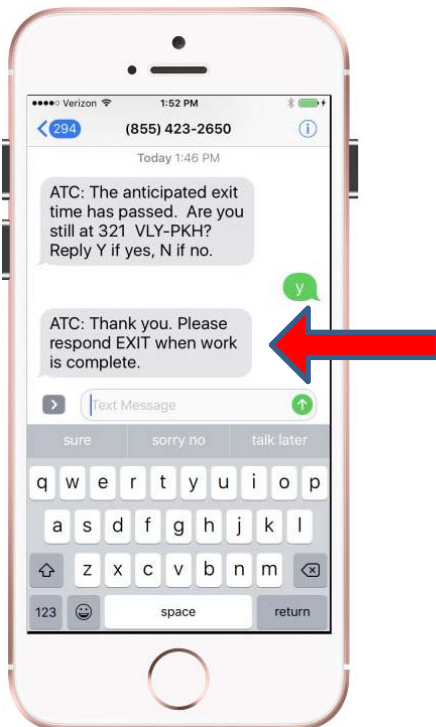
**EXIT REMINDER**

Every location will have a suggested exit time associated with it. Once this time is reached, the entrant will receive an Exit reminder message to see if they are still there.



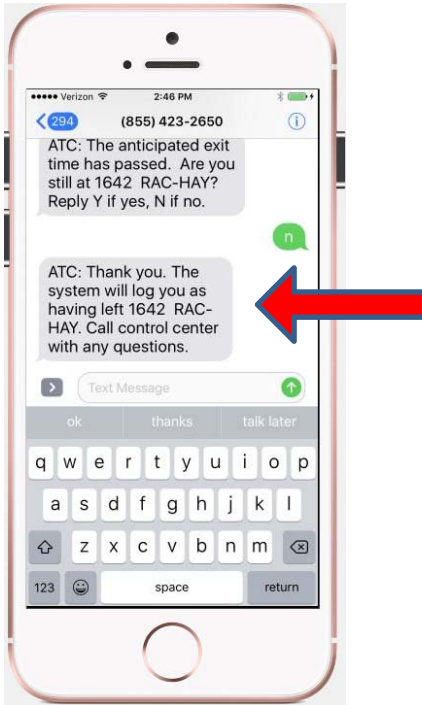
**EXIT REMINDER RESPONSE = Y**

If user responds Y, that means they are still there. At this point, the exit time will add 4 hours and entrant will receive another exit reminder in 4 hours unless they check out prior.



**EXIT REMINDER RESPONSE = N**

If user responds N, that means they have left and forgot to text EXIT. A ‘N’ response will check the user out of the location and an exit confirmation text will be received



\*NOTE: The SubTrac SMS conversation will time out after 15 minutes if no response to the Exit Reminder message. So if you respond ‘Y’ or ‘N’ after 15 minutes, it will be considered invalid. However, user can still text EXIT to check out after 15 minutes