



ENTER/Check-In:

To check in, the SubTrac program must receive an ENTER text that is tied to a specific location, such as “Enter ABC” (not case sensitive). It then checks the incoming phone number against a pre-loaded list of all approved workers. Another check is performed using 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

To request access to location, the worker must text:

- “ENTER [CODE]”
 - o Codes are unique to each location. A list of location codes will be provided to approved workers.
 - o Call 262-832-8932 to order a copy of the code list.
 - o Visit <https://www.atcllc.com/working-with-us/> for an electronic copy of the code list.

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}. Remember to text EXIT upon completion of work”

NOTE: Line and substation names may change. Please call the appropriate System Operations Center if the code being texted doesn't work:

Cottage Grove: (800) 937-3762 | PEWAUKEE: WE North/Cloverland: (877) 402-5227 ■ WE South: (877) 402-5228 ■ WPS/UPPCO: (877) 977-8726

EXIT PROCESS

After the worker has completed his or her task, they must text Exit

- "Exit"
- Not case sensitive
- Worker does not have to use the substation name when exiting

ATC confirms exit status

- ATC: "You are now logged out of {Location full name}. Call the control center for any additional questions or concerns"

EXIT REMINDER

If the estimated 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. The text exchange will be the following:

- 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.

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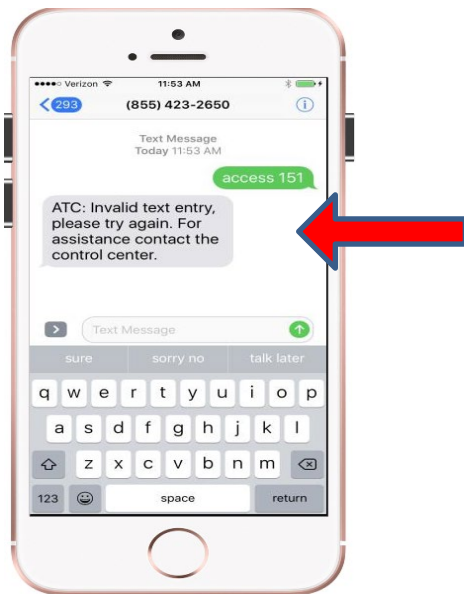
ATC SubTrac details

ENTER KEYWORD

User must text the word 'enter' + location code (For example, "enter 111")

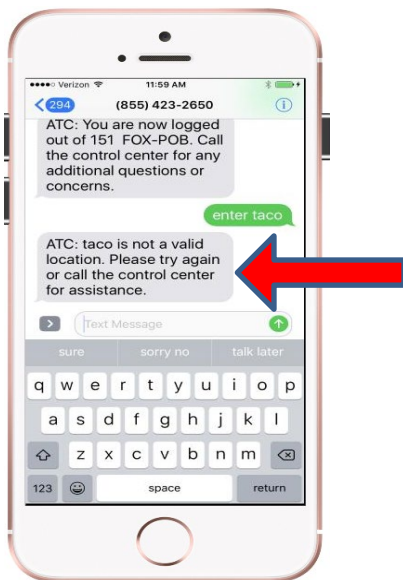
- SMS keywords and responses are NOT case sensitive
- A space is NOT required. SubTrac will recognize, for example, 'enter 111' or 'enter111'
- Other text will not be recognized

Example: The word "access" will be rejected



INVALID LOCATION CODE

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

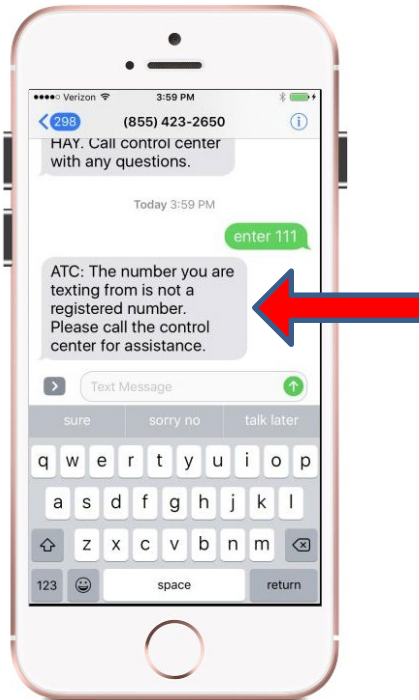


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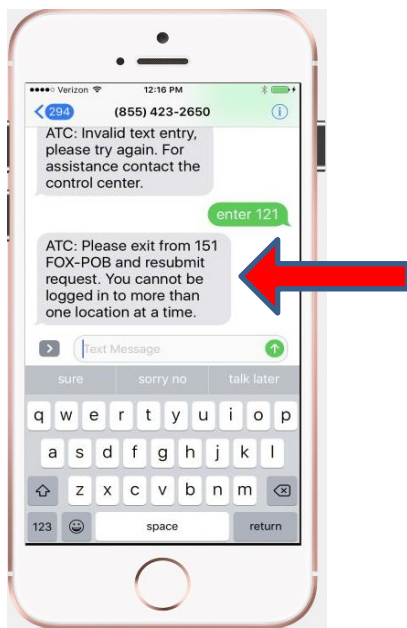
APPROVED ENTRANT

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



CHECKED IN TO ANOTHER LOCATION

SubTrac will only allow an entrant to be checked in to one location at a time. When actively checked in to a location and trying to enter another, the user will receive the message shown below.

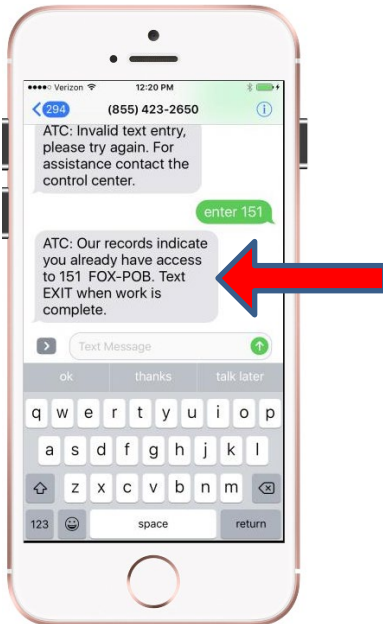


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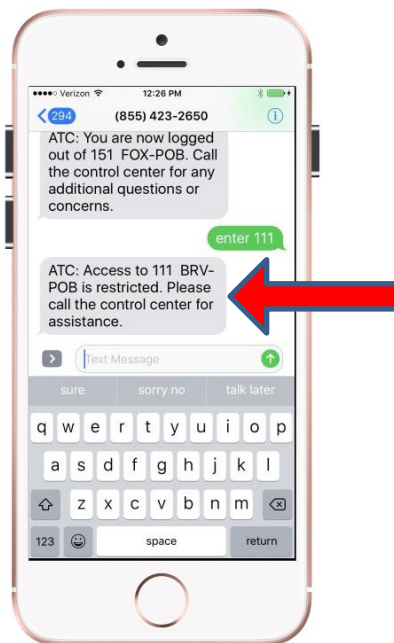
ALREADY CHECKED IN

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



LOCATION STATUS

ATC locations have two statuses, 'Normal' and 'Restricted.' A user who tries to enter a location that is 'Restricted,' will receive the message shown below.

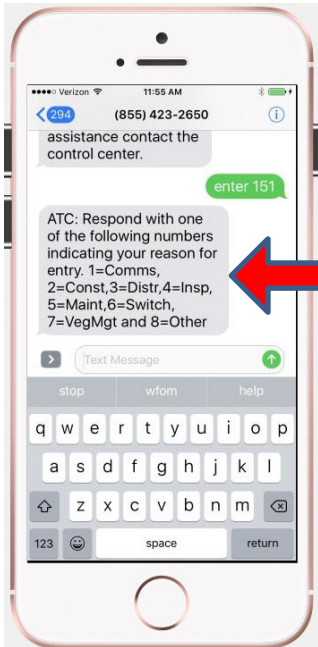


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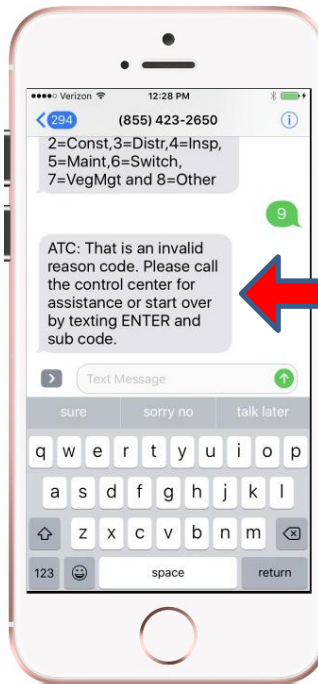
REASON CODE

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, an invalid-reason-code message will be received. User must start over when this occurs.

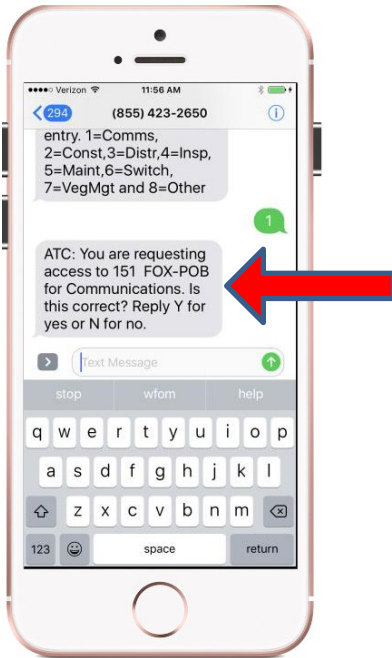


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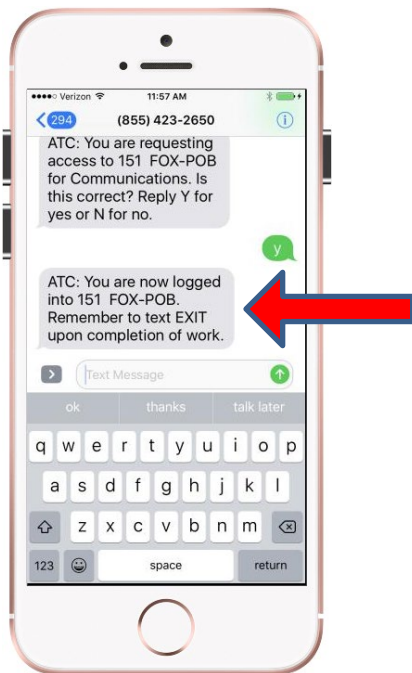
ENTRY CONFIRMATION

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.

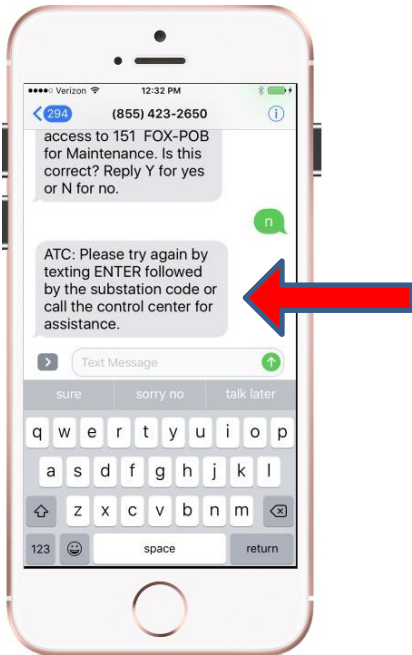


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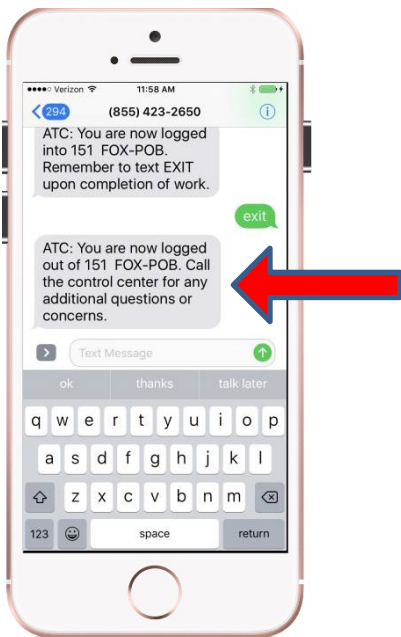
TRY AGAIN

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



EXIT KEYWORD

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



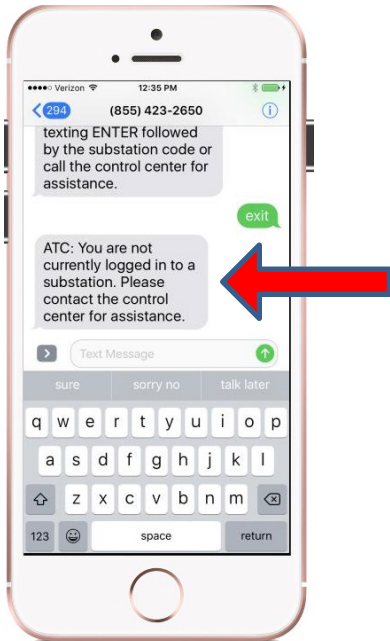
(At this time, entrant is checked out of the location)

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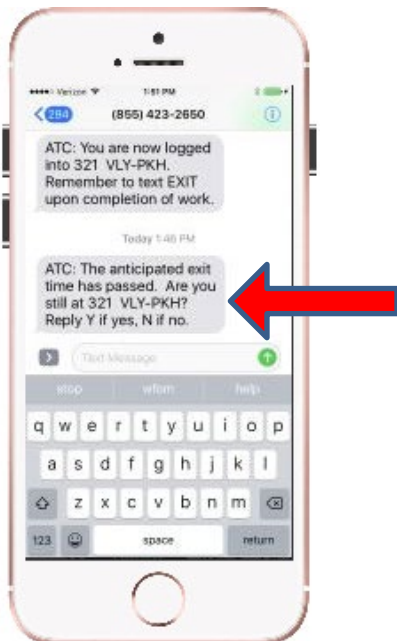
EXIT BUT NOT CHECKED IN

If a user texts EXIT, but is not currently checked in to a location, they will receive the following 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.

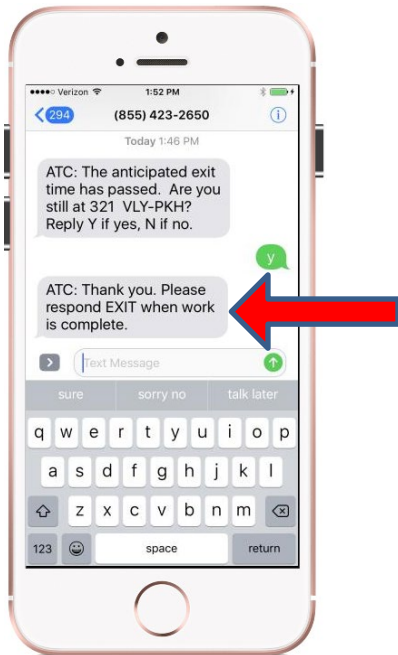


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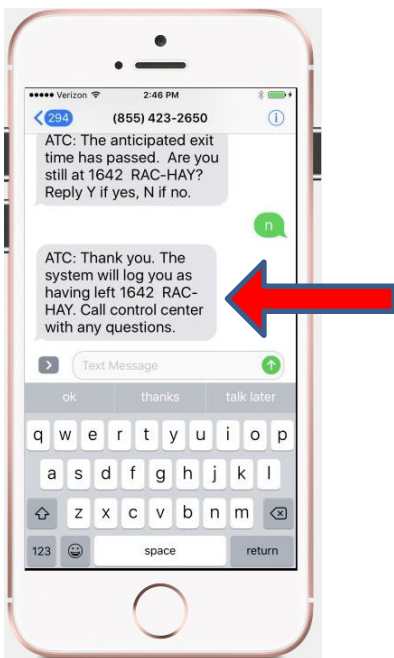
EXIT REMINDER RESPONSE = Y

If user responds Y, that means they are still there. At this point, the exit time will add 4 hours and the 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 there is no response to the Exit Reminder message. If a response of 'Y' or 'N' is received after 15 minutes, it will be considered invalid. However, the user can still text EXIT to check out after 15 minutes.

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