

## USING MIX 20/20

### INTRODUCTION

MIX 20/20 provides members with 24-hour access to information from the Regional Council and Local union. Using a touch-tone phone, you will be able to hear important news and local announcements. From time-to-time, you may be asked to take a survey allowing you to provide feedback on important subjects.

Your Council has instituted MIX job dispatching, and you will be able to access and/or update your own personal information such as Out of Work status, Out of Work date, Telephone Reach Numbers.

This brief worksheet gives instructions for using the basic features of MIX 20/20 and includes: Designating yourself as Out-of-Work, how to hear your current skills, and how to hear Council and Local Area news. MIX 20/20 uses voice prompts and recorded messages to let you choose the desired menu options. To access other features of MIX, simply listen to the voice prompts and make the desired selections.

### DIALING IN

Using a touch-tone phone, dial the MIX 20/20 toll-free number. (800) 236-5113 you will hear...

***"Welcome to MIX 20/20..."***

NOTE: SOME COUNCILS MAY OFFER MULTILINGUAL CAPABILITY. SIMPLY CHOOSE THE APPROPRIATE LANGUAGE ACCORDING TO THE VOICE INSTRUCTIONS.

***"Please enter your Member ID:"***

Enter the numeric portion of your UBCJA Member ID or Social Security Number in the spaces above.

The first time you use MIX, you will be asked to choose a PIN – You may use any four-digit number except for the last 4 digits of your Social Security Number.

You can change your PIN at any time, but if you forget it, you'll need to have it reset by the Administrator.

***"Now Enter Your PIN:"***

Enter your four-digit PIN in the spaces above.

Once you've logged in successfully, MIX will repeat your name, member status and your primary phone number. If any of this information is incorrect, contact your Administrator **immediately**.

### MAIN MENU

1. **Job Dispatch** – You will be contacted by a Council Representative using the semi - automated system.
2. **Council & Local News** – News Items are stored in Categories much like folders; you can hear a listing of News Categories by pressing the pound (#) key.
3. **Out of Work Status** – If you are currently out of work, this option renews your OOW status for another 30 days. You can also remove yourself from the OOW list however your Administrator will be notified.

If you are not currently working, this option places you on the OOW list as of today.

You must renew your out of work status every 30 days to be considered for Job Dispatch.

4. **Member Information** – Allows you to perform the following tasks:
  - a. Change PIN
  - b. Review Telephone Numbers
  - c. Review OOW Lists
  - d. Update OOW Status
  - e. Review Skill Codes