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# Web Based Dispatch Service

Market Participant's Guide  
June 2025



## **AN IESO MARKETPLACE TRAINING PUBLICATION**

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# 1. Introduction

The Independent Electricity System Operator (IESO) works at the core of Ontario's power system, connecting all the various Market Participants — generators that produce electricity, transmitters that send it across the province, energy traders that buy and sell it, demand response participants that are able to provide this capacity, industries and businesses that use it in large quantities, and local distribution companies that deliver it to individual homes.

This document describes the IESO's Dispatch Service Client application.

## 1.1 Note on Terminology

Dispatch Service sends the following information to Market Participants:

- Dispatch instructions for energy
- Dispatch instructions for operating reserve
- Operating reserve activations
- Regulatory range
- Regulatory setpoint
- Start-up notices
- Extension notices
- De-commitments

**Table 1: Terminology Guide**

<b>When this guide refers to:</b>	<b>It is referring to:</b>
Dispatch instructions	Dispatch instructions for energy and operating reserve and operating reserve activations
Contracts	Regulatory range and regulatory setpoints
Commitments	Start-up notices, extension notices and de-commitments
Instructions	All of the above

## 1.2 Overview

The Dispatch Service Client is used by the IESO to send instructions to Market Participants, and as a means for Market Participants to accept or reject these instructions.

When a new instance of the client is started, all displays are loaded with the current set of instructions. New instructions are added to these displays as they are subsequently received by the client.

A participant will only receive a dispatch instruction if there is a significant change in the energy amount as compared to the previously issued dispatch instruction.

This user guide describes the graphical user interface (which this document will also refer to as the Dispatch Service Client) that allows participants to interact with the IESO's dispatch service system.

This application allows participants to view and accept/reject instructions, as well as to search current and historical dispatch instructions.

### 1.3 Screen Elements

Figure 1 identifies the various sections of a Dispatch Service Client screen.

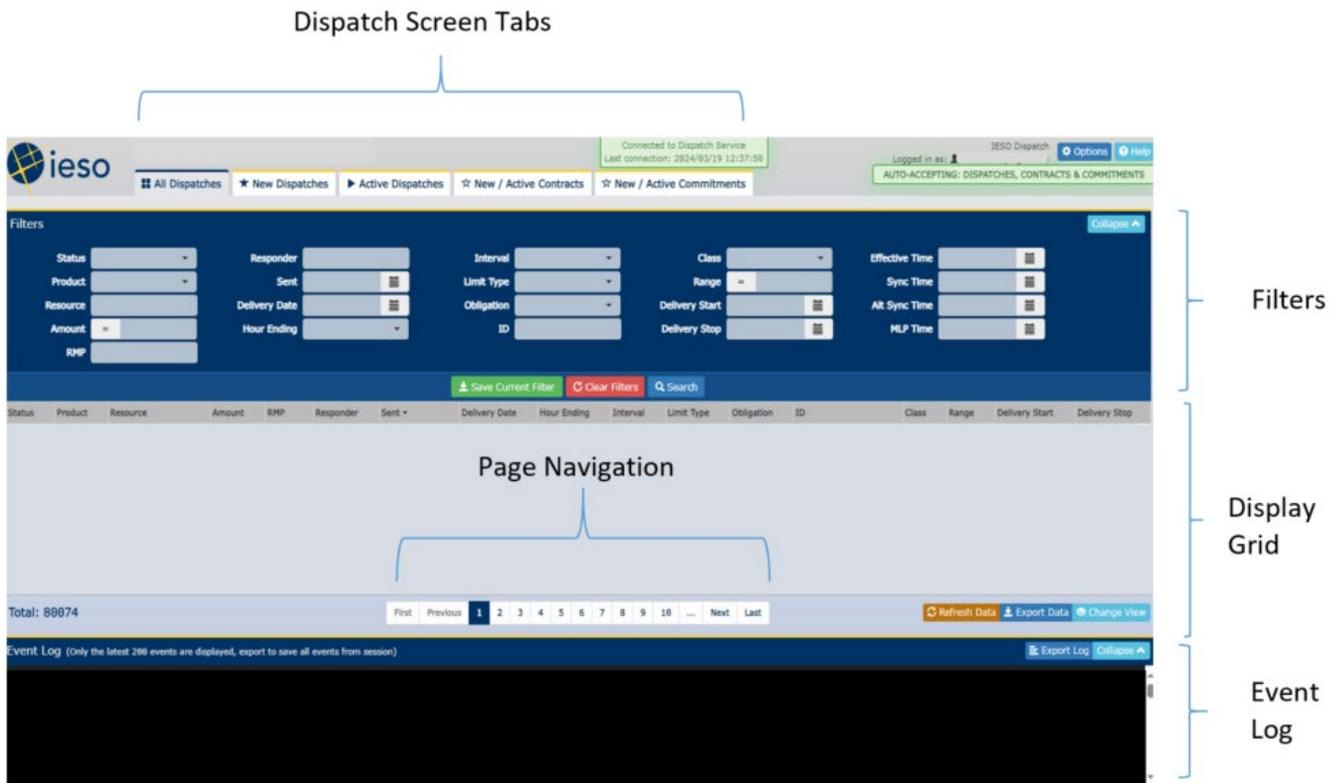


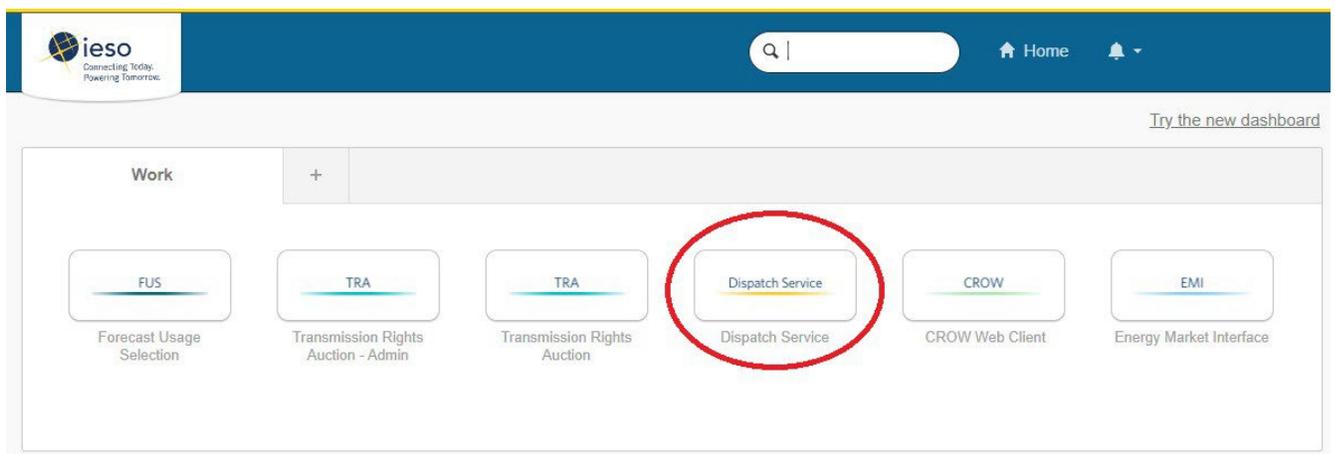
Figure 1: Dispatch Service Client Screen Sections

## 2. Connecting to the Dispatch Service Client

This section describes how to connect to the Dispatch Service Client and what happens when users connect to the application. It also details the Dispatch Service Client roles that users may have, and the various functions the roles are able to perform.

### 2.1 How to Connect to the Client

Participants will log in to the IESO Gateway and once authenticated, users with access to the application will see a tile to launch the Dispatch Service Client. When the Dispatch Service Client is launched, the **New Dispatches** screen is displayed by default.



**Figure 2: Gateway Dispatch Service Client Link**

Alternatively participants can access the Dispatch Service Client directly by connecting to the Dispatch Service site and logging in with their username and password.

### 2.2 Authorization

There are two types of roles for users of the Dispatch Service Client:

- Dispatch Instruction Viewer
- Dispatch Instruction Operator

A user may be a Dispatch Instruction Operator for one Market Participant and a Dispatch Instruction Viewer for another Market Participant. There is no limit to the number of Market Participants for which a user can be permissioned. Please refer to the [Guide for all Contact Roles](#) for more information on these contact roles.

## 2.3 Dispatch Instruction Viewer

Dispatch Instruction Viewer is a role for users who only require the ability to view instructions. Dispatch Instruction Viewers can:

- View information for authorized dispatches, contracts and commitments
- Export data
- Filter and sort data
- Save searches (i.e., save filters)
- Change options with the exception of **Auto-accept new dispatches and contracts** and **Auto-accept new commitments and de-commitments**
- Change the view by adding or hiding columns

**Note:** Dispatch Instruction Viewers cannot **Accept** or **Reject** instructions, and cannot set the **Auto-accept new dispatches and contracts** and the **Auto-accept new commitments and de-commitments** options in the **Options** dialog box. Dispatch Instruction Viewers also cannot **Hide** contracts on the **New/Active Contracts** screen.

## 2.4 Dispatch Instruction Operator

Dispatch Instruction Operator is a role for participants who require the ability to accept or reject dispatches, contracts and commitments. Dispatch Instruction Operators can do everything Dispatch Instruction Viewers can, as well as **Accept** or **Reject** instructions and set all **Options**. Dispatch Instruction Operators can also **Hide** contracts on the **New/Active Contracts** screen. Refer to the [New/Active Contracts](#) section for more details.

# 3. Common Functionalities

This section lists the common functionalities available on all of the Dispatch Service Client screens.

## 3.1 Common Display Features

The Dispatch Service Client consists of a number of screens that are used to review, organize, and respond to dispatch instructions that are sent from the IESO. When a user logs into the Dispatch Service Client, the last seven (7) days of dispatches are downloaded. Seven days is the default setting. Refer to the [Options](#) section for more details. All screens are loaded with the current set of relevant dispatches.

Unauthorized elements (e.g., buttons, text fields, etc.) are disabled for users with insufficient permissions (i.e., users with the Dispatch Instruction Viewer role).

## 3.2 Account Name Indicator

The account name of the user who is logged on is visible at the top of all screens.



**Figure 3: Logged in User's Account Name**

When the user clicks on the account name, a pop-up appears which shows the list of associated Market Participants and permissions that have been granted for the account in the Dispatch Service Client.



MP Name	Permission
TESTMP1	Viewer
TESTMP2	Viewer
TESTMP3	Viewer
TESTMP4	Viewer
TESTMP5	Viewer
TESTMP6	Operator
TESTMP7	Viewer

The screenshot shows a pop-up window titled 'User MP Permissions List' with a close button (X) in the top right corner. Below the title is a table with two columns: 'MP Name' and 'Permission'. The table contains seven rows of test data. At the bottom right of the pop-up is a red 'Close' button with a white 'X' icon.

**Figure 4: User Participant Permissions List**

### 3.3 Environment Indicator

The environment the user is logged into is visible on all screens.

There is a visual distinction between production and non-production environments:

#### 3.3.1 Sandbox

For **Sandbox**, the environment text is in mango.

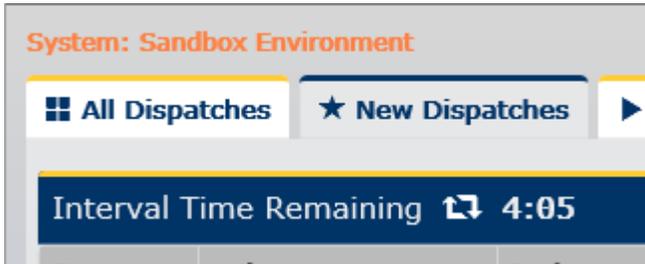


Figure 5: Sandbox Environment Indicator

#### 3.3.2 Production

For **Production**, the environment text is in red.

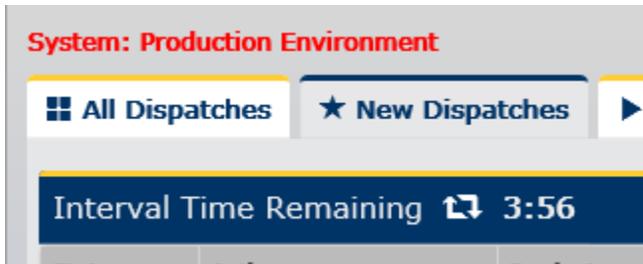


Figure 6: Production Environment Indicator

### 3.4 Connection Status Indicator

The Dispatch Service Client downloads dispatch instructions, updates information and transmits responses near real-time. There is a visual indicator of the Dispatch Service connection status at the top of all screens. Red indicates that the web service has not connected successfully in the last 10 seconds, and green indicates a successful connection within the last 10 seconds. Additionally, a timestamp showing the last successful connection time is displayed. The time is displayed in the 24-hour format and is in Eastern Standard Time (EST).



Figure 7: Connection Status

**Note:** If you are experiencing connection issues with the Dispatch Service Client, contact the Market side of the Control Room to notify them of the issue.

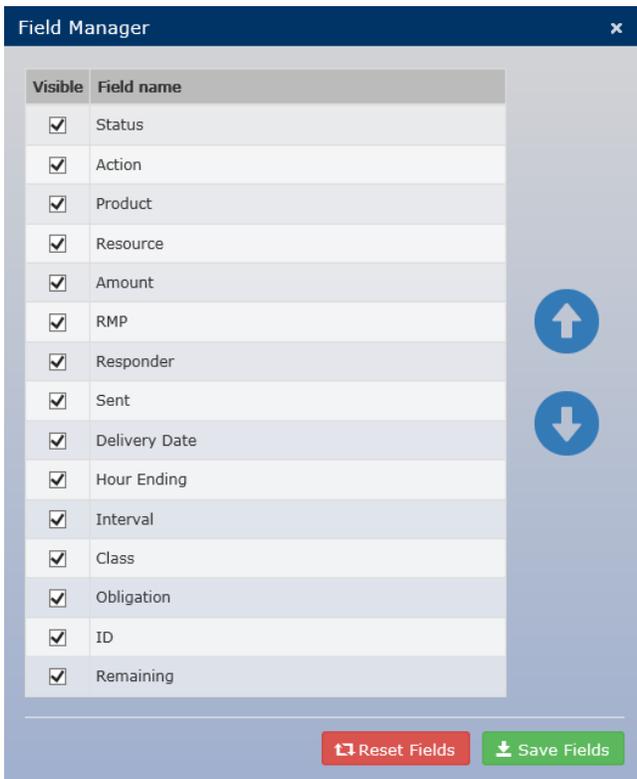
### 3.5 Views

The Dispatch Service Client allows you to customize the layout for all screens by ordering and hiding columns. This feature is accessed through the **Change View** button, which is found on the bottom right corner of each of the grid displays.



**Figure 8: Change View Button**

This brings up the **Field Manager**, which allows you to choose which columns to display and in which order to display them.



**Figure 9: Field Manager**

**Note:** The available fields will depend on the active screen.

### 3.6 Show or Hide Columns

Select the checkbox for a field that you want to display in your view. Clear the checkbox for a field that you want to remove from the view.

### 3.7 Re-order Columns

With a field's row is selected, use the up and down arrows on the right to change the order in which the fields are displayed.

### 3.8 Save/Reset Display Changes

Click the **Save Fields** button to apply the new list and order of columns to the grid being displayed. This saves the column order and selection for future sessions of the user. Click **Reset Fields** to reset the view back to the default display of columns and order.

### 3.9 Sorting

The data displayed on the screen can be sorted using the fields that are shown in that grid. To sort, click the column name. An arrow beside the column name shows the direction of the sort. Clicking the name of the column repeatedly toggles between ascending and descending sorting order.

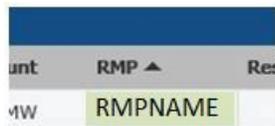


Figure 10: Ascending Sort on RMP column

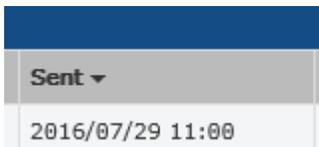


Figure 11: Descending Sort on Sent Column

### 3.10 Filtering

Data on the **All Dispatches**, **New/Active Contracts**, and **New/Active Commitments** screen can be filtered. The following examples demonstrate filtering on the **All Dispatches** screen, but the concepts are the same for the **New/Active Contracts** and the **New/Active Commitments** screens.

The filter area for the **All Dispatches** screen is shown above the grid. It lists the fields that can be filtered and identifies the current filter being used to display the data in the grid, if one is currently in use.

**Figure 12: Dispatches Filter Area**

The screenshot shows a filter area with the following fields and values:

- Status: 3 Selected
- Product: (empty)
- Resource: (empty)
- Amount: =
- RMP: (empty)
- Responder: (empty)
- Sent: (empty)
- Delivery Date: (empty)
- Hour Ending: (empty)
- Interval: (empty)
- Limit Type: (empty)
- Obligation: (empty)
- ID: (empty)
- Class: (empty)
- Range: =
- Delivery Start: (empty)
- Delivery Stop: (empty)
- Effective Time: (empty)
- Sync Time: (empty)
- Alt Sync Time: (empty)
- MLP Time: (empty)

Buttons at the bottom: Save Current Filter, Clear Filters, Search.

### 3.11 Creating a New Filter

To create a new filter, enter the criteria to use in the filter area above the grid. You do not need to specify values in all of the available fields, just provide those values upon which you wish to filter.

The screenshot shows a filter area with the following fields and values:

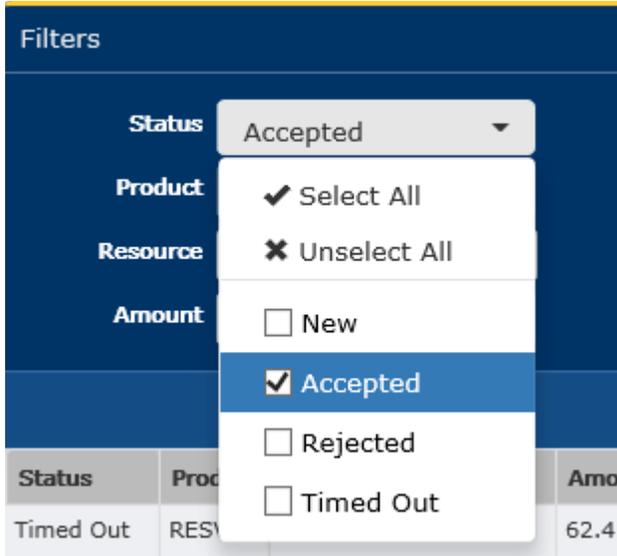
- Status: Accepted
- Product: ENG
- Resource: (empty)
- Amount: =
- RMP: (empty)
- Responder: (empty)
- Sent: (empty)
- Delivery Date: (empty)
- Hour Ending: (empty)
- Interval: (empty)
- Limit Type: (empty)
- Obligation: (empty)
- ID: (empty)
- Class: (empty)
- Range: =
- Delivery Start: (empty)
- Delivery Stop: (empty)
- Effective Time: (empty)
- Sync Time: (empty)
- Alt Sync Time: (empty)
- MLP Time: (empty)

Buttons at the bottom: Save Current Filter, Clear Filters, Search.

**Figure 13: Filter with Fields Specified**

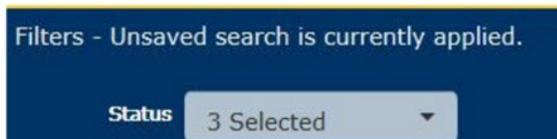
### 3.12 Drop Down Multi-selection Fields

Some fields show drop-down multi-selection boxes for certain text fields. For example, for the **All Dispatches** screen, these fields include **Status**, **Product**, **Hour Ending**, **Interval**, **Limit Type**, **Obligation**, and **Class**. Similarly, the **New/Active Contracts** and **New/Active Commitments** screen also have these drop-down multi-selection boxes for various fields. For these fields, you have the ability to **Select All** or **Unselect All**, as well as selecting specific values. Once you have made your selection, click the drop down arrow to close the list.



**Figure 14: Filter Field Multi-Selection**

Figure 15 displays an example of what you will see in the field when you make multiple selections.



**Figure 15: Multiple Selections Display**

### 3.13 Free-form Text Fields

Free-form text fields have wildcard auto completion as demonstrated in Figure 16. For example, the 'ESA' entry in the **Resource** field would match all RESTESA1 resources as these resource names contain 'ESA' in them. The search requires three characters as a minimum and locates that sequence anywhere in the text field.

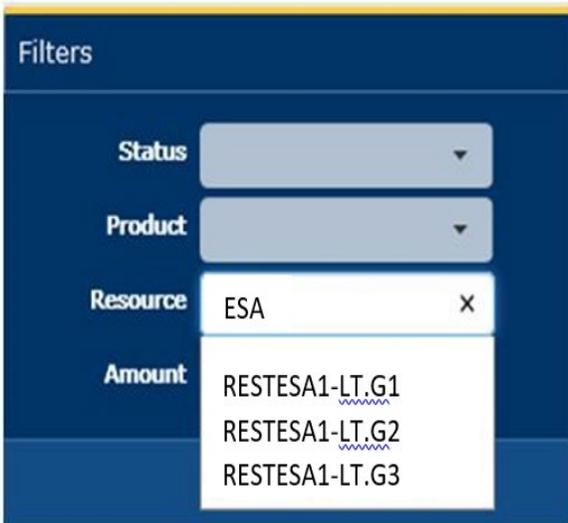


Figure 16: Filter Field Auto-Completion

### 3.14 Numeric Value Fields

Fields for numeric values allow the user to specify conditions such as '=', '>', '>=', '<', or '<=' to be applied against a numeric value. This includes **Amount** and **Range** on the **All Dispatches** screen and on the **New/Active Contracts** screen.

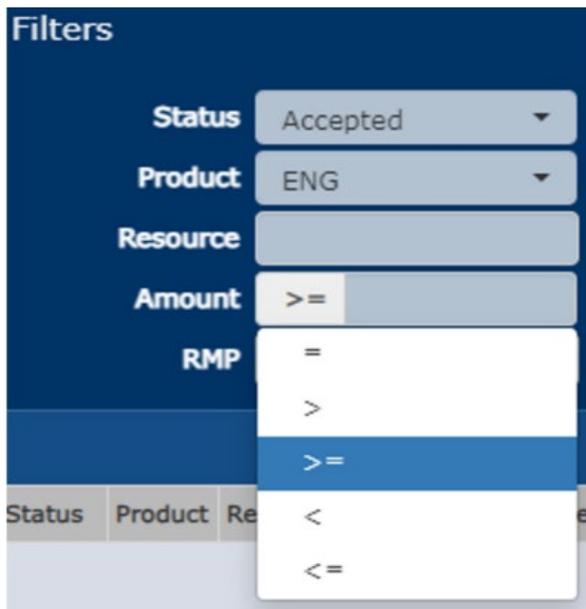


Figure 17: Filter Field with Numeric Data Entry

### 3.15 Date Fields

Other fields show date controls for date selection or date entry in the yyyy/mm/dd format.

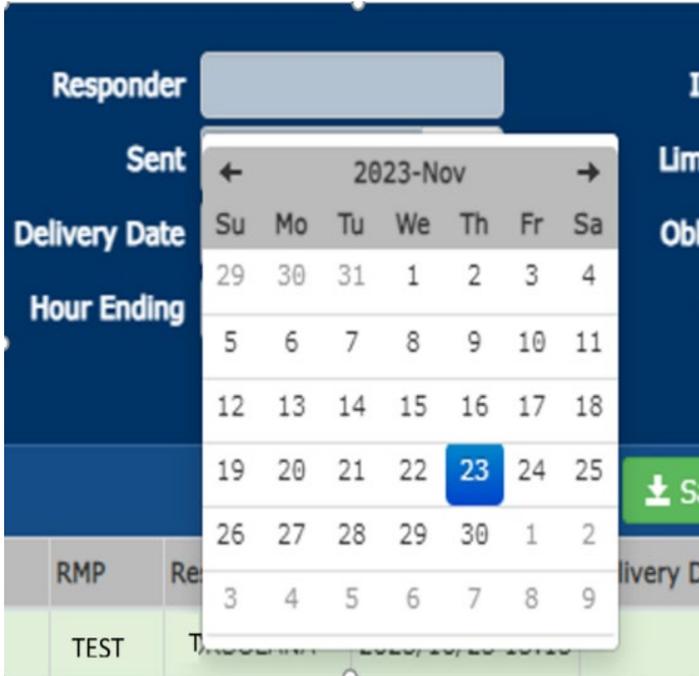
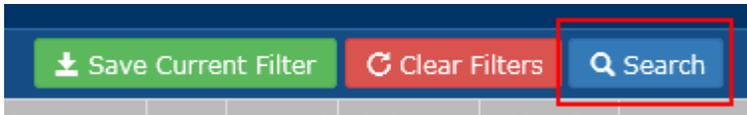


Figure 18: Filter Field with Date Entry

### 3.16 Applying the Filter

Once you have completed entering the data to filter on, click the **Search** button to apply the filter to the grid.



**Note:** The filter is not saved for future use at this time. It must be saved before it can be used in future sessions.

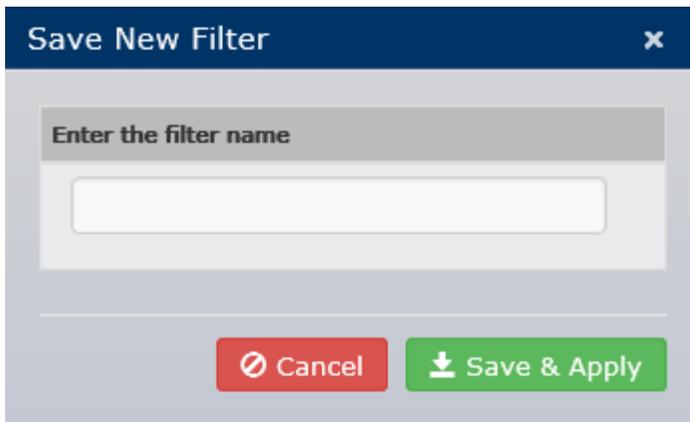
### 3.17 Saving the Filter for Future Use

To save the currently defined filter for future use, click the **Save Current Filter** button.



Figure 19: Saving the Filter for Future Use

This brings up the **Save New Filter** dialog box.



**Figure 20: Save Filter Dialog Box**

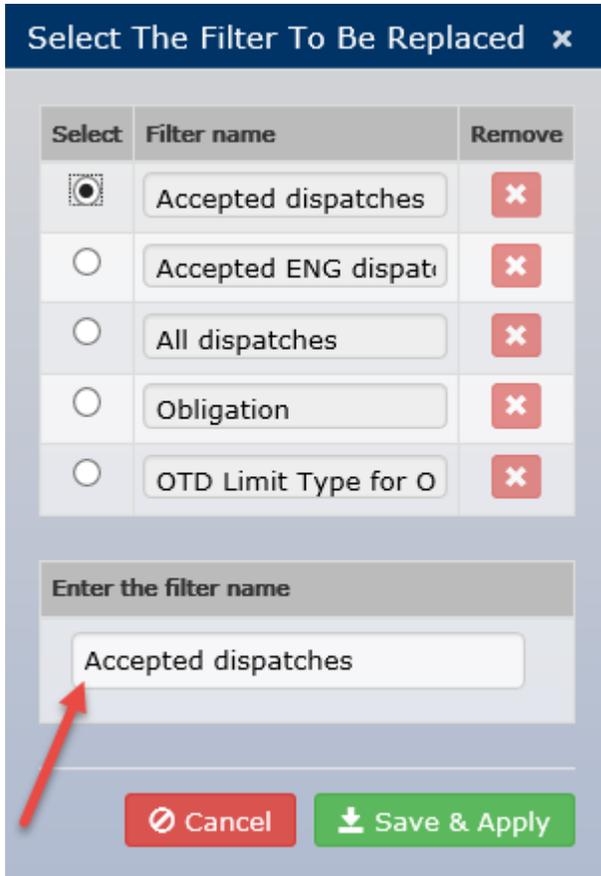
Enter the name, up to a maximum of fifty (50) characters, you wish to use to identify the filter and click the **Save & Apply** button.

Each user can save a maximum of five filters.

**Note:** The **Save New Filter** dialog only comes up if there are less than five filters saved. If there are five filters already saved, the **Replace Filter** dialog comes up instead.

### 3.18 Replacing an Existing Filter

If five filters have already been saved, the **Replace Filter** dialog box comes up when you click the **Save Current Filter** button.

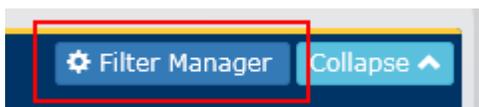


**Figure 21: Replace Filter Dialog**

Select the radio button of the filter you wish to replace with the new filter. Type the new filter name in the field provided (as noted in Figure 21) and click the **Save & Apply** button. When the **Replace Filter** dialog box is dismissed, the new filter is saved and applied to the grid.

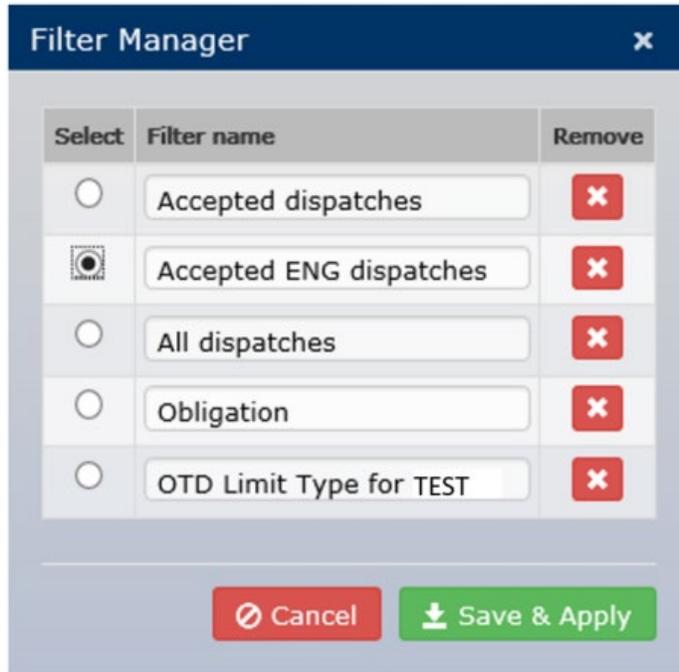
### 3.19 Choosing a Filter

In order to apply a different filter on the grid, click the **Filter Manager** button shown on the top right corner of the filter area.



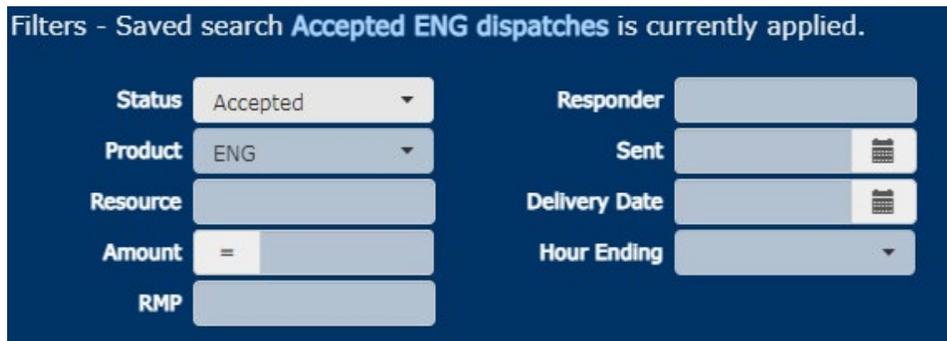
**Figure 22: Filter Manager Button**

This brings up the **Filter Manager** dialog box, which shows the list of available saved filters and allows you to select a new filter.



**Figure 23: Filter Manager Dialog**

Select the radio button beside the filter you wish to use to apply to the data in the grid. Then click the **Save & Apply** button. The data in the grid will automatically update with the selected filter applied. The name of the filter is also displayed.

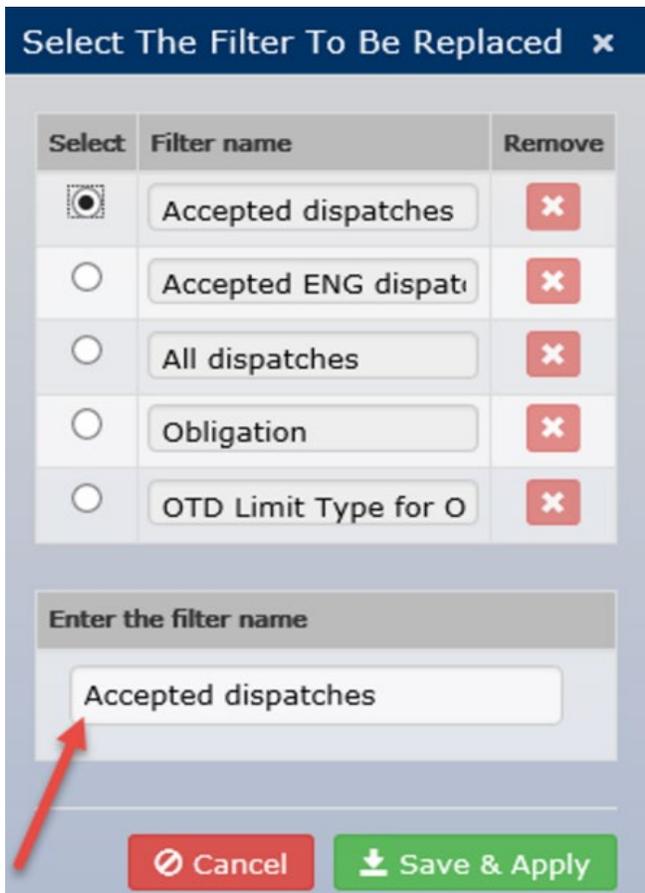


**Figure 24: Filter Area Showing Active Filter**

### 3.20 Renaming a Filter

You can use the Filter Manager to rename an existing filter. Click the **Filter Manager** button shown on the top right corner of the filter area.

The **Filter Manager** dialog box comes up with a list of all saved filters.



**Figure 25: Filter Manager Dialog Showing Rename**

Click the name of the filter you wish to rename. Type in the new name and click the **Save & Apply** button. The filter will be renamed.

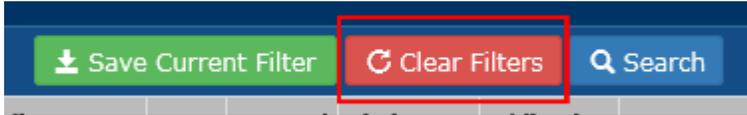
### 3.21 Deleting a Filter

You can use the Filter Manager to delete an existing filter. Click the **Filter Manager** button on the top right corner of the filter area. The **Filter Manager** dialog box comes up with a list of all saved filters.

Click the "X" beside the filter you wish to delete, and click the **Save & Apply** button to finalize the deletion.

## 3.22 Resetting the Display

To remove the filters from the display, click the **Clear Filters** button.



**Figure 26: Clear Filter Button**

This returns the display to its original state where all dispatches are once again visible without any filters applied to the view.

## 3.23 Screen Display Grid

The size of the Screen Display grid for each dispatch screen adjusts dynamically based on the user's screen size. When the number of entries cannot be displayed on one screen, the entries are added to another page. You can use the page navigation buttons on the screen to view the various pages.

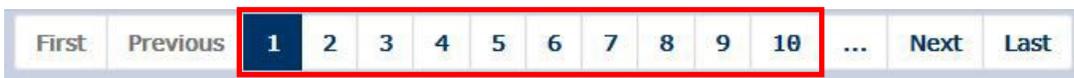


**Figure 27: Screen Page Navigation**

The following are the details for the screen page navigation display and buttons:

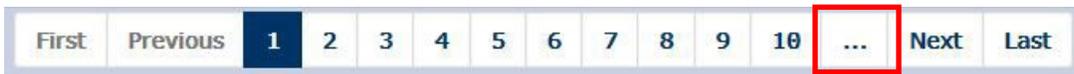
- **Total:** This is the total amount of entries that can be shown in the display grid. This can change based on the results of an applied filter.
- **First:** This button will navigate the user to the first page.
- **Previous:** This is a backward moving page by page navigation.
- **Next:** This is a forward moving page by page navigation.
- **Last:** This button will navigate the user to the last page.

The page navigation will display up to 10 direct page link buttons. The page you are currently on will be highlighted in blue.



**Figure 28: Direct Page Links**

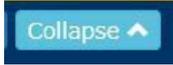
Once the page number exceeds 10 pages, you will see an ellipsis button. You can scroll to the next set of up to 10 pages by clicking on this button.



**Figure 29: Ellipsis Button**

## 3.24 Expand/Collapse

The filter section of the **All Dispatches**, **New/Active Contracts** and **New/Active Commitments** screens, as well as the Event Log display on all screens can be collapsed to provide more grid space. This can be accomplished by clicking the **Collapse** button at the top right-hand corner.



**Figure 30: Collapse Button**

When the filter section or Event Log is collapsed, the button will change to **Expand**. The filter section or Event Log can be expanded by clicking the **Expand** button.



**Figure 31: Expand Button**

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## 4. Exporting Data

The Dispatch Service Client provides the option to export any of the five dispatch screens as well as the Event Log display.

Data from a dispatch screen or the Event Log can be exported from the client as a Comma Separated Values (CSV) file. For dispatch screens, click the **Export Data** button and for the Event Log, click the **Export Log** button.



**Figure 32: Export Data Button**



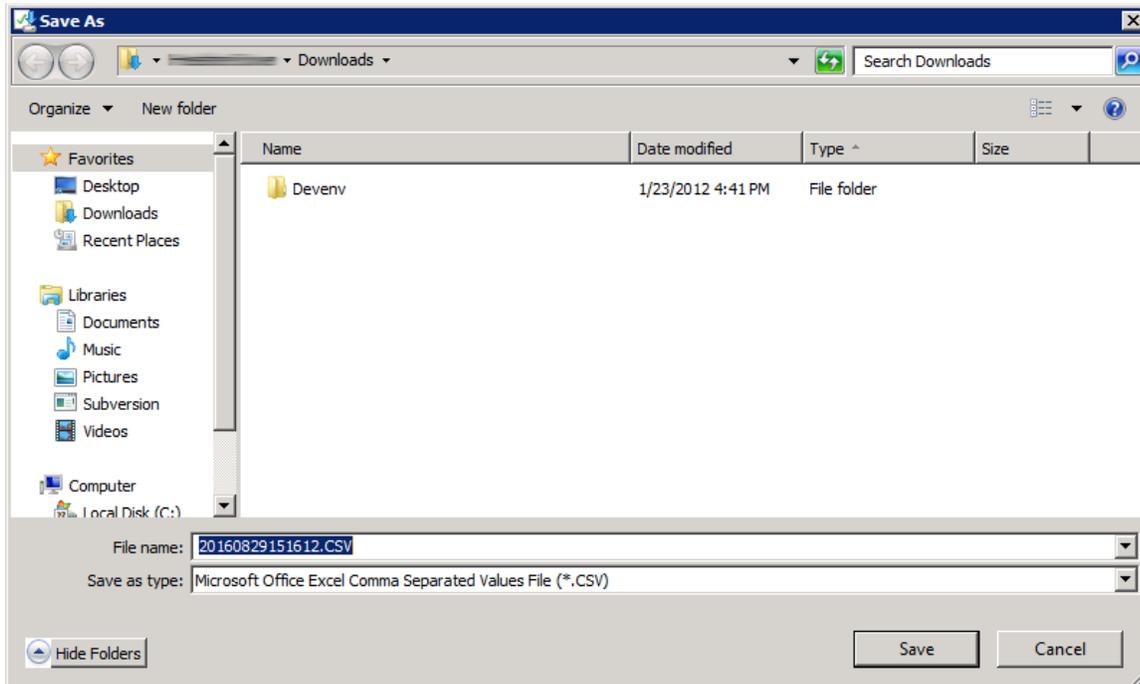
**Figure 33: Export Log Button**

This brings up the Save confirmation message.



**Figure 34: Save Dialog**

Click the **Save** button to save the file to your Downloads folder or navigate to a folder of your choice using the **Save As** feature in the drop down list under the **Save** button.



**Figure 35: Save As Dialog**

The default filename is the current timestamp (YYYYMMDDhhmmss.CSV). Leave this filename as is, or enter the filename under which you wish to save the data. Click the **Save** button to save the file.

# 5. All Dispatches Screen

The **All Dispatches** screen shows a list of all dispatches sent to the Market Participant up to a maximum of 60 days in the past. Refer to the [Options](#) section for more details.

You can page through the **All Dispatches** list. It is loaded with all dispatches, and is updated as new dispatches are sent. This screen is read-only, so new dispatches can be viewed but cannot be accepted or rejected.

By default, the entries are sorted based on the **Sent** column in descending order.

The screenshot displays the IESO All Dispatches screen. At the top, there is a navigation bar with the IESO logo and several tabs: All Dispatches (selected), New Dispatches, Active Dispatches, New / Active Contracts, and New / Active Commitments. A status bar indicates 'Connected to Dispatch Service' and 'Last connection: 2024/04/02 09:33:16'. The user is logged in as 'Admin'.

Below the navigation bar is a filter section with the text 'Filters - Unsaved search is currently applied.' and a 'Filter Manager' button. The filter section contains various input fields for Status, Product, Resource, Amount, RMP, Responder, Sent, Delivery Date, Hour Ending, Interval, Limit Type, Obligation, ID, Class, Range, Delivery Start, Delivery Stop, Effective Time, Sync Time, Alt Sync Time, and MLP Time.

Below the filter section is a table of dispatches. The table has the following columns: Responder, Sent, Delivery Date, Hour Ending, Interval, Limit Type, Obligation, ID, Class, Range, Delivery Start, Delivery Stop, Effective Time, Sync Time, Alt Sync Time, and MLP Time. The table contains 13 rows of data, all with a 'Sent' date of 2024/03/25 23:00 and a 'Delivery Date' of 2024/03/26. The 'ID' column contains values like RD\_R8385490326401, RD\_R8385530326401, etc.

At the bottom of the table, there is a 'Total: 13322' and a pagination control with buttons for 'First', 'Previous', '1', '2', '3', '4', '5', '6', '7', '8', '9', '10', 'Next', and 'Last'. There are also buttons for 'Refresh Data', 'Export Data', and 'Change View'.

Below the table is an 'Event Log' section with the text '(Only the latest 200 events are displayed, export to save all events from session)' and an 'Export Log' button.

Figure 36: All Dispatches Screen

## 5.1 All Dispatches Screen Contents

The screen contains the following dispatch types (Products):

- Energy Dispatch (ENG)
- Operating Reserve Activation (ORA)
- Operating Reserve Dispatch (RESV)
  - 10 Minute Spinning (10S),
  - 10 Minute Non-spinning (10N),
  - 30 Minute Reserve (30R)
- Regulatory Dispatch (RGR and RGS)
- Commitments (START, DECOM, EXTEND)

The **All Dispatches** screen has a **Refresh Data** button. This button is used to refresh data to ensure that it reflects new entries or updates that have taken place after the filter was applied.



**Figure 37: All Dispatches Screen Refresh Data Button**

**Note:** The number of dispatches on this screen is based on the **Dispatch History** option in the **Options** dialog. Refer to the [Options](#) section for information on how to set this value.

## 5.2 Data Fields

The following table describes the columns in the grid display of the **All Dispatches** screen.

**Table 2: Data Fields in the All Dispatches Screen**

Name	Description
<b>Status</b>	The status of the dispatch from receipt to response. Possible values are New, Accepted, Rejected, or Timed Out.
<b>Product</b>	The market to which the dispatch pertains. Possible values are ENG, ORA, RESV, RGR, RGS, START, EXTEND, or DECOM. ORD is available in the filter list but is not being used.
<b>Resource</b>	The unique identification assigned by the IESO to the resource.
<b>Amount</b>	The amount of energy (in MW) that was dispatched. For regulation contracts, this is the base point value.
<b>RMP</b>	The short name of the Participant that owns the resource that was dispatched.
<b>Responder</b>	The username of the person who accepted or rejected the dispatch instruction.

Name	Description
<b>Sent</b>	The date and time when the dispatch was sent by the Dispatch Service (YYYY/MM/DD HH:MM).
<b>Delivery Date</b>	Date to which the dispatch applies (YYYY/MM/DD).
<b>Hour Ending</b>	Hour to which the dispatch applies (number between 1 – 24).
<b>Interval</b>	Five-minute interval to which the dispatch applies (number is between 1 – 12).
<b>Limit Type</b>	<p>Type of manual limit applied to the resource. Possible values are:</p> <ul style="list-style-type: none"> <li>• FIX (resource is manually set) (not currently being used).</li> <li>• MAX (resource is limited to a maximum energy output)</li> <li>• MIN (resource is limited to a minimum energy output)</li> <li>• OTD (manual, on-demand, one-time dispatch)</li> </ul> <p>It is empty if there is no manual limit applied to the resource.</p>
<b>Obligation</b>	Obligation indicator for the dispatch instruction. Possible values are Mandatory or Release for variable generators (VGs). It is null for non-VGs.
<b>ID</b>	Unique identifier assigned to the dispatch.
<b>Class</b>	Class of reserve being requested for a RESV type dispatch. Possible values are 10S (10 minute spinning), 10N (10 minute non-spinning), or 30R (30 minute reserve).
<b>Range</b>	The acceptable plus or minus range from the MW base point. This is valid for RGR and RGS type dispatches
<b>Delivery Start</b>	Start time of the dispatch request (YYYY/MM/DD HH:MM:SS). Start times are associated with dispatches for contract activation. This field is valid for regulation contracts.
<b>Delivery Stop</b>	Stop time of the dispatch request (YYYY/MM/DD HH:MM:SS). Stop time requests are associated with dispatches for contract activation. Possible values are OPEN (stop time was not specified) or a timestamp. This field is valid for regulation contracts.

Name	Description
<b>Effective Time</b>	<p>The time associated with the Product:</p> <ul style="list-style-type: none"> <li>◆ For START products, the effective time is the Start Time.</li> <li>◆ For EXTEND products, the effective time is the beginning of the hour of the extension.</li> <li>◆ For DECOM products, the effective time is the beginning of the hour of the de-commitment.</li> </ul> <p>Valid for commitments, and blank for dispatches and contracts.</p>
<b>Sync Time</b>	<p>The date and time at which the resource is scheduled by Pre-dispatch to synchronize (YYYY/MM/DD HH:MM). Valid for commitments, and blank for dispatches and contracts.</p>
<b>Alt Sync Time</b>	<p>An optional entry field for the responder to enter an alternate resource synchronization time to be sent back to and used by the IESO (YYYY/MM/DD HH:MM). Valid for commitments, and blank for dispatches and contracts.</p>
<b>MLP Time</b>	<p>This field represents the first date and time at which a resource has been scheduled for a commitment by Pre-dispatch at or above the Minimum Load Point (MLP). (YYYY/MM/DD HH:MM). This field is blank for everything except START commitments.</p>

---

## 6. New Dispatches Screen

The **New Dispatches** screen shows a list of all new dispatches sent to the Market Participant from the Dispatch Service Client. You can page through the **New Dispatches** list.

It is loaded with any ENG, ORA, or RESV dispatches that have not yet been responded to. New dispatches are added automatically to the grid as they are received by the Dispatch Service Client.

Dispatches are removed from the screen for the following reasons:

- ENG and RESV (10S, 10N, 30R) dispatches are automatically removed 5 minutes after they are received by the Participant. This includes One Time Dispatches for either energy or reserve.
- ORA dispatches are automatically removed 10 minutes after they are received by the Participant.
- A dispatch is automatically removed if a new dispatch for an identical Resource and Product is received by the Participant.
- An ENG dispatch is automatically removed if a new ORA dispatch for an identical Resource is received by the Participant.
- An ORA dispatch is automatically removed if a new ENG dispatch for an identical Resource is received by the Participant.

When an older dispatch is removed because a new dispatch replaces it, this event is logged in the Event Log. Refer to the [Event Log](#) section for more details.

By default, the entries are sorted based on the **Sent** column in the descending order.

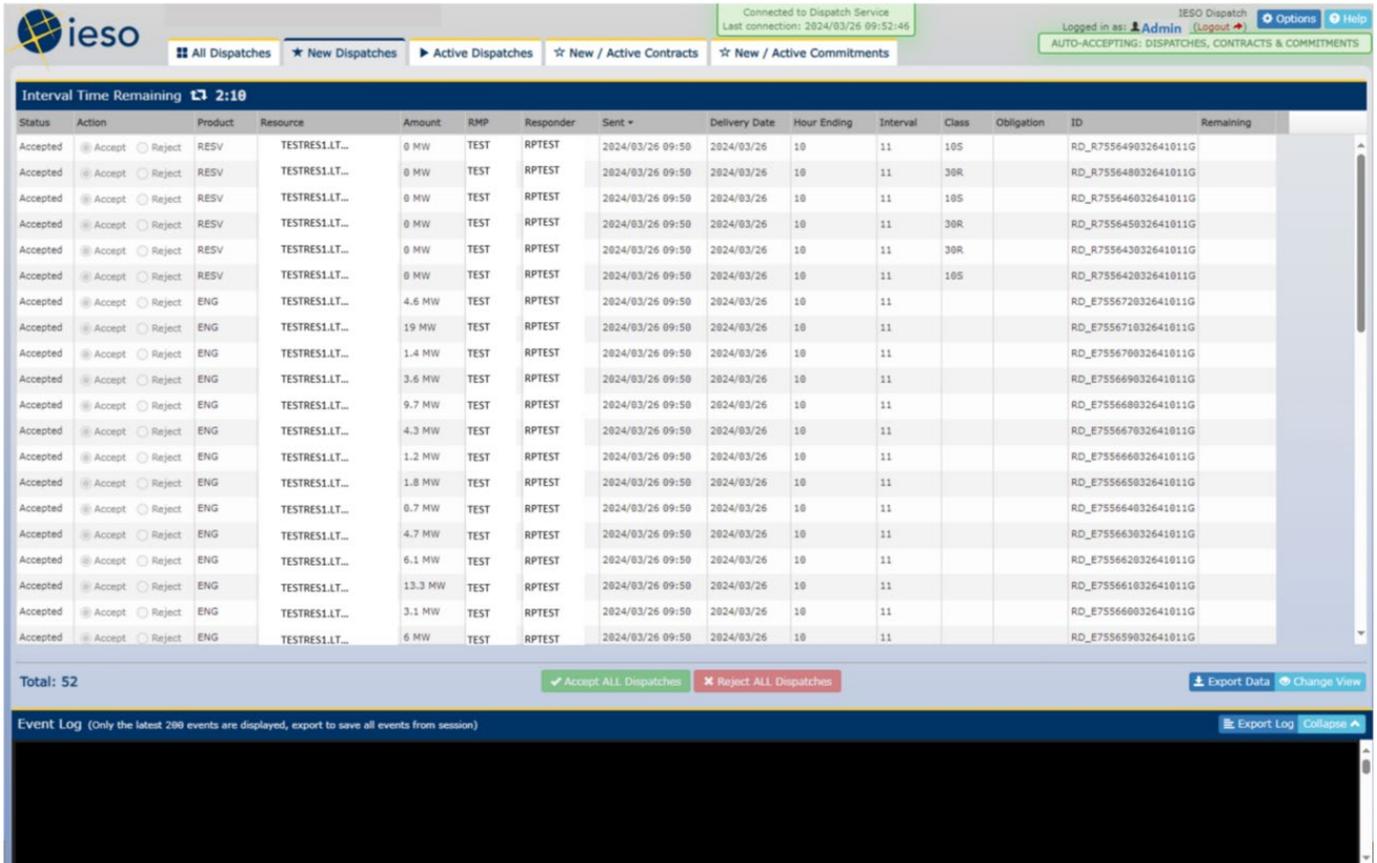


Figure 38: New Dispatches Screen

## 6.1 New Dispatches Screen Content

The screen contains the following dispatch types (Products):

- Energy Dispatch (ENG)
- Operating Reserve Activation (ORA)
- Operating Reserve Dispatch (RESV)
  - 10 Minute Spinning (10S),
  - 10 Minute Non-spinning (10N),
  - 30 Minute Reserve (30R)

## 6.2 Accepting and Rejecting Dispatches

You can respond to new ENG, ORA, and RESV dispatches, including one time dispatches of energy and reserve, by accepting or rejecting them on the **New Dispatches** screen. Dispatches are accepted or rejected by selecting the appropriate radio button in the **Action** field of the **New Dispatches** screen.

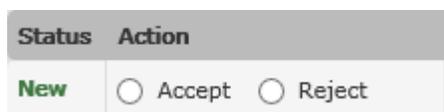


Figure 39: Enabled Accept and Reject Radio Buttons

Once a dispatch has been received, you have an active window of approximately 60 seconds from when the dispatch instructions were available to be transmitted to acknowledge the dispatch by either accepting or rejecting it. The time remaining in the active window is shown in the **Remaining** column of the grid.

Connected to Dispatch Service  
Last connection: 2024/07/26 12:01:12

IESO Dispatch  
Logged in as: ALLMPSOP (Logout) Options Help

☆ New / Active Commitments

	Delivery Date	Hour Ending	Interval	Class	Obligation	ID	Remaining
:00	2024/07/25	13	1	30R		RD_R087549072641301G	23 secs
:00	2024/07/25	13	1	30R		RD_R087548072641301G	23 secs
:00	2024/07/25	13	1	10S		RD_R087546072641301G	23 secs
:00	2024/07/25	13	1	10N		RD_R087544072641301G	23 secs
:00	2024/07/25	13	1	10S		RD_R087542072641301G	23 secs
:00	2024/07/25	13	1	10S		RD_R087541072641301G	23 secs
:00	2024/07/25	13	1	10N		RD_R087536072641301L	23 secs
:00	2024/07/25	13	1	10N		RD_R087533072641301G	23 secs
:00	2024/07/25	13	1	10S		RD_R087532072641301G	23 secs

**Figure 40: Active Window Countdown**

Once a dispatch times out: the status of the dispatch changes to “Timed Out”, the **Accept** and **Reject** radio buttons are disabled and the Participant can no longer accept or reject it.

Status	Action
Timed Out	<input type="radio"/> Accept <input type="radio"/> Reject

**Figure 41: Disabled Accept and Reject Radio Buttons for Timed Out Dispatch**

You may submit multiple responses for the same dispatch instruction (i.e. switch between accepted and rejected) until the active window has passed.

Before the active window has passed, you may also click the **Accept All Dispatches** button that is displayed below the grid. This will accept all new dispatches including those that have been marked as rejected.



**Figure 42: Accept All Dispatches Button**

Before the active window has passed you may click the **Reject All Dispatches** button that is displayed below the grid. This will reject all new dispatches including those that have been marked as accepted.



**Figure 43: Reject All Dispatches Button**

The **Interval Time Remaining** countdown appears above the grid. The interval time displays the remaining time within that interval (between zero and five minutes).

**Figure 44: Remaining Interval Time**

**Note:** The IESO Control Room Operator may accept or reject a dispatch instruction on a Participant's behalf until the end of the interval. The Dispatch Service GUI will be updated with the status as set by the Control Room Operator, and the responder will show as "ONTARIOIMO", which indicates the IESO CRO. This will also result in an Event Log message.

### 6.3 Data Fields

The following table describes the columns in the grid display of the **New Dispatches** screen.

**Table 3: Data Fields in the New Dispatches Screen**

Name	Description
<b>Status</b>	The status of the dispatch from receipt to response. Possible values are New, Accepted, Rejected, or Timed Out.
<b>Action</b>	Accept and Reject radio buttons that can be selected by Participants with the appropriate authorization.
<b>Product</b>	The market to which the dispatch pertains. Possible values are ENG, ORA, or RESV.
<b>Resource</b>	The unique identification assigned by the IESO to the resource.
<b>Amount</b>	The amount of energy (in MW) that was dispatched.
<b>RMP</b>	The short name of the Participant that owns the resource that was dispatched.
<b>Responder</b>	The username of the person who responded to the dispatch (either Accepted or Rejected).
<b>Sent</b>	The date and time when the dispatch was sent by the Dispatch Service (YYYY/MM/DD HH:MM).
<b>Delivery Date</b>	Date to which the dispatch applies (YYYY/MM/DD).
<b>Hour Ending</b>	Hour to which the dispatch applies (number between 1 – 24).
<b>Interval</b>	Five-minute interval to which the dispatch applies (number between 1 – 12)
<b>Class</b>	Class of reserve being requested for a RESV type dispatch. Possible values are 10S (10 minute spinning), 10N (10 minute non-spinning), or 30R (30 minute reserve).

<b>Name</b>	<b>Description</b>
<b>Obligation</b>	Obligation indicator for the dispatch instruction. Possible values are Mandatory or Release for variable generators (VGs). It is null for non-VGs.
<b>ID</b>	Unique identifier assigned to the dispatch.
<b>Remaining</b>	The time remaining in the Active Window for the particular dispatch.

# 7. Active Dispatches Screen

The **Active Dispatches** screen lists all resources displaying the last accepted and confirmed dispatch. You can scroll through the **Active Dispatches** list.

The screenshot shows the IESO Active Dispatches screen. At the top, there is a navigation bar with the IESO logo, system information (System: QA Environment, Version: 3.1-27142), and connection status (Connected to Dispatch Service, Last connection: 2024/04/02 16:00:48). The user is logged in as ADMIN. Below the navigation bar, there are tabs for All Dispatches, New Dispatches, Active Dispatches (selected), New / Active Contracts, and New / Active Commitments. The main content area is a table titled 'Active Dispatches' with the following columns: RMP, Resource, ENG Amount, 10S Amount, 10N Amount, 30R Amount, and Obligation. The table lists 20 resources (RMPA to RMP5) with their respective dispatch amounts. At the bottom of the table, there is a 'Total: 76' summary and buttons for 'Export Data' and 'Change View'. Below the table is an 'Event Log' section with 'Export Log' and 'Collapse' buttons.

RMP	Resource	ENG Amount	10S Amount	10N Amount	30R Amount	Obligation
RMPA	RESA	24.9 MW				
RMPB	RESB	100 MW	49.4 MW			
RMPC	RESC	100 MW	49.4 MW			
RMPD	RESD	43 MW				
RMPE	RESE	51 MW	5.1 MW	31.49 MW	24.71 MW	
RMPF	RESF	64 MW		24.12 MW	18.88 MW	
RMPG	RESG	43.2 MW				
RMPH	RESH	171 MW				
RMPI	RESI	179 MW				
RMPJ	RESJ	174 MW				
RMPK	RESK	179 MW				
RMPK	RESK	38 MW				
RMPL	RESL		41.9 MW			
RMPM	RESM	516.33 MW				
RMPN	RESN	42.7 MW	2.5 MW	76.34 MW	59.26 MW	
RMPN	RESN	500.4 MW				
RMPQ	RESQ	345 MW	0 MW			
RMPR	RESR	375.33 MW	16.73 MW			
RMP5	REST	395 MW	1.88 MW			

Figure 45: Active Dispatches Screen

## 7.1 Active Dispatches Screen Content

The screen contains the following dispatch types (Products):

- Energy Dispatch (ENG)
- Operating Reserve Activation (ORA)
- Operating Reserve Dispatch (RESV)
  - 10 Minute Spinning (10S)
  - 10 Minute Non-spinning (10N)
  - 30 Minute Reserve (30R)

A set of dispatches is associated with each resource on this screen. There can be up to four unique dispatches for a resource. The **Active Dispatches** screen is loaded with the last accepted dispatch for each ENG, RESV, and ORA product.

The following table describes the columns in the grid display of the **Active Dispatches** screen.

**Table 4: Data Fields in the Active Dispatches Screen**

Name	Description
<b>RMP</b>	The short name of the Participant that owns the resource that was dispatched.
<b>Resource</b>	The unique identification assigned by the IESO to the resource.
<b>ENG Amount</b>	The amount of energy that was dispatched. This could be for an Energy Dispatch (ENG) or an Operating Reserve Activation (ORA).
<b>10S Amount</b>	The amount of reserve dispatched for a 10 minute spinning RESV-type dispatch.
<b>10N Amount</b>	The amount of reserve dispatched for a 10 minute non-spinning RESV-type dispatch.
<b>30R Amount</b>	The amount of reserve dispatched for a 30 minute reserve RESV-type dispatch.
<b>Obligation</b>	Obligation indicator for the dispatch instruction. Possible values are Mandatory or Release for variable generators (VGs). It is null for non-VGs.

# 8. New/Active Contracts Screen

The **New/Active Contracts** screen consists of a list containing all regulatory (RGR, RGS) dispatches sent to the Participant by the Dispatch Service Client that pertain to Contract Management. You can page through the **New/Active Contracts** list.

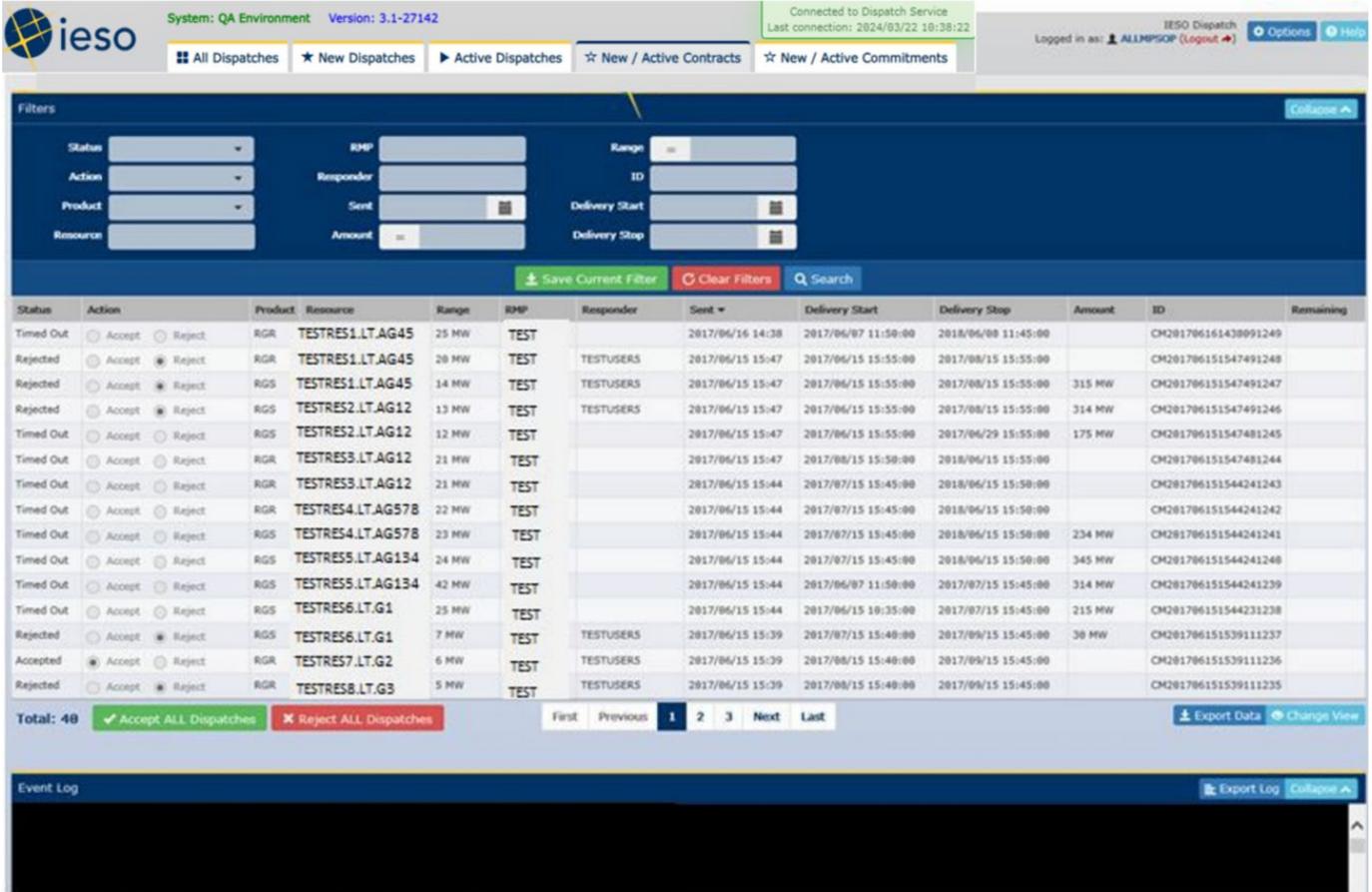


Figure 46: New Active Contracts Screen

## 8.1 New / Active Contracts

The screen contains the following dispatch types (Products):

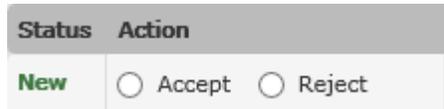
- Regulation Range (RGR)
- Regulation Set Point (RGS)

The screen is loaded with any RGR and RGS dispatches that have not been responded to or that have a delivery end time that has not yet expired. New RGR and RGS dispatches are added automatically to the grid as they are subsequently received by the Dispatch Service Client.

**Note:** RGR and RGS Dispatches are automatically removed from the screen when the delivery end time is reached.

## 8.2 Accepting and Rejecting Dispatches

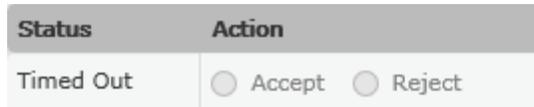
You can respond to RGR and RGS dispatches (by accepting or rejecting them) on the **New/Active Contracts** screen. Dispatches are accepted or rejected by selecting the appropriate radio button in the **Action** field .



**Figure 47: Enabled Accept and Reject Radio Buttons**

Once a dispatch has been received, you have an active window of approximately 60 seconds from when the dispatch instructions were available to be transmitted to acknowledge the dispatch by either accepting or rejecting it. The time remaining in the active window is shown in the **Remaining** column of the grid.

Once a dispatch times out: the status of the dispatch changes to "Timed Out", the **Accept** and **Reject** radio buttons are disabled and the Participant can no longer accept or reject it



**Figure 48: Disabled Accept and Reject Radio Buttons**

You may submit multiple responses for the same dispatch instruction (i.e. switch between accepted and rejected) until the active window has passed.

Before the active window has passed, you may also click the **Accept All Dispatches** button that is displayed below the grid. This will accept all new dispatches including those that have been marked as rejected.



**Figure 49: Accept All Dispatches Button**

Before the active window has passed, you may click the **Reject All Dispatches** button that is displayed below the grid. This will reject all new dispatches including those that have been marked as accepted.



**Figure 50: Reject All Dispatches button**

### 1.1.1 Interaction between Filtering and Accepting/Rejecting

If new contracts are filtered out on the **New/Active Contracts** screen, the **Accept All Dispatches** or **Reject All Dispatches** buttons will not accept or reject these contracts. To accept or reject the contract, you will need to remove the filter that is causing it to be hidden.

Similarly, as further described in the [Options](#) section, the auto-accept new dispatches and contracts functionality only works on commitments that are not filtered out on the New/Active Contracts screen.

### 8.3 Hiding Superseded Dispatches

Sometimes a regulation contract is superseded by subsequent dispatches (e.g., a regulation contract is re-issued for the same resource and period but with a different date range and MW value). When this happens, the original dispatch is not automatically removed from the grid. In this case, you can remove these dispatches from the grid by placing the cursor on the dispatch record and right-clicking. A pop-up menu allows you to **Hide** the selected dispatch record .

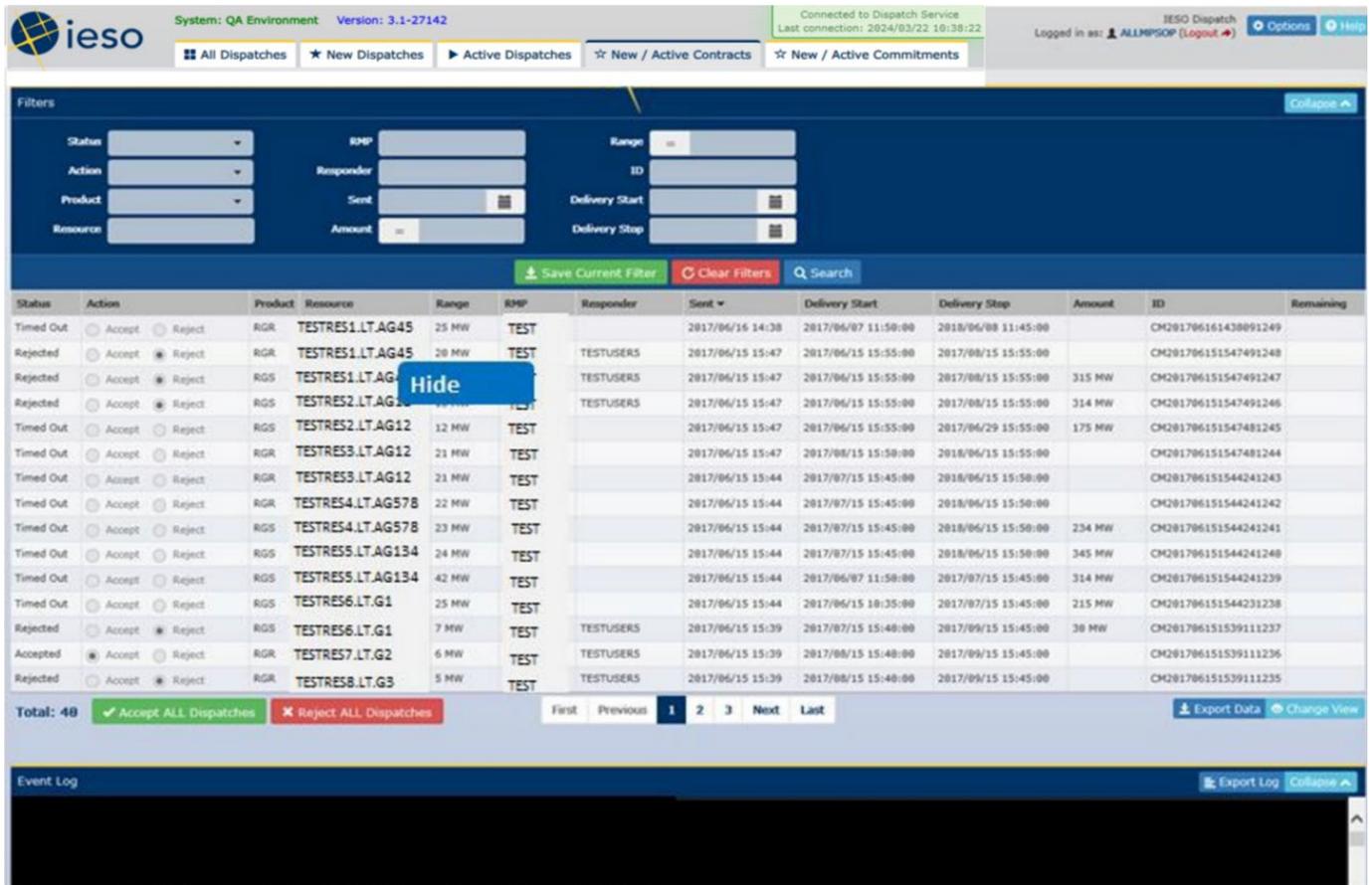
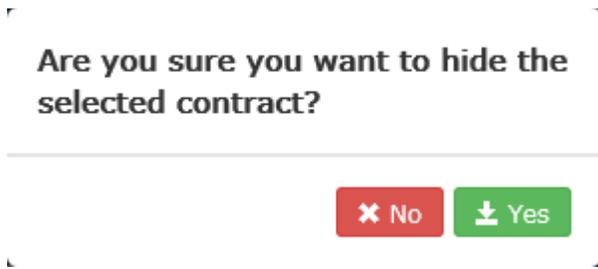


Figure 51: Hide Menu

Clicking **Hide** brings up a dialog box that confirms if the user would like to continue with the selected action.



**Figure 52: Hide Dialog**

Clicking **Yes** hides the selected dispatch record. Clicking **No** closes the dialog box and returns to the **New/Active Contracts** screen.

## 8.4 Data Fields

The following table describes the columns in the grid display of the **New/Active Contracts** screen.

**Table 5: Data Fields in the New/Active Contracts Screen**

Name	Description
<b>Status</b>	The status of the dispatch from receipt to response. Possible values are New, Accepted, Rejected, or Timed Out.
<b>Action</b>	Accept and Reject radio buttons that can be selected by Participants with the correct authorization.
<b>Product</b>	The market to which the dispatch pertains. Possible values are RGR or RGS.
<b>Resource</b>	The unique identification assigned by the IESO to the resource.
<b>Range</b>	The acceptable +/- range from the MW base point.
<b>RMP</b>	The short name of the Participant that owns the resource that was dispatched.
<b>Responder</b>	The username of the person who accepted or rejected the dispatch instruction.
<b>Sent</b>	The date and time when the dispatch was sent by the Dispatch Service (YYYY/MM/DD HH:MM).
<b>Delivery Start</b>	Start date and time of the dispatch request (YYYY/MM/DD HH:MM:SS). Start time requests are associated with dispatches for contract activation.
<b>Delivery Stop</b>	Stop date and time of the dispatch request (YYYY/MM/DD HH:MM:SS). Stop time requests are associated with dispatches for contract activation.

<b>Name</b>	<b>Description</b>
<b>Amount</b>	A numerical base point value in MW (if there is a floating base point, then this has no value).
<b>ID</b>	Unique identifier assigned to the message.
<b>Remaining</b>	The time remaining in the Active Window for the particular dispatch.

## 9. New/Active Commitments Screen

The **New/Active Commitments** screen consists of a list containing all new and active commitment (notifications) related to NQS units sent to Participants through the Dispatch Service.

Sent	Status	Action	Product	Effective Time	MLP Time	Sync Time	Alt Sync Time	Resource	RMP	Responder	ID	Remaining
2023/11/20 14:24	Accepted	<input checked="" type="radio"/> Accept <input type="radio"/> Reject	START	2023/11/20 15:00	2023/11/20 16:00	2023/11/20 15:01		TEST.LT-1	MPA	ALLMPSOP	UCM0021731120316...	18:11
2023/11/20 13:18	Accepted	<input checked="" type="radio"/> Accept <input type="radio"/> Reject	START	2023/11/20 14:00	2023/11/20 16:00	2023/11/20 14:01		TEST.LT-2	MPB	ALLMPSOP	UCM0021721120315...	
2023/11/20 13:18	Accepted	<input checked="" type="radio"/> Accept <input type="radio"/> Reject	START	2023/11/20 14:00	2023/11/20 16:00	2023/11/20 14:01		TEST.LT-3	MPC	ALLMPSOP	UCM0021711120315...	

Figure 53: New/Active Commitments Screen

### 9.1 New/Active Commitments

The screen contains the following commitment types (Products):

- START (start-up commitment notices)
- EXTEND (extension commitment notices)
- DECOM (de-commitment notices)

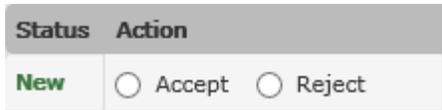
The screen is loaded with any commitments with the product type of START, EXTEND, or DECOM. The status of new commitments will initially show New. These commitments are automatically added to the table as they are received by the Dispatch Service client.

Commitments with a status of Accepted, Rejected, or Timeout are automatically removed from the screen when the following conditions are met:

- START commitments are automatically removed one hour after the MLP Time.
- EXTEND commitments are automatically removed if either a new commitment with an EXTEND product type for the same Resource is received or one hour after the Effective Time.
- DECOM commitments are automatically removed one hour after the Effective Time.

## 9.2 Accepting and Rejecting Commitments

You can respond to the START or DECOM commitments (by accepting or rejecting them) on the **New/Active Commitments** screen. Commitments are accepted or rejected by selecting the appropriate radio button in the **Action** field.

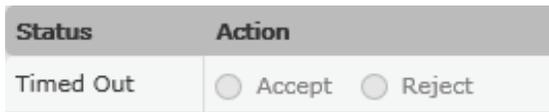


**Figure 54: Enabled Accept and Reject Radio Buttons**

**Note:** EXTEND commitments are received in Accepted Status, and the Status cannot be changed.

Once a new commitment has been received, you have an active window of approximately 15 minutes from when the commitment was available to be transmitted to acknowledge the commitment by either accepting or rejecting it. The time remaining in the active window is shown in the **Remaining** column of the grid.

Once a commitment times out: the status of the commitment changes to "Timed Out", the **Accept** and **Reject** radio button are disabled and the Participant can no longer accept or reject it.



**Figure 55: Disabled Accept and Reject Radio Buttons**

The **Accept All Notifications** and **Reject All Notifications** buttons are also disabled whenever there are no actionable commitments.

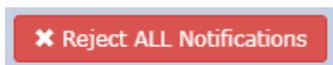
You may submit multiple responses for the same START or DECOM commitments (i.e. switch between accepted and rejected) until the active window has passed.

Before the active window has passed you may also click the **Accept All Notifications** button that is displayed below the grid. This will accept all new commitments even if they have been previously accepted or rejected.



**Figure 56: Accept All Notifications Button**

Before the active window has passed, you may reject all of the new commitments, excluding EXTEND commitments, by clicking **the Reject All Notifications** button that is displayed below the grid. This will reject all new commitments, except for EXTEND commitments, including those that have been marked as accepted.



**Figure 57: Reject All Notifications Button**

### 1.1.2 Interaction between Filtering and Accepting/Rejecting

If new commitments are filtered out on the **New/Active Commitments** screen, the **Accept All Notifications** or **Reject All Notifications** buttons will not accept or reject these notices. To accept or reject the notice, you will need to remove the filter that is causing it to be hidden. Note that EXTEND commitments are received in the accepted state and cannot be rejected.

Similarly, as further described in the [Options](#) section, the auto-accept new commitments and de-commitments functionality only works on commitments that are not filtered out on the New/Active Commitments screen.

## 9.3 Alt Sync Time Validation

Users have the option to respond to START commitments with an alternate synchronization time (Alt Sync Time), but only after the START commitment is in Accepted Status. If the START commitment is in any Status other than Accepted, the Alt Sync Time field is cleared and disabled. When the commitment times out (the timer runs out as displayed in the Remaining column), the Alt Sync Time field is disabled and can no longer be modified.

The Alt Sync Time entered by the user must pass the following validation rules:

- For all generators except steam turbines (STs) operating as part of a pseudo-unit (PSU):
  - The alternate sync time must be within +/- 1 hour from the sync time sent by the IESO.
  - The alternate sync time cannot be prior to the current time.
  - The alternate sync time cannot be later than the MLP Time.
- For steam turbines (STs) operating as part of a pseudo-unit (PSU):
  - The alternate sync time must be no earlier than 1 hour prior to the sync time provided by the IESO.
  - The alternate sync time cannot be prior to the current time.
  - The alternate sync time cannot be later than the MLP Time.

## 9.4 Invalid Alt Synch Times

If the alternate sync time is invalid, the user is presented with an error message indicating that the validation failed and the user is allowed to correct it before sending the alternate sync time to the IESO. An invalid alternate sync time will not be passed to the IESO.

## 9.5 Data Fields

The following table describes the columns in the grid display of the **New/Active Commitments** screen.

**Table 6: Data Fields in the New/Active Commitments Screen**

Name	Description
<b>Sent</b>	The date and time when the commitment was sent by the Dispatch Service (YYYY/MM/DD HH:MM).
<b>Status</b>	The status of the commitment from receipt to response. Possible values are New, Accepted, Rejected, or Timed Out.
<b>Action</b>	Accept and Reject radio buttons that can be selected by Participants with the correct authorization. For commitment type extension, there is no action allowed (the commitment is automatically considered Accepted) and the radio buttons are disabled.
<b>Product</b>	The type of commitment received. Possible values are START (for binding start-up), EXTEND (for extension), and DECOM (for de-commitment).
<b>Effective Time</b>	<p>The time associated with the Product:</p> <ul style="list-style-type: none"> <li>◆ For START products, the effective time is the Start Time.</li> <li>◆ For EXTEND products, the effective time is the beginning of the hour of the extension.</li> <li>◆ For DECOM products, the effective time is the beginning of the hour of the de-commitment.</li> </ul> <p>The Effective Time will always be the beginning of the hour after the Sent hour. For example, if the START, EXTEND, and DECOM instructions are issued (sent) at 10:30, the effective time for all these instructions is 11:00.</p>
<b>MLP Time</b>	Applies only to START commitments, and represents the first date and time at which a resource has been scheduled for a commitment by Pre-dispatch at or above the Minimum Load Point (MLP) (YYYY/MM/DD HH:MM).
<b>Sync Time</b>	The date and time at which the resource is scheduled by Pre-dispatch to synchronize (YYYY/MM/DD HH:MM).
<b>Alt Sync Time</b>	An optional entry field for the responder to enter an alternate synchronization time to be sent back to and used by the IESO (YYYY/MM/DD HH:MM).
<b>Resource</b>	The unique identification assigned by the IESO to the resource.
<b>RMP</b>	The short name of the Participant that owns the resource that was dispatched.
<b>Responder</b>	The username of the person who responded to the commitment (either Accepted or Rejected it).
<b>ID</b>	Unique identifier assigned to the commitment message.

<b>Name</b>	<b>Description</b>
<b>Remaining</b>	The time remaining to respond to new commitments. The timer countdown begins upon receipt of a new commitment and ends at xx:45 (displayed in minutes and seconds).

# 10. Event Log

The Event Log displays a running list of Dispatch Service events, and is shown at the bottom of all screens.

It keeps track of all system events, including deviations from expected service (e.g., connection-to-service failures, message processing failures, etc.) and Client actions in a searchable format.



Figure 58: Event Log Display

**Note:** The Event Log information is not permanently stored and is emptied when the session is ended, either by logging out or by the browser window being closed.

The Event Log window only displays the latest 200 entries. Use the **Export Log** function to export all the event log entries since the beginning of the session.

## 10.1 Data Fields

The following table describes the columns shown in Event Log screen.

Table 7: Data Fields in the Event Log Screen

Name	Description
<b>Date and Timestamp</b>	Date and time of the entry (YYYY/MM/DD HH:MM:SS).
<b>Source</b>	The source of the message. Possible values are <username>, DISPATCH, COMMITMENT, CONTRACT and SYSTEM.
<b>ID</b>	Unique ID of the dispatch (if applicable).
<b>Description</b>	Description of the event log entry. Alarms are shown in red font and non-alarms are shown in white font. Connection re-established messages are in green font. IESO override dispatch actions (accepting or rejecting a dispatch on the Participant’s behalf) are in yellow font.
<b>Status</b>	The status of the dispatch from receipt to response (if applicable). Possible values are New, Accepted, Rejected, or Timed Out. Note that

Name	Description
	the Status appears to be part of the Description but when exported, it is in its own field.

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# 11. Administering the Dispatch Service Client

This section describes how to administer the Dispatch Service Client. Some features require only Dispatch Instruction Viewer authorization while others require Dispatch Instruction Operator authorization.

## 11.1 Options

The options are accessed by clicking the **Options** button that is at the top right of all screens.



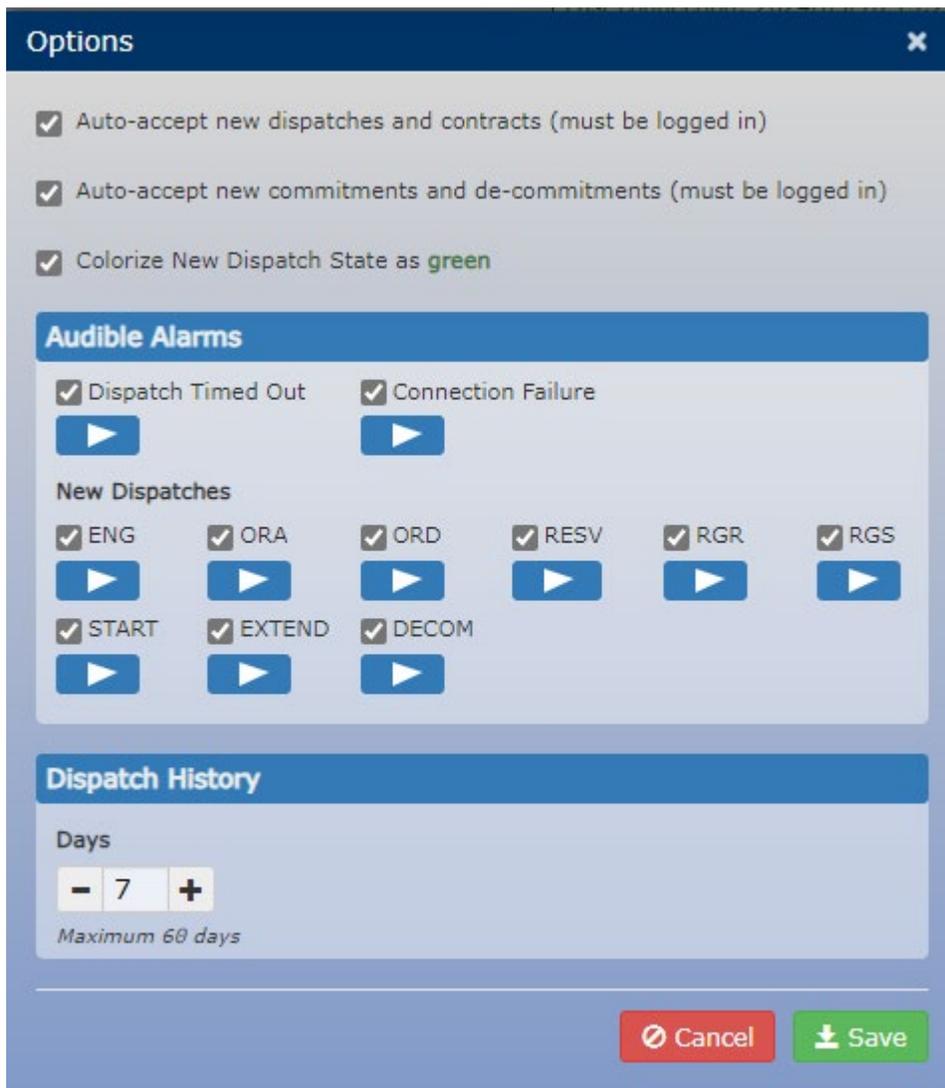
**Figure 59: Options Button**

The top right-hand corner of all screens may have an indicator to show whether the **Auto-accept new dispatches and contracts** and **Auto-accept new commitments and de-commitments** options have been enabled:



**Figure 60: Auto Accept Dispatches Indicator**

Clicking the **Options** button brings up the **Options** dialog box, which allows you to set your preferences to customize the behaviour of the Dispatch Service Client.



**Figure 61: Options Dialog**

The **Dispatch Service Client Options** dialog box allows you to set the following options:

- **Auto Accept new dispatches and contracts:** When selected, this option will automatically accept all new dispatches and contracts shortly after they're displayed on the **New Dispatches** or **New/Active Contracts** screens. The default for this option is disabled. Only users with the **Dispatch Instruction Operator** role may change this setting.

**Note:** If new contracts are filtered out on the **New/Active Contracts** screen, the **Auto-accept new dispatches and contracts** option will not accept these contracts. Filtered contracts are not auto-accepted. To accept or reject the contract, you will need to remove the filter that is causing it to be hidden. Note that auto-accept will work for all dispatch instructions as these cannot be filtered out on the **New Dispatches** screen.

- **Auto Accept new commitments and de-commitments:** When selected, this option will automatically accept all commitments and de-commitments shortly after they are displayed on the **New/Active Commitments** screen. The default for this option is disabled. Only users with Dispatch Instruction Operator roles may change this setting.

**Note:** If new commitments are filtered out on the **New/Active Commitments** screen, the **Auto-accept new commitments** option will not accept these commitments. Filtered commitment notices are not auto-accepted. To accept or reject these commitments, you will need to remove the filter that is causing it to be hidden. Note that EXTEND commitments are received in the accepted state and cannot be rejected.

- **Colorize New Dispatch State as green:** When selected, this option will colour all new dispatches using a green bold font. If this option is not checked, the new status is displayed using a normal black font. The default for this option is enabled.
- **Audible Alarms:** This option allows the user to choose to turn on or off audible alarms for the following events:
  - Dispatch timed out (includes failed upload of dispatch response)
  - Connection failure
  - New dispatches for:
    - ENG
    - ORA
    - RESV
    - RGR
    - RGS
    - START
    - EXTEND
    - DECOM

All the alarms are enabled by default.

The user may also play each audible alarm by pressing the arrow underneath the particular event. This allows them to verify as well as identify the sound associated with each event.

**Note:** The audible sound for each event is different. If more than one event occurs simultaneously, the alarm with the highest priority is the one that sounds (order of priority, from highest to lowest, is Dispatch Timed Out, START, DECOM, ENG, ORA, RESV, RGR, RGS, EXTEND, and Connection Failure).

- **Dispatch History:** This option allows the user to increase or decrease the days of historical dispatches which will be downloaded. This setting determines the number of dispatches that are downloaded when the Dispatch Service Client is started. This setting applies to the data shown in the **All Dispatches** screen. The default is seven days, and the maximum is 60 days.

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## 12. Help

The Dispatch Service Client has a **Help** button located at the top right-hand corner of all of the dispatch screens. The button provides a quick link to Dispatch Service User Guide.



**Figure 62: Dispatch Service Client Help Button**

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## 13. Additional Resources

Training resources can be found on the [Marketplace Training](#) and [Participant Tool Training](#) web pages:

### Workbooks

- Introduction to Ontario's Physical Markets
- Interjurisdictional Energy Trading
- Submitting, Revising and Cancelling Energy Bids
- Submitting, Revising and Cancelling Energy Offers
- Submitting, Revising and Cancelling Operating Reserve Offers

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