



USER GUIDE

For the Automated Substitute Calling System

PLEASE READ CAREFULLY...
This is part of your Substitute Handbook!

(281) 517-6300

NEW USERS:

- Dial (281) 517-6300.
- Press the **STAR KEY** when the system asks for your Personal Identification Number.
- **Press 1** when the system says, "If you are calling as a substitute....".
- Using the telephone keypad, enter your Social Security Number.
- Record your name - **SPEAK CLEARLY AND DISTINCTLY**.
 - **Press 1** if you like the recording
 - **Press 9** if you wish to re-record

**The system will now provide your Personal Identification Number (PIN).
WRITE THIS NUMBER DOWN!!!!**

NOTE: After registering, you may review your PIN or re-record your name. To do so:

- Follow the first four steps as above, then....
 - **Press 1** to hear your PIN
 - **Press 3** to change the recording of your name, then follow prompts

You are now ready to begin work as a substitute!

The system calls substitutes during these times and may call for jobs 30 days in advance of an assignment:

Today's Jobs:		Future Jobs:	
Weekdays	Start at 5:00 am	Weekdays	5:00 - 10:00 pm
Saturdays	No calls	Saturdays	No calls
Sundays	No calls	Sundays	5:00 - 10:00 pm
Holidays	No calls	Holidays	5:00 - 10:00 pm

When the system calls.....

Following are some of the menu options available to you when the system calls:

No PIN is needed for the following options. Press.....

- **Star 1** to make the system "wait"

NOTE: The system will wait approximately two (2) minutes for you to enter your PIN. This allows others in your household to answer the phone for you and/or for you to retrieve your PIN.

- **Star 3** to set the "Do Not Disturb" option

NOTE: If you choose this option, the system will not call and offer jobs for the remainder of the call pattern (up to five hours). It will resume calling during the next call pattern.

OR....

Enter your PIN, then:

- **Press 1** to hear unassigned available jobs
As you are listening to the job offer, please note the following information:

- | |
|---|
| <ul style="list-style-type: none">✓ Location✓ Name of Absent Employee✓ Subject✓ Dates & Times✓ Special Instructions |
|---|

NOTES:

- Substitutes ***MUST NOT*** accept jobs that they cannot complete in their entirety. Subs are not to leave earlier than the official ending time for the campus unless they have prior approval of a campus administrator. **Administrators are the only school personnel who can relieve a substitute of their duties.**
- Do not accept a job for three (3) days if you know you can only work two (2) of those days. Failure to follow through could result in a campus no longer requesting your services.
- If you receive a late call, but can accept the job, please do so and then call the campus rep at the school to inform them of the late call and your expected arrival time.

If you wish to **accept** this assignment:

- **Press 1** and **record the job number**

If you wish to have the **job information repeated:**

- **Press 5**

If you wish to **decline** this assignment:

- **Press 9** and then enter a reason for declining (see list below)

- | |
|---|
| <ol style="list-style-type: none">1. Personal Illness2. Family Illness or Death3. Doctor's Appointment4. Emergency5. Working in Another District Job6. No Childcare7. No Transportation8. Not Comfortable with Assignment9. Not Available |
|---|

Declining one particular job will not prevent the system from calling you for another job on the same day; it will simply not re-offer the job you declined. If you do not wish to work for a period of time, then you should make yourself unavailable using Option 7 or Option 8 as outlined later.

When the system calls (Part Two)....

The system may also call to inform a substitute of the cancellation of a job!

Enter your PIN:

- The system will say, "The assignment has been cancelled". You may **Press 1** to have the cancellation information repeated.

If you wish to see if there are any other available jobs at this time:

- **Press 5**
- OR....
- **Press 9** to exit the system.

When you call the system....

Following are some of the menu options available to you when you call the system:

- 1 - Change Phone Number**
- 2 – Changing “Do Not Disturb” Hours**
- 3 - Listen to Unassigned Jobs You Are Entitled to Hear**
- 5 - Review or Cancel an Assignment**
- 7 - Review Unavailability Period**
- 8 - Review Daily Availability**

To utilize these options, call the system and enter your PIN.

- **Press 1** when the system says, "For the Substitute Employee Management System..."

OPTION 1 - Changing the Telephone Number Where the System Contacts You

- **Press 1** to change the telephone number the system currently uses to reach you.

NOTE: This number is **callback number** and can be changed as often as the substitute wishes. This is **NOT** your **SPECIAL ID**. *Your Special ID is your home telephone number minus the area code. Your Special ID is the number sub reps, teachers and/or administrators will use to initiate requests or retains for you.* (Requests and retains are outlined later in this handout).

- The system will now say the number it currently calls to reach you...
 - **Press 1** to change the phone number

OR....

- **Press 5** to re-enter the number

OPTION 2 – Changing Your “Do Not Disturb” Hours

Using this option, you can change the times the phone system will contact you; however, altering the time will affect your receiving early jobs, all day jobs, etc. Please be forewarned that changing your “Do Not Disturb” hours:

- **Does not** relieve you of having to arrive on time for an assignment.
- **Does not** constitute receiving a “late call”.
- **COULD** seriously affect your effectiveness as a substitute and/or a school’s willingness to offer you other jobs.

OPTION 3 - Listening to Jobs Available for You to Accept

Future jobs can be heard after noon each day; however, most schools do not call in absences until the end of their school day. It is suggested that you call after 4:00 PM for updates.

- **Press 3** to hear jobs
 - **Press 1** to accept the job
- OR...
- **Press 5** to decline the job (using reasons previously outlined)
- OR...
- **Press 7** to hear another job

OPTION 5 - Review or Cancel an Assignment

- **Press 5** to review or cancel jobs that are assigned to you
 - **Press 1** to hear the information again
- OR...
- **Press 3** to hear another job
- OR...
- **Press 5** to cancel the job just played for you

NOTE: If a substitute cancels an assignment, no other jobs can be accepted for the same time periods as the cancelled job. For multiple day assignments, you cannot accept jobs during the same time period as the 1st day of the assignment.

OPTION 7 - Review or Modify Unavailability

- **Press 7** to modify a period of time when you will be unavailable to work

Enter the dates (MM/DD)

- **Press 1** to keep these dates
- OR...
- **Press 5** to change these dates
- OR...
- **Press 7** to erase these dates

OPTION 8 - Review or Modify Daily Availability (Automatically Set at Monday through Friday unless you change it)

- **Press 8** to review or modify your daily availability
 - **Press 1** to keep THIS days' setting
 - OR...
 - **Press 3** if available both AM and PM
 - OR...
 - **Press 5** if available ONLY in the AM
 - OR...
 - **Press 7** if available ONLY in the PM
 - OR...
 - **Press 8** if not available on this day
- **Press 9** to indicate you are finished.

READ THIS SECTION CAREFULLY!

REQUESTS

Employees and campuses may request a particular substitute. This is done through the use of a **Special ID** number. A substitute's Special ID is the home telephone number minus the area code which is given to the Substitute Office at the time of application or when reactivating for a new school year. This number will remain the same throughout the current school year.

The automated system will call the requested substitute first. For future jobs, the calls will begin at 5:00 PM the day before the assignment. If the substitute misses the call, the system will wait an hour before calling the requested substitute again. It will continue in this fashion until the requested substitute accepts the assignment, declines the assignment, or until 8:00 PM the night before the assignment is to begin. After 8:00 PM, the system will begin calling other substitutes to fill the position. *It is suggested that if a substitute is requested, he/she should ask the person making the request when the job will be called in. The substitute can then go into the system and retrieve the job under "Option 3".*

If an absence is reported after 8:00 PM and requires a substitute for the next day, the system will call the requested substitute first. If the system is unable to reach that person, it will immediately begin calling other substitutes. This is also true for morning calls. If an absence is reported in the AM and requires a substitute for that day, the requested substitute will be called first; however, on AM calls, the requested substitute will receive only one call. If the system is unable to reach that person, it will begin calling other substitutes.

RETAINS

A substitute may be retained by a campus to return the following day. **This may only be done through the school office - not by an employee!** A substitute may only agree to return if he/she knows they have no previous assignments for that day. **One assignment may not be cancelled to accept another.** The school will not be successful in arranging for this substitute to return if the substitute has in some way made themselves unavailable in the system. A retained substitute is a prearranged situation and will not require a call from the automated system. All substitutes should check to make sure they understand whether they are being **requested** or **retained**.