

SUBSTITUTE MANAGEMENT SYSTEM INSTRUCTIONS FOR REPORTING ABSENCE AND ORDERING SUBSTITUTE

HOW TO REGISTER

Registering into the system is a one-time procedure. Be sure to write down you personal identification number (PIN). It is important that you register as soon as possible.

1. Call the system phone number on the front of the brochure. Wait for the additional instructions. **PRESS the STAR KEY (*)**, then **PRESS (1)** and follow instructions.
2. **PRESS 3** to register as an employee.
3. Enter your social security number. If the system continually asks for your social security number, hang up and call the Help Desk at (619) 725-8090.
4. After the tone, voice your name as you would normally speak. (You do not have to speak loudly or slowly.) Nicknames may be used. Wait for the system to play back your recorded name.

The system will play back your recording. If you do not like the way your name sounds, **PRESS 9** and you may re-record it. When you are completely satisfied, **PRESS 1**.

5. Next, the system will ask you to verify your subject or work location. If it is correct, **PRESS 1**. If the assignment is not correct, **PRESS 5**, and call the Help Desk with the correct information.

The system will assign your PIN number, so have a pen or pencil ready. To hear your number repeated, **PRESS 9**. When you have written your number down correctly, **PRESS 1**.

TO REVIEW YOUR WORK LOCATION AND JOB DESCRIPTION

Call the system phone number, enter your PIN when prompted, then **PRESS 7** to *review your work location and job description*. **Note:** If the location and/or job description are not correct, you may contact the Help Desk at (619) 725-8090 to have information updated.

TO USE THE SYSTEM

- Dial **(619) 293-8003**
- When requested, use the telephone number key pad to enter your Personal Identification Number (**PIN**)
- Select one of the options by pressing the appropriate number key on the telephone keypad.

PRESS 1	Report an Absence
PRESS 5	Review or cancel absences
PRESS 9	Exit

**TO REPORT AN ABSENCE
PRESS 1**

1. Dial **(619) 293-8003**, enter your **PIN** when prompted, then **PRESS 1** to enter an Absence.
2. **PRESS 1** for a ONE-DAY absence for the CURRENT day, OR **PRESS 5** for a ONE-DAY absence for the NEXT work day, OR **PRESS 7** to ENTER THE DATES AND TIMES.
3. **IF YOU PRESSED 1 OR 5 to enter a one-day absence...** The System says your normal START and END times.
PRESS 1 to use those times for the absence, THEN SKIP TO Step 4, OR **PRESS 5** to manually enter the START and END times, then listen as the system reads your regular START time. If the absence STARTS at the time offered, **PRESS the STAR KEY** OR, if the absence starts at another time, enter 2 digits for hour and 2 digits for minute (EXAMPLE: Enter 8:05 as 0805). If the system asks you to do so, **PRESS 3** if the time is AM, or **7** if PM. Repeat this procedure to enter the END time, THEN SKIP to Step 4.
IF YOU PRESSED 7 to enter all dates and times....
 - (a) Enter the Date the Absence STARTS. **PRESS the STAR KEY** to accept the date offered, OR Enter 2 digits for the month and 2 digits for the date (EXAMPLE: Enter March 4 as 0304)
 - (b) Enter the Time the Absence STARTS. **PRESS the STAR KEY** to accept the time offered, OR Enter 2 digits for the hour and 2 digits for the minute (EXAMPLE: Enter 8:05 as 0805). Then (only if the system asks you to do so) **PRESS 3** if the time is AM, or **7** if PM.
 - (c) Repeat the procedures in 3.(a) to enter the Date the Absence ENDS, then the procedures in 3.(b) to enter the Time the absence ENDS.
4. Enter the **Reason for Absence** followed by **the STAR KEY**. To hear a list of reasons, **PRESS the STAR KEY**.
5. **PRESS 1** to Record Special Instructions that will be read to the Visiting Teacher when offering the job.

This is a 30-second message, **PRESS (*)** when finished. **PRESS 5** to bypass this step.
6. **PRESS 1** if a **SUBSTITUTE IS REQUIRED** for this absence, OR **PRESS 3** if **NO SUBSTITUTE IS REQUIRED**, then SKIP to Step 8.
7. **PRESS 1** to **REQUEST A PARTICULAR SUBSTITUTE**, OR **PRESS 3** to bypass this step.

If you request a particular Substitute, enter the Substitute's **Telephone Number** (not their PIN), then **PRESS the STAR KEY**. **PRESS 1** if **NO PRIOR ARRANGEMENT HAS BEEN MADE WITH YOUR SPECIFIED SUBSTITUTE**, the system will call the specified substitute several times before offering it to others, OR

PRESS 3 to **AUTOMATICALLY ASSIGN THE SUBSTITUTE**, then **PRESS 1** to **CONFIRM** that the Substitute has **ALREADY AGREED** to cover this particular absence. **The system will not call this, or any other Substitute!**

8. **PRESS 1** to Receive the Job Number. **IMPORTANT**—Wait for the system to give you the job number, which completes absence entry!

REVIEW OR CANCEL AN ABSENCE, OR MODIFY SPECIAL INSTRUCTIONS

1. Call the system phone number, enter your PIN when prompted, then **PRESS 5** to Review or Cancel an Absence.
2. Listen to the absence information the system plays.

PRESS 1 to Hear the Information Again, OR
PRESS 3 to Hear another absence, OR
PRESS 5 to Cancel the Job the system just played, OR
PRESS 6 to Modify Special Instructions.

If you select Cancel the Job, you must **PRESS 1** to Confirm the Cancellation request when asked. Once you confirm a request to cancel the job, you **MUST** wait for the system to say “Job number XXXXXX has been canceled.” If you do not **WAIT** to hear the system say this, you have no assurance the job has been canceled.

IF YOU SELECT *Modify Special Instructions*, the *system* guides you through the steps of reviewing and replacing (if desired) the voice message of special instructions, in much the same manner as you originally recorded the instructions.

TO REVIEW YOUR PIN OR CHANGE THE RECORDING OF YOUR NAME AFTER YOU HAVE REGISTERED

1. Follow steps 1 through 3 in the previous HOW TO REGISTER AS A NEW USER AND RECEIVE YOUR PIN SECTION
2. **PRESS 1** to Hear your PIN, OR

PRESS 3 to change the recording of your name.

IF YOU SELECT *Hear your PIN*, the system tells you your PIN. Write your PIN in the space provided.

IF YOU SELECT Change the recording of your name, the system asks you to record your name. Immediately after the tone, say your name clearly. You have only a few seconds, so avoid pauses or long titles. Wait for the system to play back your recorded name.

If you like the recording, **PRESS 1**, and the new recording will be made available for immediate use, OR If you want to re-record your name, **PRESS 9**.