PUEBLO SCHOOL DISTRICT
SUBSTITUTE'S
QUICK REFERENCE

System Phone Number **549-7389**

Help Desk Number **549-7139**

Write your PIN number here: ___ ___ ___ ___ ___ ___

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

Today's Jobs		**Future Jobs**
Weekdays	5:30 a.m. – *1:00 p.m.	5:30 – 10:00 p.m.
Saturday	None	None
Sunday	None	5:30 – 10:00 p.m.
Holidays	None	5:30 – 10:00 p.m.

* If you receive a late call, you have one hour to report from time of call.

WHEN THE SYSTEM CALLS YOU, YOU MAY…

…LISTEN TO THE JOB OFFER

1. When the System calls, enter your **PIN**, then **PRESS 1** to *hear the absence information*

2. LISTEN CAREFULLY! The System tells you the Location, the Absentee's name, the Subject or Assignment, the dates and times of the Job, and any special instructions left for this Job.

   PRESS 1 to *ACCEPT the job*, *or*
   PRESS 2 to *HEAR the job AGAIN*, *or*
   PRESS 9 to *DECLINE the job. The System will then prompt you to enter a REASON FOR DECLINING. (See page 3.)*

   If you *ACCEPT the job*, the System gives you the Job Number. *If you do not wait to HEAR THE JOB NUMBER, there is no assurance you have been assigned, and another Substitute will be called.*

…LISTEN TO THE CANCELLATION NOTIFICATION

1. When the System calls, enter your **PIN**. The System will say "The following assignment has been cancelled", then reads the Job Number and description of the assignment which was cancelled.

2. **PRESS 1** to *HEAR the cancellation notification AGAIN*, *or*
   PRESS 2 to *HEAR if there are OTHER JOBS AVAILABLE to accept*, *or*
   PRESS 9 to *EXIT*.

…MAKE THE SYSTEM WAIT FOR YOUR PIN

1. Following the System's instructions, the person who answers the phone may PRESS the **STAR KEY**, then **PRESS 1** to select *MAKE THE SYSTEM WAIT FOR THE SUBSTITUTE'S PIN*.

2. The System waits for approximately two minutes for you to come to the phone or enter your **PIN**.

   If you do not select this option, the System waits approximately 30 seconds for you to enter your PIN before hanging up.

…SELECT THE "DO NOT DISTURB" OPTION

1. The person who answers the phone presses the **STAR KEY**, then **PRESSES 3** to select *DO NOT DISTURB. The System will then prompt you to enter a reason. (See reasons for decline on page 3.)*

2. The System does not offer the Job, and will not call back for the rest of the current call-out period (see list of call-out periods at top of page).

WHEN YOU CALL THE SYSTEM YOU MAY…

…CHANGE THE PHONE NUMBER THE SYSTEM CALLS

1. Call the System Phone Number, enter your **PIN** when prompted, then **PRESS 1** to *CHANGE the phone number the System calls.*

2. The System says the number it currently calls to reach you.

   PRESS 1 to *CHANGE the phone number*, *or*
   PRESS 9 to *KEEP the number as it is*.

   If you select *CHANGE the phone number*, enter the new number when prompted, followed by the star key.

3. The System repeats the new number

   PRESS 1 to *ACCEPT the number you entered, or*
   PRESS 9 to *RE-ENTER the number.*

   Note: If your home phone number changes permanently, call the Help Desk so your *Home Phone Number* (versus this changeable *Callback Phone Number*) can be updated in the System.

…HEAR JOBS AVAILABLE FOR YOU TO ACCEPT

1. Call the System Phone Number, enter your **PIN** when prompted, then **PRESS 3** to *HEAR jobs.*

2. LISTEN CAREFULLY! The system tells you the Location, the Absentee's name, the Subject or Assignment, the Job's dates and times, and any special instructions left for this Job.

   PRESS 1 to *ACCEPT the job, or*
   PRESS 3 to *LISTEN to the job again, or*
   PRESS 5 to *DECLINE the job* the System just played. *The System will then prompt you to enter a REASON FOR DECLINING (see page 3), or*
   PRESS 7 to *HEAR another job.* (This option may not be offered if you were specifically requested for this Job).

   If you *ACCEPT*, the System gives you the Job Number. *If you do not wait to HEAR THE JOB NUMBER, there is no assurance you have been assigned, and another Substitute will be called.*

   If you *DECLINE*, the System will not offer that *particular* job again.

…REVIEW OR CANCEL AN ASSIGNMENT ALSO PREARRANGED

1. Call the System Phone Number and enter your **PIN,** then **PRESS 5** to *REVIEW or CANCEL JOBS you are assigned to.*

2. Listen carefully to the Job information the System plays for you.

   PRESS 1 to *HEAR THE INFORMATION again, or*
   PRESS 3 to *HEAR ANOTHER JOB, or*
   PRESS 5 to *CANCEL THE JOB* the System just played for you.

   If an emergency forces you to *CANCEL the job*, the System asks you to **PRESS 1** to *CONFIRM the request. The System will then prompt you to enter a REASON for cancelling (see page 3).* Then 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 your assignment has been canceled, and you are still considered the assigned Substitute.

IMPORTANT!

Do not cancel the day of the assignment without reporting your cancellation to the location!

…REVIEW OR MODIFY A PERIOD WHEN YOU WILL BE UNAVAILABLE TO WORK

This feature allows you to indicate one or more dates when you are not available. *(Examples: Jury Duty, Personal Illness, etc.)* The System will not offer you Jobs which include the dates when you are not available, although it may call you during those dates period for Jobs which start later.

1. Call the System Phone Number, enter your **PIN** when prompted, then **PRESS 7** to *MODIFY A PERIOD when you are unavailable to work.*

2. The system reads the dates of any period when you will be unable to work which is already on file. *If no previously entered dates exist, the System skips to step 3.*

   PRESS 1 to *KEEP these dates, or*
   PRESS 5 to *CHANGE these dates, or*
   PRESS 7 to *ERASE these dates.*

   If you select *KEEP these dates* or *ERASE these dates*, the System automatically returns to the Main Menu.

3. The System asks for the first date of the period when you will be unavailable, then for the last date. Enter these dates using 2 digits for month and 2 digits for day of month (*Example: Enter March 4th as 0304*).

…REVIEW OR MODIFY YOUR DAILY AVAILABILITY

This feature allows you to indicate for each morning and afternoon of the week whether or not you will normally be available. *(Examples: All day on Mondays, only afternoon on Wednesdays, etc.)* The System will not call you to offer Jobs which include times when you are unavailable.

1. Call the System Phone Number, enter your **PIN** when prompted, then **PRESS 8** to *REVIEW OR MODIFY your daily availability.*

2. The System reads the times when you are available on Mondays (*Example: "You are available Monday AM and PM"*), then offers these options:

   PRESS 1 to *KEEP this day's availability setting, or*
   PRESS 3 if *you are available BOTH AM AND PM, or*
   PRESS 5 if *you are available ONLY IN THE AM, or*
   PRESS 7 if *you are available ONLY IN THE PM, or*
   PRESS 8 if *you are NOT AVAILABLE ON THIS DAY.*

   Repeat the procedure above for each of the remaining days of the week, from Tuesday through Sunday. You may **PRESS 9** at any time to indicate that you are finished entering this information.

REASONS FOR DECLINE OR CANCELLATION

1. Illness
2. No Transportation
3. No Child Care
4. Working in Another District
5. Not Comfortable with Assignment
6. Reassignment
7. Ill Family member
8. Personal
9. Bereavement
10. Maternity
11. Jury Duty
12. Vacation
13. Not Today
14. Academics

HOW TO REGISTER AS A NEW USER AND RECEIVE YOUR PERSONAL IDENTIFICATION NUMBER *(PIN)*

When you register, you will need:

- The System Phone Number (found on Page 1)
- Your Social Security Number (SSN)
- A pen or pencil

1. Call the System Phone Number, then press the **STAR KEY** when the System asks for your Personal Identification Number.

2. **PRESS 1** when the System says, "Press 1 if you're calling as a Substitute…"

3. When the System asks for your Social Security Number, enter your **SSN** by pressing the telephone keys.

   If the System asks for your SSN *again*, re-enter it carefully. If the System *continues* to ask for your SSN, hang up and call the Help Desk for assistance (see page 1).

4. The System asks you to record your name. Immediately after the tone, say your name clearly. You have only a few second, so avoid pauses or long titles. Wait for the System to play back your recorded name.

   If you like the recording, **PRESS 1**.
   If you want to re-record your name, **PRESS 9**.

5. When the System tells you your PIN, write it in the space provided on page 1. **PRESS 9** to review your PIN. When you are sure that your PIN is written correctly, **PRESS 1**.

6. The System says the phone number it will call to contact you.
   If the number is *CORRECT*, **PRESS 1**.
   If the number is *NOT CORRECT or is MISSING*, **PRESS 9** and the system will allow you to correct it. Call the Help Desk as soon as you finish registering and have them update your record.

   NOTE: You may change the number the System calls to contact you (called the *Callback Phone Number*) as often as you wish in the future, but only the Help Desk can change your permanent *Home Phone Number*. **If your phone number ever changes permanently, inform the Help Desk immediately!**

Your registration is now COMPLETE.
You may use your new PIN immediately.

AFTER REGISTERING, YOU MAY REVIEW YOUR *PIN* OR CHANGE THE RECORDING OF YOUR NAME

1. Follow steps 1 through 3 in the previous instructions as if you were registering as a new user.

2. **PRESS 1** to *HEAR your PIN*, *or*
   PRESS 3 to *CHANGE the RECORDING of your name*.

3. If you select *HEAR YOUR PIN*, the System tells you your PIN. Write your PIN in the space provided on page 1.

4. 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**.