



SOUTHERN EDUCATION SERVICE COOPERATIVE
Administrator Telephone Quick Reference Card

System Phone Number	1-866-938-7559
Help Desk Phone Number	304-872-6440
Write your Access ID here	
Write your PIN here	
Web Browser URL	https://sesc.eschoolsolutions.com

TELEPHONE ACCESS INSTRUCTIONS

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	Starts at 5:30 am and continues until 10% of completion of job	7:00 - 11:00 pm (except Thursday – callout begins at 5:00 pm)
Saturday	None	None
Sunday	12:00 pm	7:00 - 11:00 pm
Holidays	None	7:00 - 11:00 pm

Sample of REASONS FOR ABSENCE:

- | | |
|--------------------|---------------------------|
| 1 - SICK LEAVE | 6 - PROFESSIONAL DAY |
| 2 - PERSONAL LEAVE | 7 - JURY DUTY |
| 3 - VACATION | 8 - FMLA |
| 4 - BEREAVEMENT | 9 - WORKMANS COMP |
| 5 - MILITARY | 10 - ADMINISTRATIVE LEAVE |

TELEPHONE ACCESS INSTRUCTIONS

1. Enter your **Access ID** followed by the star (*) key
2. Enter your **PIN** followed by the star (*) key

(If you do not have a PIN, enter your Access ID again, when prompted for your PIN. You will then be able to enter a new PIN to use.)

REGISTRATION

1. Record your name followed by the star (*) key
2. Hear your work locations and job descriptions. If they are not accurate, contact the help desk.
3. If your PIN is the same as your Access ID, enter a new PIN
Enter a PIN at least six (6) digits in length followed by the star (*) key

MENU OPTIONS

- 1 – Create an Absence
- 2 - Create a Vacancy
- 3 - Review, Cancel or Modify Jobs
- 4 - Hear Job Counts
- 6 - Record Announcements
- 7 - Change your PIN
- 9 - Exit and hang-up

TO CREATE AN ABSENCE

NOTE: *If an employee has multiple schedules for the same classification they may not be able to create an absence on the telephone for every one of the schedule entries for that classification. They will be able to do that on the Web.*

1. Enter the Absentee's access ID, followed by the star (*) key
PRESS 1 if Correct
If the employee has more than one work schedule, confirm the location and classification choice.
PRESS 2 to Enter another access ID
2. Enter dates and times for the absence
PRESS 1 if the Absence is only for today
PRESS 2 if the Absence is only for tomorrow
PRESS 3 to Enter the dates and times
2. If you pressed 3 to Enter Dates and time
Enter Start Date
PRESS 1 to Accept the date offered
PRESS 2 to Enter start date (MMDD)
3. Enter the reason from page 1 followed by the star (*) key or wait for a list of reasons
4. Record Special Instructions
PRESS 1 to Record special instructions. Press the star (*) key when done
PRESS 2 to Bypass this step
5. Is a Substitute Required?
PRESS 1 if a substitute is required
PRESS 2 if a substitute is not required
6. If you **pressed 1**, a substitute is required
PRESS 1 to Request a particular substitute
Enter the substitute access ID, followed by the star (*) key
PRESS 1 to Accept requested substitute
PRESS 1 if the Substitute should be called

PRESS 2 if the Substitute has already agreed to work and does not need to be called

PRESS 2 to Bypass requesting a substitute

7. Complete Absence

PRESS 1 to Receive the job number

Record the Job Number. The Job Number is your confirmation.

CREATE A VACANCY

1. Enter classification from drop-down menu
2. Continue with the steps for creating an absence

REVIEW, CANCEL, OR MODIFY JOBS

1. **PRESS 1** to Enter a job number
Enter a job number, followed by the star (*) key
PRESS 2 to Hear a list of current/future jobs listed in chronological order
PRESS 3 to Hear a list of today's jobs
PRESS 4 to Hear a list tomorrow's jobs
PRESS 5 to Hear a list of jobs on specific date
Enter the date in MMDDYY format. Enter two digits for the month, two digits for the day, and two digits for the year
PRESS 6 to Enter another location
2. Hear job information. The pound (#) sign fast forwards through job details
PRESS 1 to Hear the job information again
PRESS 2 to Cancel the job
PRESS 3 to Modify the job information
PRESS 4 to Verify the job
PRESS 8 to Hear the next job
3. If you **pressed 2** to Cancel the job
PRESS 1 to Confirm the cancellation request
If a substitute is assigned to the absence
PRESS 1 for the System to call the assigned substitute
PRESS 2 to Not have the system call the substitute
Once you confirm a request to cancel the job, wait for the system to say, "Job Number has been cancelled."
4. If you **pressed 3** to Modify job information
PRESS 1 for Start date
PRESS 2 for End date
PRESS 3 for Start or end time
PRESS 4 for Special instructions
PRESS 5 for Reason
PRESS 7 to Change specified substitute
If you pressed 1 thru 7, follow the telephone instructions to complete the job modification.

HEAR JOB COUNTS

1. **PRESS 1** for Today's job count
PRESS 2 for Tomorrow's job count
PRESS 3 for a Job count on a specific date
Enter the date in MMDDYY format. Enter two digits for the month, two digits for the day and two digits for the year
2. Hear the total job count and open job count

RECORD ANNOUNCEMENTS

1. **PRESS 1** to Record announcement
PRESS 2 to Delete an announcement
2. If you **pressed 1** to record an announcement
Record the announcement, followed by the star (*) key
PRESS 1 to Accept
PRESS 2 to Re-record

CHANGE YOUR PIN

1. Enter a new PIN at least six (6) digits in length followed by the star (*) key
2. **PRESS 1** if Correct
PRESS 8 to Re-enter
PRESS 9 to Exit to menu options (without saving PIN)