

Southern Educational Services Cooperative (SESC)
Administrator Telephone Quick Reference Card

System Phone Number 1-866-938-7559

Help Desk Phone Number 304-872-6440 or 304-872-6441

Write your Access ID here _____

Write your PIN here _____

Web Browser URL sesc.sfe.powerschool.com

TELEPHONE ACCESS INSTRUCTIONS

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	Starts at 5:00 am and continues until 10% of completion of job	5:00 - 11:00 pm
Saturday	None	None
Sunday	12:00 pm	5:00 - 11:00 pm
Holidays	None	5:00 - 11:00 pm

REASONS FOR ABSENCE: (sample of reasons below)

- 1 - SICK LEAVE
- 2 - PERSONAL LEAVE
- 3 - VACATION
- 4 - BEREAVEMENT
- 5 - MILITARY
- 6 - PROFESSIONAL DAY
- 7 - JURY DUTY
- 8 - FMLA
- 9 - WORKMANS COMP
- 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
If using allowed duration when creating an absence, select Full Day, Morning Half Day
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
3. 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)
4. Enter the reason from page 1 followed by the star (*) key or wait for a list of reasons
5. Record Special Instructions
PRESS 1 to Record special instructions. Press the star (*) key when done
PRESS 2 to Bypass this step
6. Is a Substitute Required?
PRESS 1 if a substitute is required
PRESS 2 if a substitute is not required
7. 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

8. 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 followed by the star (*) key or wait for a list of classifications

PRESS 1 if Correct

PRESS 2 to Re-enter

2. Enter calendar followed by the star (*) key or wait for a list of calendars

PRESS 1 if Correct

PRESS 2 to Re-enter

3. Continue with the steps for creating an absence beginning with step 2

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)