

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

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**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**

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**THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:**

	<b>Today's Jobs</b>	<b>Future Jobs</b>
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

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**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.)*

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### 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

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### 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.**

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**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

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**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.

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**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

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**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

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**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)