

IV. Substitute / Employee Management System

A. DESCRIPTION

The Plano ISD uses an automated system to assign substitutes to teachers or other personnel absences.

When an absence is reported, the system assigns a job number, and searches the database for **registered** available substitutes for the job. The search begins at a random point of the database every time; so all substitutes have the same opportunity to be contacted.

B. HOW TO REGISTER

After completing the required paperwork at the orientation meeting and receiving your substitute badge, **you may register in approximately two to five days to become active in the system.**

Registering is a one-time procedure that:

- 1) Activates the substitute's record in the system.
- 2) Allows the substitute to make a recording of his/her name.
- 3) Assigns a Personal Identification Number (PIN) to the substitute.

Following are the step-by-step instructions to register

Please write down the information received during registration.

SUBSTITUTE ID # / User ID ___ ___ ___ ___ ___ ___ ___ (last 7 digits of phone number on your blue profile sheet)

P I N # ___ ___ ___ ___ ___ ___ (6 digits)

NOTE: User ID and PIN does not change. Call back phone number for assignments may be changed via on-line substitute system or phone system.

Using a touch-tone phone call the **System Phone Number (469) 752-8227**

1. **Listen** for the "additional instructions" to register as a new user **PRESS ***
2. When the system plays, "Press 1 if you're calling as a substitute" **PRESS 1**
3. Enter your Social Security Number
4. Record your name after the tone
To record (make sure to speak clearly for the recording)..... **PRESS 1**
To re-record **PRESS 9**
5. Write down your PIN in the space provided above
To review your PIN **PRESS 9**
After you have written down your PIN **PRESS 1**
6. The system plays the phone number it will call to contact you
If the number is correct **PRESS 1**
If the number is NOT correct..... **PRESS 9**

REVIEW YOUR PIN OR RE-RECORD YOUR NAME AT ANY TIME

Follow steps 1 through 3 above, as if you were registering as a new user

- To hear your PIN PRESS 1
- To change the recording of name PRESS 3
 - To save recording PRESS 1
 - To re-record PRESS 9

C. SYSTEM - PHONE ACCESS

The phone system calls substitutes during the following times:

	For Current Day Jobs	For Future Jobs
Weekdays (Monday - Thursday)	Starts at 5:30 a.m.	6:00 p.m. – 10:00 p.m.
Friday	Starts at 5:30 a.m.	None
Saturday	None	None
Sunday	None	6:00 p.m. – 10:00 p.m.
Holidays	None	6:00 p.m. – 10:00 p.m.

WHEN THE SYSTEM CALLS YOU (Call blocker must be disconnected)



You cannot accept a job assignment when it is a voice-mail message.

To Offer a Job

- To hear the unassigned job information Enter your PIN and PRESS 1
- To accept a job PRESS 1
 - WAIT TO HEAR THE JOB NUMBER after accepting a job or the job will not be assigned to you
- To hear the job again PRESS 5
- To decline the job PRESS 9

To Notify of Job Cancellation

- Enter your PIN
- The system will play information regarding job that has been canceled
 - To hear the cancellation again PRESS 1
 - To hear if there are unassigned jobs to accept PRESS 5
 - To exit PRESS 9

To Make the System Wait for PIN

PRESS the STAR KEY, then PRESS 1

To set the "Do Not Disturb" option

PRESS the STAR KEY, then PRESS 3

This will stop the system from calling for a 7 hour time period only! At the end of the 7 hour time period, the phone will start calling you again.

WHEN YOU CALL THE SYSTEM



Menu Options:

- 1 to Change phone number
- 2 to Review or modify do not disturb time setting
- 3 to Listen to unassigned jobs you are entitled to hear
- 5 to Review your assignments
- 7 to Review temporary unavailability period
- 8 to Review daily availability
- 9 to Exit
- * to Retrieve your PIN

To Change the phone number the system calls

To change the phone number the system calls

The system plays the number it currently calls

To change the phone number PRESS 1

To keep the current phone number PRESS 9

The system repeats the new number

To accept the number you entered..... PRESS 1

To re-enter the number PRESS 5

To review or modify Do Not Disturb time settings

To set times PRESS 2

To hear current do not disturb time setting PRESS 1

To stop calls for up to 7 hours (from current time)..... PRESS *

OR

To stop calls for fewer than 7 hours,

enter the time to resume calling..... hhmm

(two digits for hour and two digits for minute)

For AM..... PRESS 3

For PM..... PRESS 7

To hear jobs available for you to accept

To hear jobs..... PRESS 3

To accept the job PRESS 1

To listen to the job again PRESS 5

To decline the job..... PRESS 5

To hear another job..... PRESS 7

To review or cancel an assignment

- To review or cancel jobs assigned to you PRESS 5

- To hear the information again PRESS 1
- To hear another job..... PRESS 3
- To cancel the job just played for you PRESS 5

NOTE: *The substitute can cancel a job in the system prior to the job start time only*

To review or modify temporary unavailability

- To modify a dates when you are unavailable to work..... PRESS 7

- To keep these dates PRESS 1
- To change these dates (MMDD) PRESS 5
- To erase these dates PRESS 7

To review or modify your daily availability (regular schedule)

- To review or modify your daily availability..... PRESS 8

- To keep this day's setting PRESS 1
 - if available both AM and PM..... PRESS 3
 - if available only in the AM..... PRESS 5
 - if available only in the PM..... PRESS 7
 - if not available on this day PRESS 8
- To indicate that you are finished PRESS 9

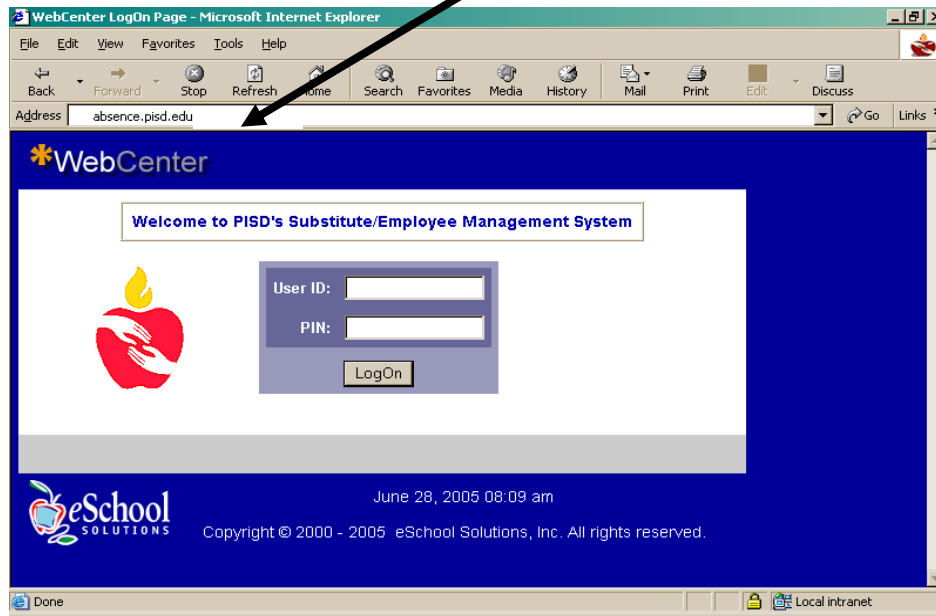


D. SYSTEM - ONLINE ACCESS

A Personal Identification Number (PIN) is required to access the system online. To obtain a PIN, substitutes must register on the Substitute/ Employee Management System using the **phone**. For detailed information refer to the "how to register" section of this handbook

LOG ON

Open an Internet Browser, type **absence.pisd.edu** on the address bar and click on the GO button. **** do not type www ****



User ID

Key in your Substitute Id#/User ID and press tab. Only numeric information is allowed (no dashes).

PIN

Key in your PIN#, and then click on the *LogOn* button.

Refer to the "how to register" section in this handbook for detailed information on how to obtain a PIN.

Log Off

At any time during the session, the *Log Off* button can be pressed to end the session and disconnect from the Substitute/Absence System.

To ensure security and privacy of information, all Users should use the *LogOff* button to disconnect from the Substitute/Absence Management System.

IMPORTANT NOTE:

Do NOT use the browser's BACK button to navigate to screens



Instead, use the Navigation buttons on the bottom of each screen such as:

Return to List

Continue

MODIFY PROFILE



Current information is displayed on the Profile screen

The screenshot shows the 'Review / Modify Profile' form. It contains the following fields and controls:

- Name:** ZZ PHONY SUB TO HOLD JOB
- Phone:** A text input field with a mask: (972) 000 - 0000. Callout (1) points to this field.
- Daily Availability:** A row of checkboxes for Mon, Tue, Wed, Thu, Fri, Sat, Sun. Below it are checkboxes for AM and PM. Callout (2) points to the AM/PM checkboxes.
- Temporary Unavailable Period:** Fields for Start Date and End Date. Each date field has a calendar icon, a dropdown for Month, a dropdown for Day, and a dropdown for Year. Callout (3) points to the Start Date field.
- Note:** You are allowed only 1 unavailability date in your profile.
- Do not call until:** A time input field with radio buttons for AM and PM. Callout (4) points to the AM/PM radio buttons.
- Note:** A time can be entered that is up to 7 hours from now. If a time is not entered (or deleted), you will be called during regular calling periods.
- Buttons:** 'Update' and 'Reset' buttons. Callout (5) points to the 'Update' button, and callout (6) points to the 'Reset' button.

(1) Callback number

Must be entered as all numbers (no dashes or brackets) and should include the long distance indicator (if required) and area code.

(2) Daily Availability Schedule

It should be your normal schedule. If you are normally available everyday, check Monday to Friday, AM and PM.

(3) Only one temporary **Unavailability** period is stored on your profile, you may change to another date after the current unavailability dates have passed. The Month/Day/Year fields are selected by clicking on the pull down menu or pressing the Calendar Icon.

(4) Do Not Call Until

Can be set if you want to block calls from the calling system until a certain time. Time can only be set up to 7 hours in advance.

(5) Pressing the **Update** button will make the changes. Errors are displayed on the screen below the tabs. If your profile is updated, the following message will display:

Your profile has been updated successfully.

(6) Pressing the **Reset** button returns the form to the current values stored in the database, so none of the changes will take effect.

CALENDAR



All date fields have a Calendar Icon that will display a pop up calendar window
Press the calendar icon to display the monthly calendar



Calendar buttons (arrows) allow scrolling to future or previous months and years

Click on the desired date to make selection

<< Previous Year
< Previous Month
> Next month
>> Next Year



You can use the browser's print icon to print any screens that you are currently viewing.



AVAILABLE JOBS

(To search for a new job)

Substitutes are allowed to view and accept open jobs under the following conditions:

- Must be available to work all days and times of the job
- Substitute was specified for the job
- Classification and location of the job are valid selections on the current profile

Available Jobs

Enter a date range and then press Search

Month Day Year

Search from: February 12 2009

Search to: April 12 2009

Action	Start End	Location Classification	Employee In For S M T W Th F Sa	Instructions Requested
Details	2009/02/12 08:00am 2009/02/13 04:00pm	ARMSTRONG MIDDLE SCHOOL MUSIC INSTRUMENTAL	MITCHELL, ANNETTE L. Th F	None No
Details	2009/02/12 08:00am 2009/02/13 04:00pm	CARPENTER MIDDLE SCHOOL MUSIC INSTRUMENTAL	ALEXANDER, ALICIA A. Th F	None No

LogOff Help About On-Line Help

Callouts: (1) points to Search button; (2) points to Search from date; (3) points to Instructions Requested column; (4) points to Instructions Requested cell; (5) points to Details link.

Available Jobs

The list of jobs may change at any time as other substitutes are accepting assignments or new jobs are being created.

(1) Pressing the **Search** button will refresh the list.

(2) Search Criteria

Enter dates in the **From** and **To** fields for the desired search period.

The current date will default in both date fields and is displayed as Month/Day/Year. The dates can be the current date or in the future. Press the Search button to display the list of available jobs.

(3) Instructions

If Instructions is marked "TELEPHONE," then after accepting the job, you should call the system to hear the voice message that was recorded by the employee. If it is marked "Text" then you will be able to view the instruction on the job.

(4) Requested

If Requested is marked "Yes," you are the requested substitute.

(5) Pressing the **Details** button displays the Job Detail Confirmation screen.

Modify Profile Available Jobs Review Assignments

Job Status: **Open / Open**
Employee: MITCHELL, ANNETTE L.
Location: ARMSTRONG MIDDLE SCHOOL
Classification: MUSIC INSTRUMENTAL
Substitute Instructions: None
Start: 2009/02/12 08:00am - 04:00pm
End: 2009/02/13 08:00am - 04:00pm
Work Schedule: Thu Fri

(6) Accept Job Decline Job Return To List (7)

(6) Accept Job confirmation

You must press the Accept Job button and receive a job number to be assigned to the job.

Pressing the *Accept Job* button will make a final check to verify that the job has not yet been assigned. If the Calling System currently has a substitute on the line or another substitute has accepted the assignment, the job cannot be assigned to you and a message will display.

(7) The **Return to List** button returns to the list of available jobs.

The *Success* screen displays the job number. You can print this screen as verification and then press the *Continue* button to return to the *Review Assignments* screen. If the special instructions state Telephone, you should call the system to hear the instructions.

The Job assignment was successful. Please record the Job Number and have it available for your assignment, then press Continue.

Job assignment was successful. Please record the Job Number and have it available for your assignment, then press Continue.

Document Job# for your records

Job Number: 892563
Job Status: Active / Call-In
Employee: MITCHELL, ANNETTE L.
Location: ARMSTRONG MIDDLE SCHOOL
Classification: MUSIC INSTRUMENTAL
Substitute Instructions: None
Start: 2009/02/12 08:00am - 04:00pm
End: 2009/02/13 08:00am - 04:00pm
Work Schedule: Thu Fri
Assigned Substitute: ADAMS, DELISHA
Continue



REVIEW ASSIGNMENTS
(Jobs you already have – past, present, future)

You can review and print past, present, and future assignments by entering a specific date range.
If the assignment has not yet started, these assignments can be canceled from the *Review Assignments* screen.

Review Assignments
Enter a date range and then press Search

Month Day Year
Search from: February 16 2004
Search to: March 31 2004 Search

Job #	Start End	Location Classification	Employee In For S M T W Th F Sa
<u>549214</u>	2004/03/01 07:15am 2004/03/05 03:45pm	WYATT ELEM SPECIAL ED	ZZ TEST TEACHER M T W Th F

- (1) **Search Criteria**
The default date is today's date and is displayed as Month/Day/Year.
Select dates in the **From** and **To** fields. Dates may be a date in the present, past or the future. Press the Search button to display the list of jobs. *This may not be an accurate complete list of past jobs
- (2) Pressing the **Job #** button displays the job detail screen and then gives you the option to cancel the job if so desired.

Job Number: **518166**
 Job Status: **Active / Pre-arranged**
 Employee: ZZ TEST TEACHER
 Location: WYATT ELEM
 Classification: SPECIAL ED
 Special Instructions: None
 Start: 2003/10/21 07:15 am
 End: 2003/10/21 03:45 pm
 Work Schedule: Tue
 Assigned Substitute: 7522195 CERISE, TAMMY

(*) → Special Instructions: None
 (4) → Return to List
 (3) ← Cancel Assignment

[LogOff](#) [Help](#)

* Note: Special instructions may be viewed via the web center or phone. For example, if a school is requesting for a bilingual teacher and the assignment requires “Spanish-speaking preferred” subs for this position, there may be special instructions included on the web center or at the end of the phone message. You may be turned away from the position if you do not meet the requirements. Please pay close attention to the special instructions section.

(3) Pressing the **Cancel Assignment** button will cancel the assignment, if the job has not yet started.

A message will display to confirm the cancellation.

Assignment successfully cancelled.

(4) Pressing the **Return to List** button will return you to the review list of jobs **without** canceling the assignment.

For technical questions or assistance substitutes may call the **Help Desk Phone Number (469) 752-5166** or send an e-mail to absencesupport@pisd.edu.

