

**Greenville County Schools
Employee Quick Reference Phone Card**

Employee Quick PHONE Reference

System Phone Number **422-2300**

Help Desk Phone Number **355-2500**

Write your PIN number here _____

Web Browser URL
http://subs.greenville.k12.sc.us

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	Starts at 6:00 am and continues until % of completion of job	5:30 - 10:00 pm
Saturday	None	6:00 - 9:30 pm
Sunday	None	6:00 - 9:30 pm
Holidays	None	6:00 - 9:30 pm

REASONS FOR ABSENCE:

1. **Personal Illness**
2. **Illness in the Family**
3. **Personal Leave**
4. **Professional Leave**
5. **Vacation**
6. **Bereavement**
7. **District Business Leave**
8. **Jury Duty**
9. **Military Duty**
10. **Long Term Illness**
11. **Approved Leave Without Pay**
12. **Vacancy – Clerical/Aide**
13. **Vacancy – Teacher/Professional**

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
PRESS 1 to Accept
PRESS 2 to Re-enter
PRESS 9 to Exit and hang-up
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
PRESS 1 if Correct
PRESS 2 to Re-enter
PRESS 9 to Exit and hang-up

MENU OPTIONS

- 1 – Create an Absence**
- 2 – Review, Cancel Absence or Modify Special Instructions**
- 3 – Review Work Locations and Job Descriptions**
- 4 – Change PIN, Re-record Name**
- 9 – Exit and hang-up**

WORK AT MULTIPLE LOCATIONS?

If you **pressed 1** to Create an absence

1. Enter the location code followed by the star (*) key or wait to hear a list of locations
2. **PRESS 1** to Accept location choice
PRESS 2 to Re-enter
PRESS 9 to Exit to menu options

1- TO CREATE AN ABSENCE

1. Enter dates 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 for the absence
PRESS 9 to Exit to menu options
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
Enter two digits for the month and two digits for the day (MMDD)

PRESS 9 to Exit to menu options

For all options
Enter Start Time
PRESS 1 to Accept offered time
PRESS 2 to Enter time
Enter two digits for the hour and two digits for the minutes in HH:MM format.
Enter 1 for am or 2 for pm
PRESS 9 to Exit to menu options
Repeat procedure for end date and time
3. Enter the reason from page 1 followed by the star (*) key or wait for a list of reasons
PRESS 1 if Correct
PRESS 2 to Re-enter
PRESS 9 to Exit to menu options
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
PRESS 9 to Exit to menu options
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 9 to Exit to menu options
PRESS 2 to Re-enter
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.
PRESS 1 to Hear the job number again
PRESS 9 to Exit to menu options
PRESS 2 to Review absence information

2 - TO REVIEW/CANCEL ABSENCE OR MODIFY SPECIAL INSTRUCTIONS

1. Hear the job information
PRESS 1 to Hear absence information again
PRESS 2 to Modify special instructions

PRESS 3 to Cancel the absence
PRESS 8 to Hear the next absence
PRESS 9 to Exit to menu options
2. If you **pressed 2** to Modify special instructions
PRESS 1 to Delete
PRESS 2 to Re-enter
Record instructions. Press the star (*) key when done
Hear the new instructions
PRESS 1 if Correct
PRESS 2 to Re-enter
PRESS 9 to Exit
PRESS 9 to Exit and hear next absence
3. If you **pressed 3** 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
PRESS 9 to Exit and hear next absence
PRESS 9 to Exit and hear next absence (without canceling)
Once you confirm a request to cancel the job, you **MUST** wait for the system to say *"Job Number has been cancelled."*

3 - TO REVIEW WORK LOCATIONS AND JOB DESCRIPTIONS

1. Hear a list of your work locations and job descriptions

4 - TO CHANGE PIN, RE-RECORD NAME OR CHANGE LANGUAGE PREFERENCE

1. **PRESS 1** to Change your PIN
PRESS 2 to Change the recording of your name
PRESS 3 to Change Language Preference
PRESS 9 to Exit to menu options
2. If you **pressed 1** to Change your PIN
Enter a new PIN at least six (6) digits in length, followed by the star (*) key
PRESS 1 if Correct
PRESS 2 to Re-enter
PRESS 9 to Exit to menu options
3. If you **pressed 2** to Change the recording of your name
Record your name. Press the star key (*) when done
PRESS 1 to Accept
PRESS 2 to Re-record name
PRESS 9 to Exit to menu options