

## Employee SFE 2.0 Telephone Reference

System Phone Number **980-819-4422**

Phone Number **980-343-4732**

Write your Access ID here \_\_\_\_\_

Write your PIN here \_\_\_\_\_

### TELEPHONE ACCESS INSTRUCTIONS

Before any features are available, you must register with the system and create a PIN. The Access ID and PIN are used for all interactions with the system.

#### REGISTRATION

1. Enter your **Access ID** followed by the star (\*) key
2. Enter your **Access ID** again when it asks for your PIN followed by the star (\*) key
3. Record your name followed by the star (\*) key
4. Hear your callback #. Correct if necessary.
5. You will be asked to select a new PIN. Enter a PIN at least five (5) digits (numbers only) in length followed by the star (\*) key.

### TELEPHONE ACCESS INSTRUCTIONS

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

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#### 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

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#### 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
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 Absence code 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.***

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## **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
- 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
- Once you confirm a request to cancel the job, you **MUST** wait for the system to say "***Job Number has been cancelled.***"

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## **TO CHANGE PIN or RE-RECORD NAME**

1. **PRESS 1** to Change your PIN  
**PRESS 2** to Change the recording of your name
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