Employee SFE Telephone Reference

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

SFE Help Desk   **980-343-1900**

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. 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

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

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.

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."***

TO CHANGE PIN or RE-RECORD NAME

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