

Substitute SFE Phone 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. Hear your callback #. Correct if necessary.
5. You will be asked to select a new PIN. Enter a PIN at least five (5) digits 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

WHEN THE SYSTEM CALLS

HEAR THE JOB OFFER

1. **PRESS 1** to Hear the job offer
PRESS 2 to Set temporary Do Not Call
2. If you **pressed 1** to Hear the job offer
PRESS 1 to Hear the job description
PRESS 2 to Decline the job (without hearing the description)
3. If you **pressed 1** to Hear the job description
PRESS 1 to Accept this job
Record the Job Number. You are successfully assigned to the job.
PRESS 2 to Repeat the job description
PRESS 3 to Decline the job
Enter the decline reason followed by the star (*) key
PRESS 1 to Accept
4. If you **pressed 2** to Set temporary Do Not Call, hear a time offered
PRESS 1 to Accept the time offered
PRESS 2 to Enter an earlier time in HH:MM format.

HEAR THE CANCELLATION

Hear "This assignment has been cancelled" and the job information

1. **PRESS 1** to Repeat the job information.

WHEN YOU CALL THE SYSTEM

MENU OPTIONS

- 1 - Review or Cancel Assignments
- 2 – Hear Available Jobs
- 3 - Change your Callback Number
- 4 - Review or Modify Temporary Do Not Call Time
- 5 - Review or Modify Unavailability Dates
- 6 - Review or Modify Daily Availability
- 7 - Change PIN or Re-record Name
- 9 - Exit and hang-up

REVIEW OR CANCEL ASSIGNMENTS

- 1. Hear assignments in chronological order
PRESS 1 to Hear assigned job information again
PRESS 2 to Cancel this assigned job
- 2. If you **pressed 2** to Cancel assignment
PRESS 1 to Confirm cancellation (Enter cancellation reason followed by the * key)

HEAR AVAILABLE JOBS

- 1. Hear assignment information
PRESS 1 to Repeat assignment
PRESS 2 to Accept assignment
PRESS 3 to Decline assignment
- 2. If you **pressed 3** to Decline assignment
Enter decline reason followed by the star (*) key

CHANGE YOUR CALLBACK NUMBER

- 1. Hear the Callback telephone number
PRESS 1 to Modify callback telephone number
- 2. Enter new telephone number followed by the star (*) key. **You must also log into Employee Self Service and change your phone number in the HR System so the number will remain correct in SFE.**

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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