

Electronic Substitute Calling System Link

• General Info and Numbers

You can call The Automated Substitute Calling System to review, create and cancel absences and jobs, and to modify preference lists.

Remember...Automated Substitute Calling System only works from touch-tone telephones!

When reporting an absence, always wait for the Job Number before disconnecting or the absence may not be recorded.

The Automated Substitute Calling System Access #:	(877) 528-7378 (877) LAUSD SUB
Help Desk #'s:	(213) 241-6117 (213) 241-6151
Fax:	(213) 241-8410
Email:	subdesk@lausd.k12.ca.us

• Substitute Teacher Instructions

When You Call The Automated Substitute Calling System

YOUR MAIN MENU	
To Review Current Assignments	Press 1
To Review Available Jobs	Press 2
To Cancel a Job	Press 3
To Report an Absence	Press 4
To Review Personal Information	Press 5
To Leave the The Automated Substitute Calling System System	Press 9

When The Automated Substitute Calling System Calls You To Offer You A Job

The Automated Substitute Calling System will call and ask for your PIN followed by the pound sign (#), **or** press star (*) if you do not wish to receive any more calls during **this** calling period.

If you chose to enter your PIN, followed by the pound sign The Automated Substitute Calling System will describe an available job.

To Continue	Press 5
To Hear Special Instructions (if recorded)	Press 1
To Hear the Itinerant Schedule (if recorded)	Press 2

Once you press **5**, The Automated Substitute Calling System will play the following options:

To Accept the Job	Press 1
To Hear the Job Again	Press 2
To Reject the Job* (see below)	Press 9

If you press **1** to **accept** the job, The Automated Substitute Calling System will play the job information again and give you a **JOB NUMBER**. You will be given some of these options as well:

To Hear Special Instructions (if recorded)	Press 1
To Hear the Itinerant Schedule (if recorded)	Press 2
To Continue	Press 5

If you press **1 or 2**, the appropriate information will be provided. If you press **5**, you will be given two options.

To Hear the Job Again	Press 2
To End This Call	Press 9

* If you press **9** to **reject** the job, The Automated Substitute Calling System **will** ask for a reason for the rejection. Select the appropriate reason followed by the pound sign (#).

Illness	Press 1
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Personal Necessity	Press 2
Prefer Another Assignment (3 times limit)	Press 3

The Automated Substitute Calling System will repeat the reason

If Correct	Press 1
If Incorrect	Press 2

When The Automated Substitute Calling System Calls You To Notify You Of A Job Cancellation

When a job has been canceled, The Automated Substitute Calling System will call you with notification. You will hear "This is notification of a job cancellation." Enter your PIN followed by the pound sign (#).

The Automated Substitute Calling System will play the information for the job that has been canceled, including the job number.

To Acknowledge the Cancellation	Press 1
To Hear the Cancellation Again	Press 2

Main Menu Option #1
To Review Current Assignments

From Main Menu	
The Automated Substitute Calling System will play your next schedule assignment followed by some, if not all, of the following options.	
To Hear the Special Instructions (if recorded)	Press 1
To Hear the Itinerant Schedule (if recorded)	Press 2
To Continue	Press 5

If you press **5**, you will be given these options.

To Hear the Job Details Again	Press 2
To Hear the Next Job	Press 3
To Cancel this Job	Press 4

To Return to the Main Menu	Press 9
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If you press **4**, The Automated Substitute Calling System *may* ask for a reason for the cancellation. After listening to the reasons provided, select the appropriate reason followed by the pound sign (#). The Automated Substitute Calling System will repeat the reason.

If Correct	Press 1
If Incorrect	Press 2

The Automated Substitute Calling System will ask for confirmation of the cancellation.

To Confirm the Cancel	Press 1
Otherwise	Press 2

Main Menu Option #2 To Review Available Jobs

From Main Menu	
The Automated Substitute Calling System will describe an available job, if any exist, followed by one or more of the following options.	
To Continue	Press 5
To Hear Special Instructions (if recorded)	Press 1
To Hear the Itinerant Schedule (if recorded)	Press 2

Once you press 5, The Automated Substitute Calling System will play the following options:

To Accept the Job	Press 1
To Hear the Job Again	Press 2
To Hear the Next Job	Press 3
To Return to the Main Menu	Press 9

If you press **1** The Automated Substitute Calling System will repeat the job information, followed by the **JOB NUMBER**.

If you press **3** The Automated Substitute Calling System will describe the next available job, if any exist followed by the same option described above.

Main Menu Option #3 To Cancel a Job

From Main Menu	Press 3
Enter the JOB NUMBER followed by the pound sign (#). The Automated Substitute Calling System will play the job information	
To Cancel this Job	Press 1
To Return to the Main Menu	Press 9
If you press 1 The Automated Substitute Calling System <i>may</i> ask for a reason for the cancellation. After listening to the reasons provided, select the appropriate reason followed by the pound sign (#). The Automated Substitute Calling System will repeat the reason.	
If Correct	Press 1
If Incorrect	Press 2
The Automated Substitute Calling System will ask for confirmation of the cancellation.	
To Confirm the Cancel	Press 1
Otherwise	Press 2

Main Menu Option #4 To Report an Absence

From the Main Menu	Press 4
Enter the JOB NUMBER followed by the pound sign (#). The Automated Substitute Calling System will play the job information.	
Step 1:	Enter the first date of the absence (MMDD) followed by the pound sign (#). To begin the absence today, press star (*).
Step 2:	Enter the time the absence begins (HHMM) followed by the pound sign (#). If the absence begins at the start of the workday, press star (*). If you enter a specific time:
	For A.M. Press 1
	For P.M. Press 2
Step 3:	Enter the last date of the absence (MMDD) followed by the pound sign (#). For a single day absence, press star (*).
Step 4:	Enter the time the absence ends (HHMM) followed by the pound sign (#). If the absence ends at the end of the workday, press star

	(*). If you enter a specific time:	
	For A.M.	Press 1
	For P.M.	Press 2
The Automated Substitute Calling System will repeat the date(s) and time(s) of the absence.		
	If correct	Press 1
	If incorrect	Press 2
Step 5:	The Automated Substitute Calling System will play a list of absence reason. Press the number of the appropriate reason followed by the pound sign (#).	
	Illness	Press 1
	Personal necessity	Press 2
	Mentor	Press 3
The Automated Substitute Calling System will repeat the reason.		
	If correct	Press 1
	If incorrect	Press 2

GET THE REVISED JOB NUMBERS

ALWAYS WAIT FOR THE REVISED JOB NUMBERS BEFORE DISCONNECTING OR THE ABSENCE MAY NOT BE RECORDED.

**Main Menu Option #5
To Review Personal Information**

From The Main Menu	Press 5
The Automated Substitute Calling System will play the Personal Information Menu	
To review your phone number	Press 1
To review your name recording	Press 2
To review the days of the week you can work	Press 3
For the date range menu	Press 4
To hear your employee ID	Press 5
To return to the Main Menu	Press 9

(1) To Review Your Phone Number

The Automated Substitute Calling System will play your phone number	
If your phone number is correct	Press 1
To change your phone number	Press 2
If you press 2, enter the area code and phone number followed by the pound sign (#). The Automated Substitute Calling System will repeat the number.	
If your phone number is correct	Press 1
To change your phone number	Press 2

(2) To Review Your Name Recording

The Automated Substitute Calling System will play your name as it is recorded.	
If your name is recorded correctly	Press 1
To re-record your name	Press 2
If you press 2, record your name after the tone. When you are finished, press the pound sign (#). The Automated Substitute Calling System will repeat your name.	
If correct	Press 1
If incorrect	Press 2

(3) To Review the Days of the Week You Can Work

Note: This changes your basic day of availability for the rest of the school year. Use date range menu if you want to make temporary changes.	
To review your availability for:	
Sunday	Press 1
Monday	Press 2
Tuesday	Press 3
Wednesday	Press 4
Thursday	Press 5
Friday	Press 6
Saturday	Press 7
After choosing a day, that day's availability will be played.	
If you would like to change your availability	Press 1
To use this schedule for another day of the week	Press 2
To return to the previous menu	Press 3
If you press 1 The Automated Substitute Calling System will ask "Are you normally available to work on (day of the week)?"	

	If yes	Press 1
	If no	Press 2
	For mornings only (6am until 12pm)	Press 3
	For afternoons (12pm until 6pm)	Press 4
	To enter specific hours	Press 5
If you press 1, 2, 3, or 4 The Automated Substitute Calling System will repeat the schedule that applies to your choice.		
	If you would like to change your availability	Press 1
	To use this schedule for another day of the week	Press 2
	To return to the previous menu	Press 9
If you press 5 for Special Hours:		
Step 1:	Enter the earliest time (HHMM) that you will be available followed by the pound sign (#). If you will be able available from the start of the day, press star (*). If you enter a specific time:	
	For A.M.	Press 1
	For P.M.	Press 2
Step 2:	Enter the latest time (HHMM) that you will be available followed by the pound sign (#). If you will be available until the end of the day press star (*). If you enter a specific time:	
	For A.M.	Press 1
	For P.M.	Press 2
Step 3:	Enter the minimum number of hours that you are willing to work during this period followed by the pound sign (#). If you have no preference, press star (*).	
Step 4:	Enter the maximum number of hours that you are willing to work during this period followed by the pound sign (#). If you have no preference, press star (*).	
The Automated Substitute Calling System will repeat the schedule you entered.		
	If you would like to change your availability	Press 1
	To use this schedule for another day of the week	Press 2
	To return to the previous menu	Press 9

(4) For the Date Range Menu

To add an UNAVAILABLE date range	Press 1
To add a DO NOT DISTURB date range	Press 2
To review a date range	Press 3
To return to the Main Menu	Press 9

(1) To Add an Unavailable Date Range

Step 1:	Enter the first date that you will be unavailable (MMDD) followed by the pound sign (#). If you will be unavailable beginning today, press star (*).	
Step 2:	Enter the beginning time (HHMM) that you will be unavailable followed by the pound sign (#). If you will be unavailable from the start of day, press star (*). If you enter a specific time:	
	For A.M.	Press 1
	For P.M.	Press 2
Step 3:	Enter the last date that you will be unavailable (MMDD) followed by the pound sign (#). If you will be unavailable for only a single day, press star (*).	
Step 4:	Enter the time (HHMM) that you will be available again, followed by the pound sign (#). If you will be unavailable through the end of the day, press star (*). If you enter a specific time:	
	For A.M.	Press 1
	For P.M.	Press 2
The Automated Substitute Calling System will repeat your unavailable date range.		
	If correct	Press 1
	If incorrect	Press 2
If you press 1 The Automated Substitute Calling System will respond "To continue receiving calls during this period, press 1 , otherwise press 2 ." Pressing 2 will add a Do Not Disturb to the date range as well.		

(2) To Add A Do Not Disturb Date Range

Step 1:	Enter the first date (MMDD) that you don't want to be called followed by the pound sign (#). If you don't want to be called starting today, press star (*).	
Step 2:	Enter the beginning time (HHMM) that you don't want to be called followed by the pound sign (#). If you don't want to be called from the start of the day, press star (*). If you enter a specific time:	
	For A.M.	Press 1
	For P.M.	Press 2
Step 3:	Enter the last date (MMDD) that you don't want to be called followed by the pound sign (#). If you don't want to be called for only a single day, press star (*).	

Step 4:	Enter the time (HHMM) that you wish to receive calls again, followed by the pound sign (#). If you don't want to be called until the end of the day, press star (*). If you enter a specific time:
	For A.M. Press 1
	For P.M. Press 2
The Automated Substitute Calling System will repeat the Do Not Disturb date range.	
	If correct Press 1
	If incorrect Press 2

(3) To Review A Date Range

The Automated Substitute Calling System will play your most current date range, if any exist.	
To hear the date range again	Press 2
To hear the next date range	Press 3
To remove the date range	Press 4
To return to the Main Menu	Press 9
If you press 4, The Automated Substitute Calling System will ask for confirmation.	
If you are sure you want to remove this date range	Press 1
Otherwise	Press 2

(5) To Hear Your Employer ID

The Automated Substitute Calling System will play your employee number.