

Using Absence Management on the Phone

 absence-help.frontlineeducation.com/hc/en-us/articles/115003266107-Using-Absence-Management-on-the-Phone

Not only is absence management available on the web, but you can also find and accept available jobs, manage personal information, change your PIN number, and more, all over the phone.

When You Call Absence Management

To call the absence management system, dial **1-800-942-3767**. You'll be prompted to enter your ID number (followed by the # sign), then your PIN number (followed by the # sign).

When calling absence management, you can:

- Find available jobs - **Press 1**
 - To accept a job - **Press 1**
 - To hear the information again - **Press 2**
 - To reject a job - **Press 3**
 - To listen to the next job - **Press 4**
 - To replay the skipped job - **Press 5**
 - To return to the main menu - **Press 6**
- Review or cancel upcoming jobs - **Press 2**
 - To hear the information again - **Press 2**
 - To review an assignment in the next 7 days - **Press 3**
 - To listen to the next job - **Press 4**
 - To return to the main menu - **Press 6**
- Review or cancel a specific job - **Press 3**
 - Enter the confirmation number followed by the # sign.
 - To cancel a job - **Press 3**
 - To listen to the next job - **Press 4**
- Review or change your personal information - **Press 4**
 - To change the name recording - **Press 1**
 - To change the PIN number - **Press 2**
 - To change the phone number - **Press 3**
 - To return to the main menu - **Press ***

When Absence Management Calls You

If an available job has not been filled by another substitute two days before the absence is scheduled to start, the system will automatically start calling substitutes in an effort to fill the job. Keep in mind, when absence management

calls you, it will be calling about one job at a time, even if you're eligible for other jobs. You can always call into absence management to hear a list of all available jobs.

When the system calls you, be sure to say a loud and clear "Hello" after answering the call. This will ensure that the system knows you picked up the call.

When you receive a call from absence management, you can:

- Listen to available jobs - **Press 1**
- Prevent absence management from calling again today - **Press 2**
- Tell absence management the Sub it is trying to reach is not available - **Press 3**
- Prevent absence management from ever calling again - **Press 9**

If you are interested in the available job, **Press 1**. You will be asked to enter your PIN number (followed by the # sign.) At this point, the system will list the job details, and you will have the opportunity to accept or reject the job.

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