

BROWARD COUNTY PUBLIC SCHOOLS

SUB SEARCH

SUBSTITUTE'S QUICK REFERENCE

Sub Search Phone Number

754-321-0050

Available 24 hrs a day, 7 days

Help Desk Phone Number

754-321-2340

Mon-Fri, 6:00 a.m. - 4:00 p.m.

Help Desk Fax Number

754-321-2341

Write your PIN here: _____

The System calls Substitutes during these times:

	<u>A.M. Period</u>	<u>P.M. Period</u>
Weekdays	5:30 - 11:30	5:00 - 10:30
Weekends	none	5:00 - 10:30
Holidays	none	5:00 - 10:30

HOW TO REGISTER AS A NEW USER AND RECEIVE YOUR PERSONAL IDENTIFICATION NUMBER (PIN)

1. With a pencil ready and your Social Security Number (SSN) in mind, call Sub Search (754-321-0050). When the System asks for your Personal Identification Number (PIN), press the star key (*).
2. **Press 1** when the System says, "Press 1 if you are calling as a Substitute.."
3. When the System asks for your Social Security Number, enter it using the telephone keypad.

NOTE: If the System asks for your SSN *again*, reenter it carefully. If the System *continues* to ask for your SSN, hang up and call the Help Desk (754-321-2340) for assistance.

4. The System will then ask you to record your name. Immediately after the tone, say your first and last name clearly and press the star key (*) promptly when finished. You have only a few seconds, so avoid pauses or long titles. Wait for the System to play back your recorded name.
Press 1 if you like the recording.
Press 9 if you want to re-record your name.
5. The System tells you your PIN. Write your PIN in the space provided on page 1. Press 9 to review your PIN. When you are sure that your PIN is written correctly, press 1.
6. The System will then confirm the phone number it will dial to contact you.
Press 1 if the number is CORRECT.
Press 2 if the number is NOT CORRECT or is MISSING, **press 9** and the system will allow you to correct it. Call the Help Desk as soon as you finish registering and have them update your record.

NOTE: You may change the number the System dials to contact you (called the *Callback Phone Number*) as often as you wish in the future, but only the Help Desk can change your permanent *Home Phone Number*. **Should your phone number ever change permanently, inform the Help Desk**

immediately.

Your registration is complete. You may use your PIN immediately.

TO REVIEW YOUR PIN OR CHANGE THE RECORDING OF YOUR NAME

1. Follow steps 1 through 3 in the previous instructions as if you were registering as a new user.
2. Press 1 to *HEAR YOUR PIN*, OR
Press 3 to *CHANGE THE RECORDING OF YOUR NAME*.
3. If you select *HEAR YOUR PIN*, the System tells state your PIN. Write your PIN in the space provided in the beginning of these instructions.
4. If you select *CHANGE THE RECORDING OF YOUR NAME*, the System asks you to record your name. Immediately after the tone, say your name clearly and press the star key (*) promptly when finished. Wait for the System to play back your recorded name.
Press 1 if you like the recording, OR
Press 9 if you want to re-record your name.

WHEN THE SYSTEM CALLS, YOU MAY . . .

- If Sub Search is picked up by an answering machine, voicemail or any other automated systems, it will hang up and not leave a message.
- Sub Search will be listed as 754-321-0050, Broward Schools, on a Caller ID display.

LISTEN TO THE JOB

1. When the System calls, enter your PIN.
2. Press 1 to *HEAR THE ABSENCE INFORMATION*.
3. LISTEN CAREFULLY! The System tells you the Location, the Absentee's name, the Subject, the dates and times of the Job, and any special instructions left for this job.
Press 1 to *ACCEPT THE JOB*, OR
Press 5 to *HEAR THE JOB AGAIN*, OR
Press 9 to *DECLINE THE JOB*.

If you *ACCEPT THE JOB*, the System gives you the Job Number. *If you do not wait to HEAR THE JOB NUMBER, there is no assurance you have been assigned, and another Substitute may be called.*

If you decline three (3) job assignments during one call, the system will terminate the call.

MAKE THE SYSTEM WAIT FOR YOU TO ENTER YOUR PIN

1. When the System calls and asks for your PIN, press the star key (*), then follow the System's Instructions to *MAKE THE SYSTEM WAIT FOR THE SUBSTITUTE'S PIN* by pressing 1.
2. The System waits for approximately two minutes for you to come to the phone and enter your PIN.

If you do not select this option, the System waits approximately 30 seconds for you to enter your PIN before hanging up.

SELECT THE "DO NOT DISTURB" OPTION

1. The person who answers the phone presses the star key (*), then presses 3 to select *Do Not Disturb*.
2. The System will not offer the Job and will not call back for the rest of that call-out period.

WHEN YOU CALL THE SYSTEM, YOU MAY . . .

CHANGE THE PHONE NUMBER THE SYSTEM DIALS TO CONTACT YOU

1. Call the Automated System, enter your PIN when prompted.
2. **Press 1** to *CHANGE THE PHONE NUMBER THE SYSTEM DIALS TO CONTACT YOU*.
3. The System says the number it currently calls you at.
Press 1 to *CHANGE YOUR PHONE NUMBER*, OR
Press 9 to *KEEP THE NUMBER* as is.

If you select *CHANGE YOUR PHONE NUMBER*, enter the new number, followed by the star key (*).
IF YOU'RE ENTERING IN A...

BROWARD COUNTY:	ENTER 954 ___ - ____
DADE COUNTY:	ENTER 1-305 ___ - ____
PALM BEACH COUNTY:	ENTER 1-561 ___ - ____

3. The System repeats the new number.
Press 1 to *ACCEPT* the number you entered, OR
Press 5 to *RE-ENTER* the number.

NOTE: If your home phone number changes permanently, call the Help Desk so your Home Phone Number can be updated in the System.

IMPORTANT:

Sub Central uses your permanent phone number to set up a **Special ID** for you so that a school or teacher can **PREARRANGE** job assignments for you. When a teacher or school contact asks for your Special ID, this is your 7-digit permanent phone number (no area code). When the assignment is called in, you can be automatically assigned to this job with your Special ID. If you change your phone number by calling into the system, this will not change your Special ID, which may cause confusion if you are being assigned to a job. Only Sub Central can change your Special ID for you.

HEAR JOBS THAT ARE AVAILABLE FOR YOU TO ACCEPT

1. Call the Automated System, enter your PIN when prompted.
2. **Press 3** to *HEAR JOBS*.
3. LISTEN CAREFULLY! The System tells you the Location, the Absentee's name, the Subject or Assignment, the Job's dates and times, and any special instructions left for this Job. (Assignments are subject to change without notice)
Press 1 to *ACCEPT THE JOB*, OR
Press 3 to *LISTEN TO THE JOB AGAIN*, OR

Press 5 to *DECLINE THE JOB* the System just played, OR

Press 7 to *HEAR ANOTHER JOB*

If you *ACCEPT THE JOB*, the System gives you the Job Number. *If you do not wait to HEAR THE JOB NUMBER, there is no assurance you have been assigned, and another Substitute will be called.*

If you *DECLINE THE JOB*, the System will not offer you that same job again.

If you decline five (5) job assignments during one call, the system will terminate the call.

REVIEW JOBS THAT HAVE BEEN PREARRANGED, ACCEPTED, OR TO CANCEL JOBS

1. Call the Automated System, enter your PIN when prompted.
2. **Press 5** to *REVIEW OR CANCEL JOBS YOU ARE ASSIGNED TO*.
3. Listen carefully to the Job information the System plays for you, then,
Press 1 to *HEAR THE INFORMATION AGAIN*, OR
Press 3 to *HEAR ANOTHER JOB*, OR
Press 5 to *CANCEL THE JOB* the System just played for you.
If an emergency forces you to *CANCEL THE JOB*, the System asks you to **press 1** to *CONFIRM THE REQUEST*. Then you must wait for the System to say "Job Number XXXXXX has been canceled." If you DO NOT WAIT TO HEAR the System say this, you have no assurance your assignment has been canceled, and you are still responsible for this assignment. If you cancel an assignment the morning of the job, call the school to inform them.
4. If you do not hear the prearranged job, contact the person who gave you the job to verify that it has been entered or still available.

NOTE: The morning of the job it is strongly recommended that you call the system to confirm your assignment. If you do not hear the job, it has been canceled and you may accept other jobs.

REVIEW/MODIFY A PERIOD WHEN YOU WILL BE UNAVAILABLE TO WORK (SPECIFIC DATES)

1. Call the Automated System, enter your PIN when prompted.
2. **Press 7** to *MODIFY A PERIOD WHEN YOU ARE UNAVAILABLE TO WORK*.
3. The System reads the dates of any previously entered period when you will be unable to work. *If no previously entered dates exist, the System skips to step 4.*
Press 1 to *KEEP THESE DATES*, OR
Press 5 to *CHANGE THESE DATES*, OR
Press 7 to *ERASE THESE DATES*.
If you select *KEEP THESE DATES* or *ERASE THESE DATES*, the System automatically returns to the Main Menu.
4. The System asks for the first date of the period when you will be unavailable, then for the last date. Enter these dates using 2 digits for the month and 2 digits for the day of the month (*Example: Enter March 4th as 0304*).

REVIEW/MODIFY THE DAYS YOU WILL BE AVAILABLE

(SPECIFIC DAYS)

1. Call the Automated System, enter your PIN when prompted.
2. **Press 8** to *MODIFY THE DAYS YOU WILL BE AVAILABLE TO WORK*.
3. Sub Search will then tell you if you are currently available on Monday morning, then Monday afternoon respectively. You now have 6 choices:
 - Press 1** to keep this day's availability setting.
 - Press 3** if you are available both before and after noon.
 - Press 5** if you are only available before noon.
 - Press 7** if you are only available after noon.
 - Press 8** if you are not available on this day.
4. You must make one of the choices above for Sub Search to continue on to Tuesday through Friday.