

Absence Management AMS

Phone System Instructions for Substitutes

1-877-264-6562
www.aesopcanada.com

Learn how to:

- ✓ Search for jobs by phone
- ✓ Respond when the system offers you a job
- ✓ Personalize the phone system

When you call Absence Management

To Review or Change your Personal Information, Press 4

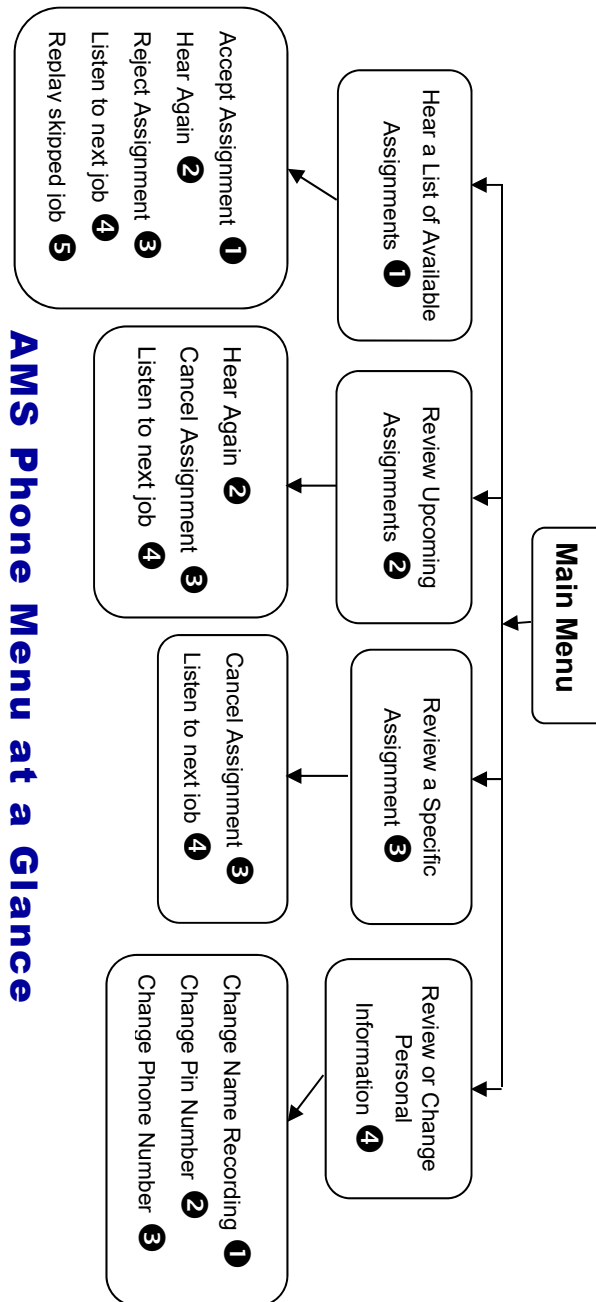
- To review or change your name recording, Press 1
- To change your Pin Number, Press 2
- To change your Phone Number, Press 3

Special Things to Note

When Absence Management (AMS) calls you:

- The phone number that appears on Caller ID is 1-877-264-6562.
- Typically, AMS will **not** leave a message on your home answering machine.
- Please say "hello" in order for AMS to begin the phone call.
- If you are sick and wish not to work, Press 2 - to Prevent Further Calls Today.
- If two or more substitutes have the same phone number, it is to your advantage that you both voice-record your names. AMS will then play the voice recording at the beginning of the phone call and you can enter the correct Pin number.

AMS Phone Menu at a Glance



When Absence Management calls you

When you answer the phone, say “Hello” and AMS will present the following options:

If you are interested in a job, Press 1

AMS will play you the School Division Name and the School Name.

Enter your Pin Number followed by the pound key (#)

AMS will now read off all the details of the assignment.

- To accept the assignment, Press 1
- To hear the assignment again, Press 2
- To reject but allow additional calls today, Press 3
- To reject this assignment and prevent additional calls today, Press 4

i When you have successfully accepted an assignment, AMS will play back the **confirmation number**.

To prevent further calls today, Press 2

If you are unavailable, Press 3

To prevent AMS from ever calling, Press 9

- If you select this option, then AMS will never call you again.

When you call Absence Management

1. Dial 1-877-264-6562
2. Enter your ID Number followed by the pound key (#)
3. Enter your PIN Number followed by the pound key (#)

i Pressing the star key (*) will always take you back one menu level anywhere in the phone system.

AMS will play you a list of up to five available jobs.

- To accept the assignment, Press 1
- To hear the assignment again, Press 2
- To reject this assignment and not hear it again, Press 3
- To listen to the next assignment, Press 4
- To replay a bypassed assignment, Press 5
- To return to the Main Menu, Press 6

i When you have successfully accepted an assignment, AMS will play back the **confirmation number**.

1-877-264-6562

When you call Absence Management

To Review or Cancel your Upcoming Assignments, Press 2

- To review your assignments for the next 7 days, Press 3
 - To return to the previous menu, Press *
- AMS will now read off all the details of the assignment.

- To hear this again, Press 2
- To cancel this assignment, Press 3
- To listen to the next assignment, Press 4
- To return to the Main Menu, Press 6

To Review or Cancel a Specific Assignment, Press 3

AMS will ask you to enter the confirmation number.

- To cancel this assignment, Press 3
- To listen to the next assignment, Press 4

i Please note that some options may not be available to you.