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