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).

> 🪄 **Pro Tip**
> You can view your Phone Login ID and PIN by accessing "Preferences" in Absence Management and selecting the **Phone Credentials** option.

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

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, Absence Management will call about one job at a time, even if you are eligible for other jobs. You can always call into Absence Management to hear a list of all available jobs.

> When the system calls, be sure to say a loud and clear "Hello" after you answer. This response confirms to the system that you picked up the call and prompts it to list the options.

When you receive a call from Absence Management, you can:

Listen to available jobs	Press 1
Enter your PIN number followed by the **#** sign	-

If you opt to listen to jobs, the system will list the job details, and you will have the opportunity to accept or reject a job.

Additional Call Options	Press Options

Additional Call Options	Press Options
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

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