



# Substitute Service Center

Use the TEAMS Substitute Service Center to accept or reject substitute jobs and to customize settings, such as your availability and preferred locations.

## **In this document:**

Accessing the Substitute Service Center . . . . .	2
Working With the Links on the Navigation Bar . . . . .	3
Pre-Arranged Jobs . . . . .	4
Search for Jobs. . . . .	5
Accepted Jobs . . . . .	6
Job History. . . . .	7
Change PIN . . . . .	8
Availability . . . . .	9
Preferred Locations . . . . .	12
Location Restrictions . . . . .	13
Subject Areas. . . . .	15
Substitute Roles . . . . .	16
Documents . . . . .	17
Log Off . . . . .	17
Employee Service Center. . . . .	18

# Accessing the Substitute Service Center

To access the Substitute Service Center, follow the steps below.

1. Click your district’s link to the Substitute Service Center. The Substitute Logon tab is displayed, as shown below.

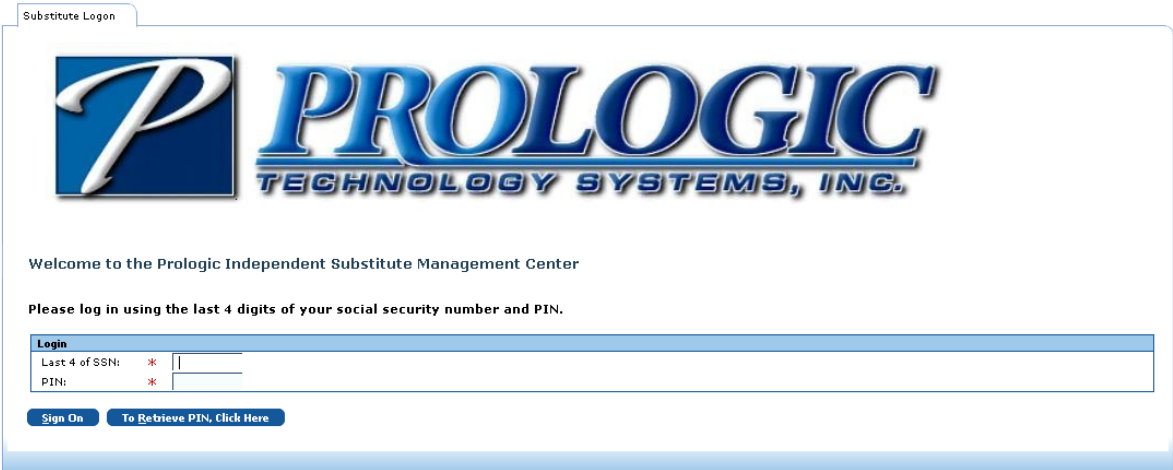


Figure 1: Substitute Logon tab

2. In the **Last 4 of SSN** field, enter the last four digits of your Social Security number.
3. In the **PIN** field, enter your TEAMS PIN.

**Note:** If you cannot remember your PIN, click the **To Retrieve PIN, click here** button to complete fields to access it.

4. Click the **Sign On** button. The My Information navigation bar is displayed with the Pre-Arranged Jobs tab, as shown in the following figure.

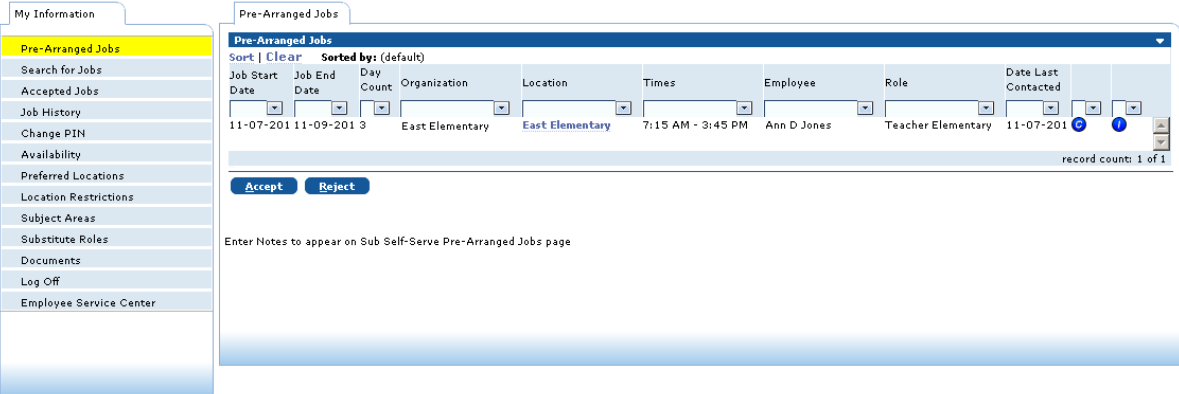


Figure 2: My Information navigation bar with the Pre-Arranged Jobs tab

5. Proceed to “Working With the Links on the Navigation Bar” on page 3.

## Working With the Links on the Navigation Bar

Use the links of the My Information navigation bar to access the tabs of the Substitute Service Center and perform tasks related to your substitute activities within the district. An overview of these links is below.

- **Pre-Arranged Jobs:** Click to display the Pre-Arranged Jobs tab, which lists available jobs for which a district employee has selected you as their preferred substitute (page 4).
- **Search for Jobs:** Click to display the Substitute Search for Jobs tab and view available jobs that meet your profile (page 5).
- **Accepted Jobs:** Click to display the Substitute Accepted Jobs tab and a list of jobs you have accepted. If an accepted job is for a future date and you need to cancel, you can do that from this tab (page 6).
- **Job History:** Click to display the Substitute Job History tab and a list of your jobs with the district (page 7).
- **Change PIN:** Click to display the Change PIN tab, which you can use to change your Personal Identification Number, if necessary (page 8).

**Note:** Your PIN must be six digits and must be unique among TEAMS users. If you enter a number that is not unique, the system displays a message that asks you to try again.

- **Availability:** Click to display the Substitute Availability tab, which you can use to indicate days and/or times that you are not available. From the Substitute Availability tab, you can access the Substitute Do Not Disturb tab, which you can use to set times during which you do not want to be contacted by the automated calling system (page 9).
- **Preferred Locations:** Click to display the Locations tab, which you can use to indicate the district locations at which you would prefer to accept jobs (page 12).
- **Location Restrictions:** Click to display the Locations Restrictions tab, which you can use to indicate if there are district locations at which you do not want to be contacted for a job (page 13).
- **Subject Areas:** Click to display the Substitute Subject Areas tab with a list of your designated subject areas (page 15).
- **Substitute Roles:** Click to display the Selected Substitute Roles panel with a list of the substitute roles you have selected (page 16).
- **Documents:** Click to display the Documents tab. Use the links on the tab to display documents related to your substitute position (page 17).
- **Log Off:** Click to log out of the Substitute Service Center. The Substitute Logon tab is displayed.
- **Employee Service Center:** Click to open the log in page for the Employee Service Center in an alternate browser window. You are not logged out of the Substitute Service Center.

# Pre-Arranged Jobs

The Pre-Arranged Jobs tab is the first tab displayed when you log in to the Substitute Service Center. You can also click the **Pre-Arranged Jobs** link on the My Information navigation bar to display this tab. The Pre-Arranged Jobs tab (shown below) lists available jobs for which a district employee has selected you as their preferred substitute.

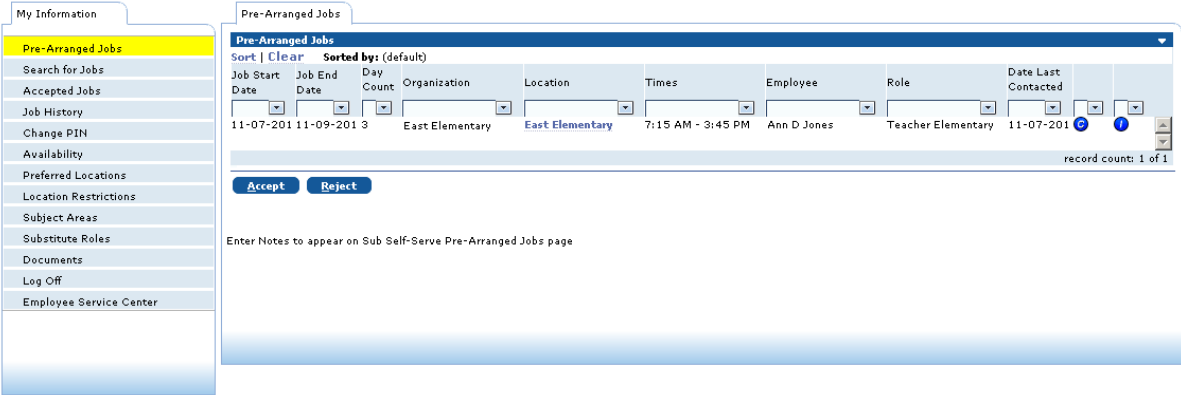




Figure 3: Pre-Arranged Jobs tab

**Note:** Hover your cursor over the  icon to display a popup with information about the course section of the assignment. Hover your cursor over the  to display a popup with any additional instructions about the assignment.

**Tip:** The Location name is a hyperlink you can click to access the Google Maps website for the location address in a separate browser window.

## Button Options on the Pre-Arranged Tab

- **Accept:** To accept a job listed on the tab, highlight to select it and click the **Accept** button. The Sub Job Number box is displayed (shown below) with your substitute job number for the assignment. When you have noted the number, click the **OK** button to close the Sub Job Number box. The job will be moved from the Pre-Arranged Jobs tab to the Accepted Jobs tab.

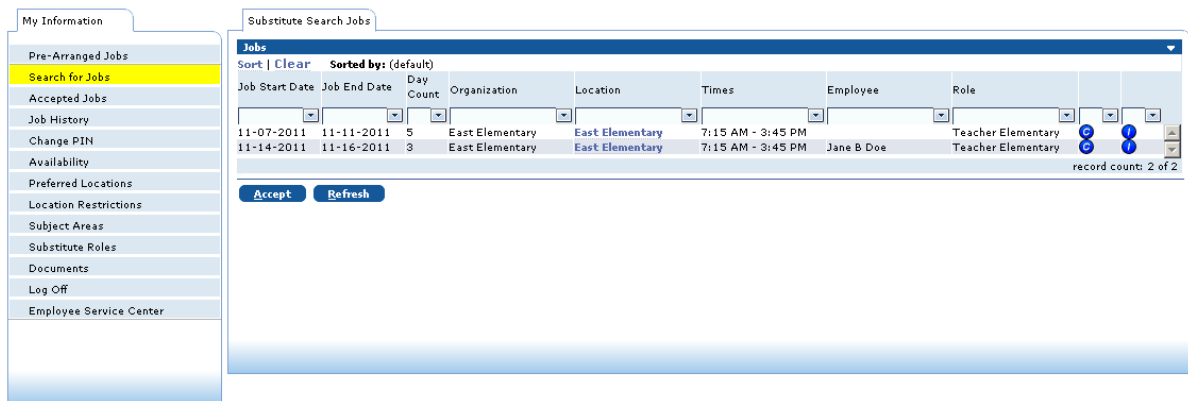


Figure 4: Sub Job Number box

- **Reject:** To reject a job listed on the tab, highlight to select it and click the **Reject** button. The job is removed from the Pre-Arranged Jobs tab.

## Search for Jobs

Click the **Search for Jobs** link on the My Information navigation bar to display the Substitute Search Jobs tab and view available jobs that meet your profile. The Search for Jobs tab is shown below.



**Figure 5: Substitute Search Jobs tab**

**Note:** Hover your cursor over the icon to display a popup with information about the course section of the assignment. Hover your cursor over the to display a popup with any additional instructions about the assignment.

**Tip:** The Location name is a hyperlink you can click to access the Google Maps website for the location address in a separate browser window.

## Button Options on the Substitute Search Jobs Tab

- **Accept:** To accept a job listed on the tab, highlight to select it and click the **Accept** button. The Sub Job Number box is displayed (shown below) with your substitute job number for the assignment. When you have noted the number, click the **OK** button to close the Sub Job Number box. The job will be moved from the Substitute Search Jobs tab to the Accepted Jobs tab.



**Figure 6: Sub Job Number box**

- **Refresh:** To see if other jobs matching your profile have been added to the system since you logged in to the Substitute Service Center, click the **Refresh** button to refresh the tab display.

## Accepted Jobs

Click the **Accepted Jobs** link on the My Information navigation bar to display the Substitute Accepted Jobs tab and a list of jobs you have accepted. If an accepted job is for a future date and you need to cancel, you can do that from this tab. The Substitute Accepted Jobs tab is shown below.

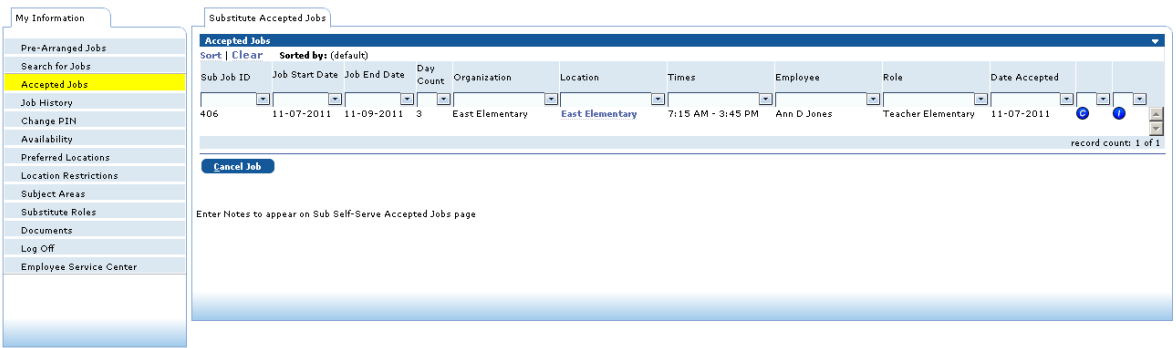


Figure 7: Substitute Accepted Jobs tab

**Note:** Hover your cursor over the icon to display a popup with information about the course section of the assignment. Hover your cursor over the to display a popup with any additional instructions about the assignment.

**Tip:** The Location name is a hyperlink you can click to access the Google Maps website for the location address in a separate browser window.

## Button Option on the Substitute Accepted Jobs Tab

If you must cancel an accepted job, highlight to select it and click the **Cancel Job** button. If you cannot cancel the job through the Substitute Service Center (for example, if it is the day of the job), the Can Not Cancel Notification box is displayed (shown below) to inform you that you must contact office staff to cancel the job. Click the **Ok** button to close this box.



Figure 8: Can Not Cancel Notification box

## Job History

Click the **Job History** link on the My Information navigation bar to display the Substitute Job History tab and a list of your jobs with the district. The Substitute Job History tab is shown below.

Substitute Job Id	Job Start Date	Job End Date	Organization	Location	Times	Employee	Role
406	11-09-2011	11-09-2011	East Elementary	East Elementary	7:15 AM - 3:45 PM	Ann D Jones	Teacher Elementary
406	11-08-2011	11-08-2011	East Elementary	East Elementary	7:15 AM - 3:45 PM	Ann D Jones	Teacher Elementary
406	11-07-2011	11-07-2011	East Elementary	East Elementary	7:15 AM - 3:45 PM	Ann D Jones	Teacher Elementary

record count: 3 of 3

[Cancel Job](#)

**Figure 9: Substitute Job History tab**

**Tip:** The Location name is a hyperlink you can click to access the Google Maps website for the location address in a separate browser window.

**Note:** Although the Substitute Job History tab includes a Cancel Job button, use the Substitute Accepted Jobs tab to cancel a job you have accepted that has not started.

# Change PIN

Click the **Change PIN** link on the My Information navigation bar to display the Change PIN tab, which you can use to change your Personal Identification Number (PIN), if necessary. The Change PIN tab is shown below.

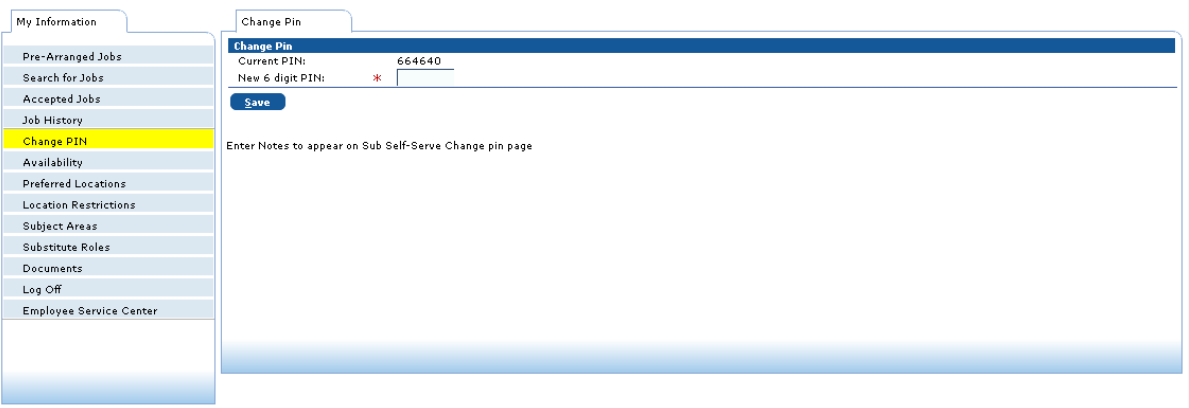


Figure 10: Change PIN tab

If you need to change your PIN, enter the 6-digit number in the **New 6 digit PIN** field and click the **Save** button.

**Note:** Your PIN must be six digits and must be unique among TEAMS users. If you enter a number that is not unique, the system displays a message that asks you to try again.



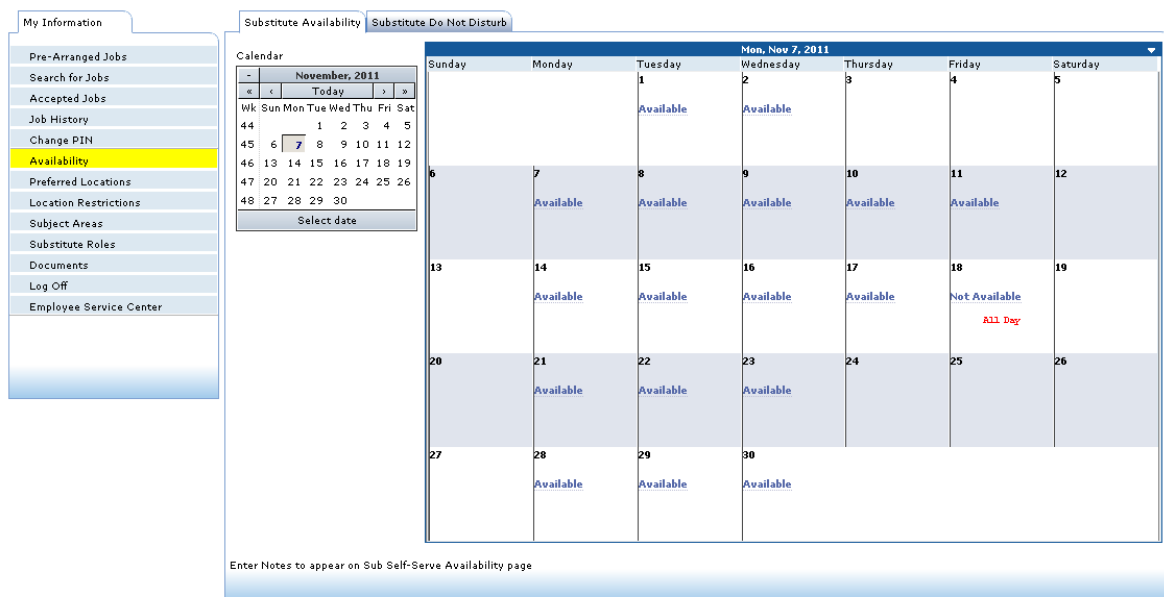
## Availability

Click the **Availability** link on the My Information navigation bar to display the Substitute Availability tab (see below), which you can use to indicate days and/or times that you are not available. From the Substitute Availability tab, you can access the Substitute Do Not Disturb tab (see page 11), which you can use to set times during which you do not want to be disturbed by the automated calling system.

**Note:** Your availability and do not disturb settings will be considered by the automated calling system, but they do not impact your ability to view jobs on the Substitute Search for Jobs tab. (For more information about the Substitute Search for Jobs tab, see page 5.)

### Substitute Availability Tab

The Substitute Availability tab is shown in the following figure.



**Figure 11: Substitute Availability tab**

### How to Indicate You are not Available on a Selected Day

The Substitute Availability tab shows the district calendar for the month. By default for each potential work day, the system indicates that you are Available. If you know you are not available for all or part of a day, you can indicate that on tab. To do this, follow the steps below.

1. Click the **Available** link on the day you cannot work to display a box that asks if you are available any portion of the selected day (shown below).



**Figure 12: Are you available any portion of this day? box**

- 2. You have the following options in the Are you available any portion of this day? box:
  - If you are available a portion of the day and would like to potentially be called about a job, click the **Yes** button. A box is displayed in which you can designate the hours you are available on the day (shown below). In the **Start** field select the earliest time you are available, and in the **End** field, select when your availability ends. Click the **Ok** button to close the box. The calendar will indicate that you are Available on the day and will list the time range of your availability.

**Note:** The selection lists of the Start and End fields show military times in 15 minute increments (for example, 13:15 equals 1:15 pm). Your selections will be converted to standard time.

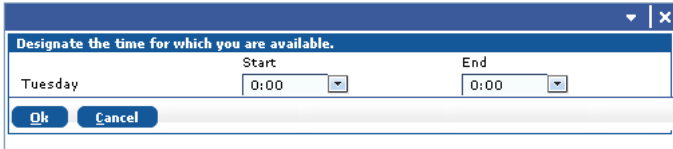


Figure 13: Designate the time for which you are available box

- If you are not available any portion of the selected day, click the **No** button. The selected date will indicate that you are Not Available with the notation All Day.

### How to Modify Your Availability Settings

- 1. If you have indicated that you are not available on all or a portion of a day and you need to change this, click the **Available** or **Not Available** link on the selected day on the calendar. (The link displayed depends on whether you indicated you are available for a portion of the day.) The Are you available any portion of this day? box is displayed with a Reset button (shown below).



Figure 14: Are you available any portion of this day? box with Reset button

- 2. You have the following button options in this box:
  - Click the **Yes** button to open the Designate the time for which you are available box (described in Step 2 above) and enter your availability.
  - Click the **No** button to indicate that you are not available on the day.
  - Click the **Reset** button to restore the default indication that you are available all day.



## Substitute Do Not Disturb Tab

Use the Substitute Do Not Disturb tab to set times during which you do not want to be contacted by the automated calling system. To access the Substitute Do Not Disturb tab from the Availability tab, click it to bring it forward. The Substitute Do Not Disturb tab is shown below.

The screenshot shows the 'Substitute Do Not Disturb' tab in a web application. On the left is a navigation menu with 'Availability' highlighted. The main area has two tabs: 'Substitute Availability' and 'Substitute Do Not Disturb'. The 'Substitute Do Not Disturb' tab is active, showing a form with fields for Start Date, End Date, Start Time, and End Time. Below the form is a table with one row containing the values: 11-07-2011, 12-12-9999, 4:00 AM, and 6:30 AM. There are 'Add' and 'Clear' buttons above the table, and 'Edit' and 'Delete' buttons below it. A 'record count: 1 of 1' is shown at the bottom right of the table.

Figure 15: Substitute Do Not Disturb tab

### How to Set the Do Not Disturb for a Date Range

1. In the **Start Date** field, enter the date on which to begin the do not disturb setting, or click the  icon to select it from the calendar.
2. In the **End Date** field, enter the date on which to end the do not disturb setting, or click the  icon to select it from the calendar.

**Tip:** You can enter the number 0 or the letter O (for "open") in the End Date field if you want to allow the date range to go on indefinitely. When you do this, 12-12-9999 is displayed in the field.

3. In the **Start Time** field, enter the hour/minute of each day that you want the do not disturb setting to be active.
4. In the **End Time** field, enter the hour/minute of each day that you want the do not disturb setting to end.

**Note:** If you do not designate AM or PM, the system will default the times as PM. If a time is in the morning, be sure to enter the AM designation.

5. Click the **Add** button. The dates and times are added to the Substitute Do Not Disturb list.

### How to Edit a Do Not Disturb Setting

1. To change a saved do not disturb setting, highlight to select it in the Substitute Do Not Disturb list and click the **Edit** button. Details about the setting are displayed in the Substitute Do Not Disturb panel.
2. Make any necessary changes to the fields of the Substitute Do Not Disturb panel.
3. Click the **Save** button.

### How to Delete a Do Not Disturb Setting

1. To delete a do not disturb setting, select it in the Substitute Do Not Disturb list and click the **Delete** button. A confirmation box is displayed that asks you to confirm you want to delete the item.
2. Click the **Yes** button to proceed with the deletion.

**Note:** If you want to cancel the deletion, click the **No** button.

## Preferred Locations

Click the **Preferred Locations** link on the My Information navigation bar to display the Locations tab, which you can use to indicate the district locations at which you would prefer to accept jobs. The Locations tab is shown below.

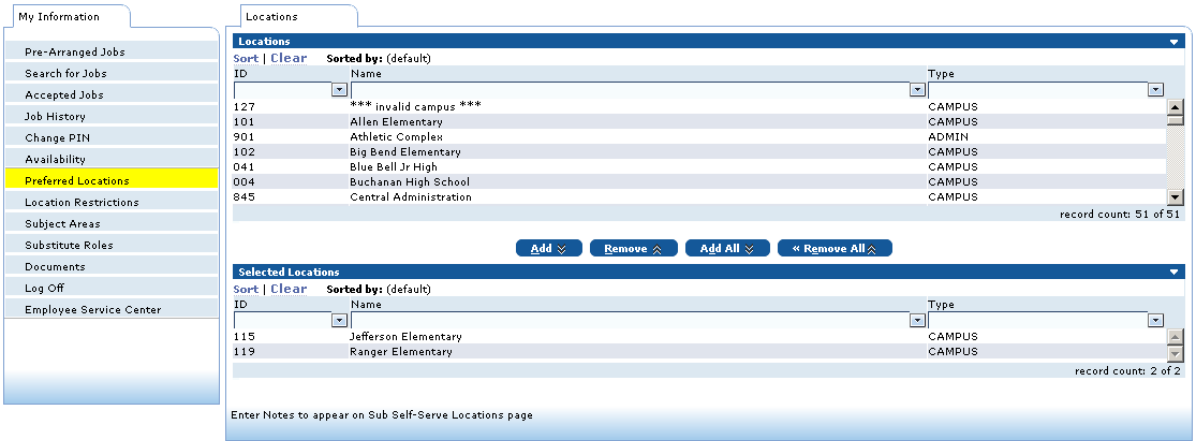


Figure 16: Locations tab

### How to Designate Preferred Locations

1. In the Locations list, click to select one or more locations.
2. Click the **Add** button. The locations are moved to the Selected Locations list.

**Note:** Use the **Add All** button to select all locations in the Location list. Use the **Remove** button to remove an individual item from the Selected Locations list. Use the **Remove All** button to remove all items from the Selected Locations list.

## Location Restrictions


Click the **Location Restrictions** link on the My Information navigation bar to display the Locations Restrictions tab, which you can use to indicate if there are district locations at which you do not want to accept a job. The Location Restrictions tab is shown below.

**Note:** Your location restrictions will be considered by the automated calling system, but they do not impact your ability to view jobs for a location on the Substitute Search for Jobs tab. (For more information about the Substitute Search for Jobs tab, see page 5.)

The screenshot shows a web application interface for managing location restrictions. On the left is a navigation menu with 'Location Restrictions' highlighted. The main area is titled 'Location Restrictions' and contains a form for adding or managing restrictions. The form includes fields for 'Start Date' and 'Reason', both with asterisks indicating they are required. Below these are two lists: 'Available Organizations' and 'Selected Organizations'. The 'Available Organizations' list contains 20 school names with their IDs, such as 'Allen Elementary(101)', 'Athletics(181)', 'Big Bend Elementary(102)', 'Blue Bell Jr High(041)', 'Buchanan High School(004)', 'Central Administration(845)', 'Chapel Hill Elementary(108)', 'Comal Jr High(048)', 'Default Administration(850)', 'Food Services(240)', 'Hill Country High School(002)', 'Hill Country JJAEP(005)', 'Jefferson Elementary(115)', 'King Ranch Elementary(110)', 'Lakeside City Elementary(107)', 'Longhorn Jr High(047)', 'Prologic Elementary(105)', 'Prologic High School(001)', and 'Prologic Jr High(042)'. Between the lists are buttons for 'Add »', « Remove', 'Add All »', and « Remove All'. Below the lists are 'Add' and 'Clear' buttons. A note states: 'Notes to appear on Sub Self-ServeLocation Restrictions page'. At the bottom, there is a table header for 'Organization Restrictions' with columns for 'Restrict Start Date', 'Restrict End Date', 'Type', and 'Reason'. The table is currently empty, and the record count is '0 of 0'. There are 'Edit' and 'Delete' buttons at the bottom left of the table area.

Figure 17: Locations Restrictions

### How to Add a Location Restriction

1. In the **Start Date** field, enter the date on which to begin the location restriction, or click the  icon to select it from the calendar.

**Note:** Because there is no End Date on this tab, when you save the location restriction, it will display [Open] in the Restrict End Date column. The restriction will be in effect until you delete it.

2. Select a **Reason** for the restriction from the drop-down list.
3. In the **Available Organizations** list, click to select one or more locations at which you do not wish to accept a job.

4. Click the **Add** button between the Available Organizations and the Selected Organizations lists. The Locations are moved to the Selected Organizations list.

**Note:** Use the **Add All** button to select all items in the Available Organizations list. Use the **Remove** button to remove an individual item from the Selected Organizations list. Use the **Remove All** button to remove all items from the Selected Organizations list.

5. Click the **Add** button to save the restriction information. The restrictions are added to the lower Organization Restrictions panel.

### **How to Edit a Location Restriction**

1. In the lower Organization Restrictions panel, highlight to select the restriction and click the **Edit** button. Restriction information is displayed in the upper Organization Restrictions panel.
2. Make any necessary changes to the selections in the upper Organization Restrictions panel.
3. Click the **Save** button.

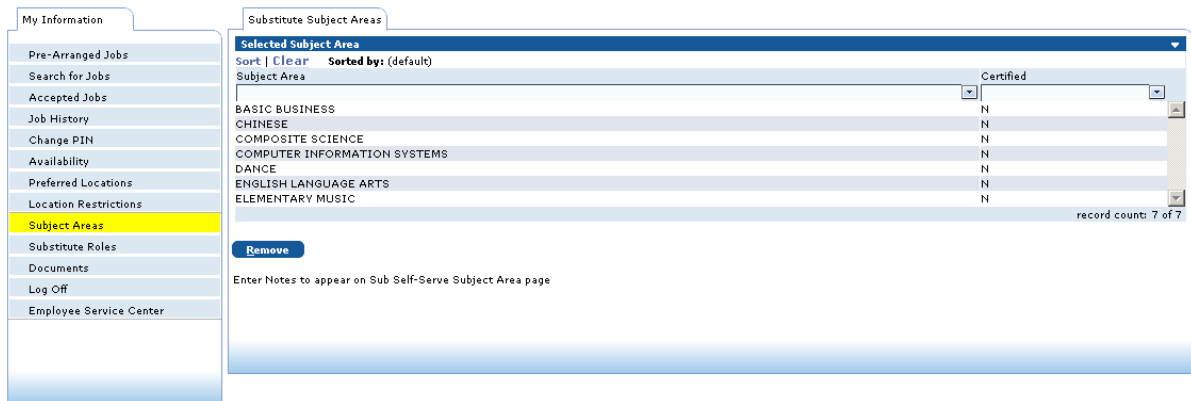
### **How to Delete a Location Restriction**

1. In the lower Organization Restrictions panel, highlight to select the restriction and click the **Delete** button.
2. A confirmation box is displayed that asks you to confirm you want to delete the item.
3. Click the **Yes** button to proceed with the deletion.

**Note:** If you want to cancel the deletion, click the **No** button.

## Subject Areas

Click the **Subject Areas** link on the My Information navigation panel to display the Substitute Subject Areas tab with a list of your selected subject areas. The Substitute Subject Areas tab is shown below.



**Figure 18: Substitute Subject Areas tab**

### How to Remove a Subject Area

If you want to remove a subject area from your list, follow the steps below.

**Important:** If you remove a subject area and then wish to add it back to your list, you will need to contact the district's Substitute Management Office.

1. Highlight to select the subject area in the list.
2. Click the **Remove** button. The subject area is no longer displayed on the list.

## Substitute Roles

Click the **Substitute Roles** link on the My Information navigation bar to display the Selected Substitute Roles panel with a list of the substitute roles you have selected. The Selected Substitute Roles panel is shown below.

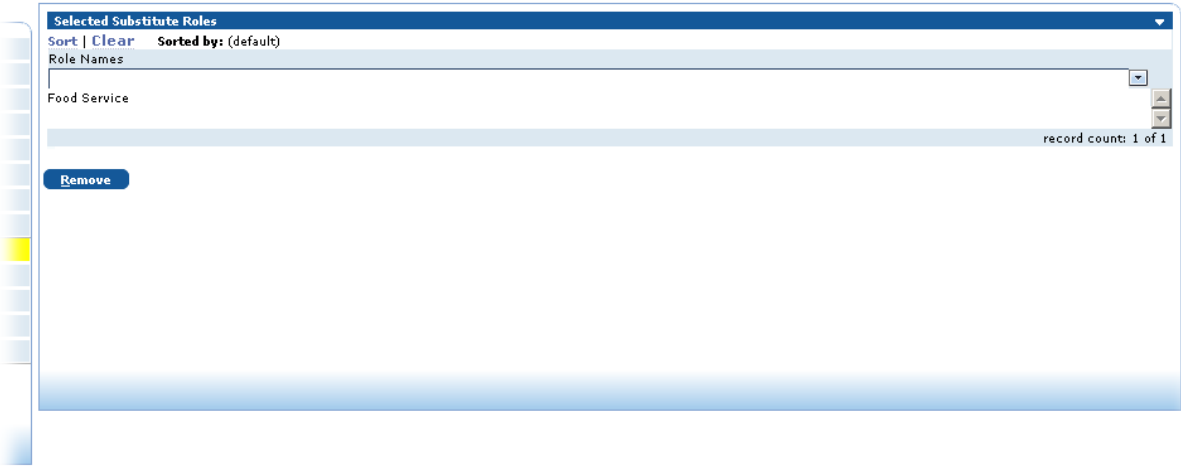


Figure 19: Selected Substitute Roles panel

### How to Remove a Substitute Role

If you want to remove a substitute role from your list, follow the steps below.

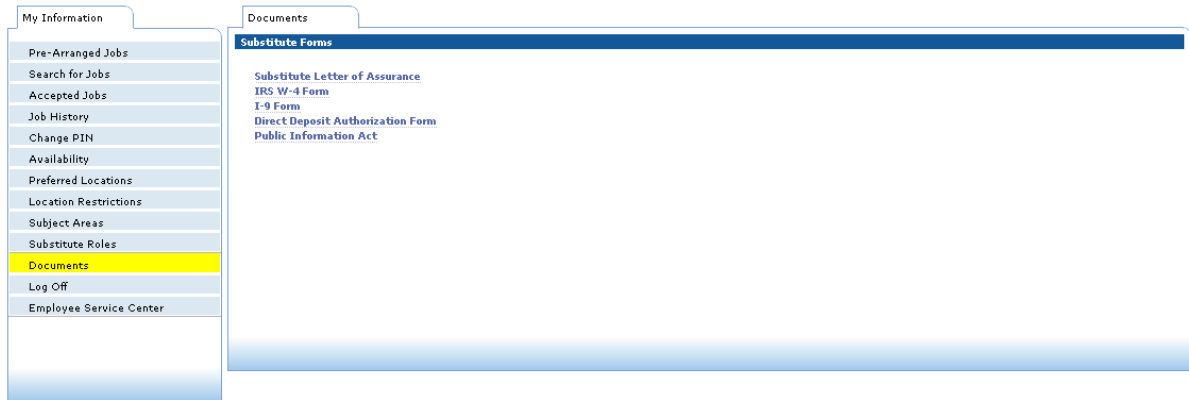
**Important:** If you remove a substitute role and then wish to add it back to your list, you will need to contact the district's Substitute Management Office.

1. Highlight to select the role in the list.
2. Click the **Remove** button. The role is no longer displayed on the list.



## Documents

Click the **Documents** link on the My Information navigation bar to display the Documents tab. Use the links on the tab to display documents related to your substitute position. The Documents tab is shown below.



**Figure 20: Documents tab**

## Log Off

Click the **Log Off** link on the My Information navigation bar to log out of the Substitute Service Center. The Substitute Logon tab is displayed.

## Employee Service Center

Click the **Employee Service Center** link on the My Information navigation bar to open the log in page for the Employee Service Center in an alternate browser window, as shown below. You are not logged out of the Substitute Service Center. When you have logged out of the Employee Service Center, you can click the **Close Alternate Window** link to close that browser window.



**Figure 21: Employee Service Center Log In page**

### Areas of the Employee Service Center Used by Substitutes

Not all areas of the Employee Service Center are used by substitute employees. Areas that include information used by substitutes are listed below:

- My Personal Information
- My Employment Records
- My Documents
- Paycheck