

CALLplus+ Substitute Calling System

Access Number407-746-2120

Your Pin for CALLplus+.....

Your ID number for Call+Plus

Your ID number is your Call+Plus Number

It must be 5 digits

(example) ID#0012345 Omit zeros, use 12345

If you have less than 5 numbers add zeros in front to complete 5

(example) ID#123 add zeros in front, use 00123

This is the number for all Lyman High School employees to call to report an absence. Teachers and Staff members that need substitutes will have their accounts configured to automatically call a substitute. All other accounts will not call a substitute.

NO CALLS AFTER 5:45 AM

Do not leave notes or messages with any staff members. You must call Lyman's CALLplus+ line (407-746-2120).

Dates and times of all calls are tracked. Late calls will be forwarded to your administrator. Lyman's CALLplus+ line will not accept incoming calls between 5:45am and 7:30am.

If an emergency arises after 5:45am call the substitute coordinator, Lesley Buchalter (407-746-2011) and tell of the situation. Someone is usually in the office by 6:45am. **YOU MUST TALK TO A LIVE PERSON! Do not leave a message on voicemail!!!** Arrangements will be made for your class to be covered. This is for emergencies only!

Plans are your responsibility as a teacher. Please ensure that there are activities and instructions available in your classroom or say that Emergency Plans are to be used. After your emergency plans have been used, **PLEASE** update them and return them. **Do not leave plans on the voicemail!** Emergency Plans are to be turned into Lesley Buchalter in the front office.

All Absences, other than sick days, must be prearranged. Complete form 398, Application for Leave of Absence, with Annette Eudell ten days prior to leave or as required. Do not assume that Form 398 serves as a request for a substitute!

NO PRE-ARRANGEMENT=NO SUBSTITUTE!!!

Please call Lyman's CALLplus+ line as soon as you know you will be absent; waiting until the last moment will make it difficult to hire a quality substitute.

If you cancel a reported absence, you must call 407-746-2011 at least 24 hours in advance so that the substitute can either be notified of the cancellation or assigned to another position. Subs that arrive for work but are not used must still be paid.

Staff members not requiring substitutes must also call Lyman's CALLplus+ line and submit leave papers when necessary.

Tips for using Lyman's CALLplus+ line are on the back of this page.

CALLplus+ TIPS

CALLplus+ will only work with touch tone signals. If you are using a cordless phone it will work best when close to the base unit. (For some reason when CALLplus+ answers it may hesitate for up to 60 seconds before it begins to prompt you)

When you make a call to CALLplus+, this is you will hear:

CALLplus+: "Welcome to the CALLplus+ Substitute Management System". "Please enter you five digit user ID code. If you make a mistake and need to start over, press the start (*) key. Enter your five digit ID code now". If this is Janet Vigilante, please press 1, otherwise press 2.

You: **Press 1**

CALLplus+: "Enter our command or press 0 for the main menu".

You: **Press 0**

CALLplus+: "To record an absence, press 1. For the sub message menu, press 2. To end this call press the star (*) Key".

You: **Press 1 (you may need to press 1 a second time if the system pauses)**

CALLplus+: "To record an absence for tomorrow, press 1. To record an absence for today, press 2. To record an absence for a future day, press 3. To record an absence for more than one day, press 4. Or star to exit".

You: **Enter the appropriate response.**

CALLplus+: "Press 1 for AM, press 2 for PM, or press 3 for full day".

You: **Enter the appropriate response, CALLplus+ repeats the date and requests a confirmation.**

CALLplus+: "You have indicated that you will be absent all day (CALLplus+ states the date and day information.) If this is correct press 1, otherwise press 2".

You: **Press 1**

CALLplus+: "Your absence has been recorded. Enter your command or press 0 for the main menu".

You: **Press 0. Press the star (*) button to end your call.**

CALLplus+: "Thank You for calling CALLplus+".

Recording Substitute Messages

You are not to leave lesson plans on this message

Before exiting the CALLplus+ system, you have the option to record a brief message that will be played to your substitute. You record a message when you call in to report your absence. Press 0 for the main menu and select option 2. CALLplus+ prompts you to record your message. You may then listen to your message, re-record your message or delete your message.

CALLplus+: "Enter a command or press 0 for the main menu. From the main menu, press 2 for the sub message menu".