SmartFind Express Substitute Phone Access

IF THE SYSTEM CALLS YOU

HEAR THE JOB OFFER

1. Job Offer
    - **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)
        - Listen to decline reasons and enter the appropriate code followed by the star (*) key
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
        - Listen to decline reasons and enter the appropriate code 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

1. Hear “This assignment has been cancelled” and the job information
2. PRESS 1 to Repeat the job information

IF YOU CALL THE SYSTEM

1. Dial the SFE System Phone Number: 318-788-3524
2. Enter your Access ID (Employee ID) followed by the star (*) key
3. Enter your PIN followed by the star (*) key

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 code 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
    - Listen to decline reasons and enter the appropriate code 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.

TO CHANGE PIN or RE-RECORD NAME

1. **PRESS 1** to Change your PIN
2. **PRESS 2** to Change the recording of your name