

## York Region School District Substitute Quick Reference Card

System Phone Number	<b>905-727-7071</b> For all local calling <b>1-877-809-8053</b> For employees calling in from Ontario locations which are long distance to Aurora.
Help Desk Phone Number	<b>905-727-0022 Ext. 4357, option 5</b>
Write your Password here	_____
Web Browser URL	<a href="https://yrdsb.eschoolsolutions.com">https://yrdsb.eschoolsolutions.com</a>

### THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	Starts at 6:00 am and continues until 30% of completion of job	6:30 - 09:30 pm
Saturday	None	None
Sunday	None	6:30 - 09:30 pm
Holidays	None	6:30 - 09:30 pm

### DECLINE/CANCELLATION REASONS

Number	Description
1.	Personal illness
2.	Family illness
3.	Funeral
4.	Bereavement
5.	Faith Day
6.	Inclement Weather
20.	Witness/Jury Duty
21.	Fifth Disease
30.	Part-time with another Board
31.	Daily sub with another Board
32.	LTO with another Board
40.	Pregnancy or Parental Leave
41.	Approved Leave of Absence
50.	Unpreferred Geographic
51.	Unpreferred Division
52.	Other
53.	Transportation

### NEW USER REGISTRATION—MUST BE DONE BY PHONE

- Enter in your Access ID followed by the star (\*) key. This is your employee ID number.
- When prompted for your PIN, enter your Access ID (Employee ID) followed by the star (\*) key.
- Enter a new PIN at least six (6) digits in length followed by the star (\*) key.  
**PRESS 1** if Correct  
**PRESS 8** to Re-enter
- Record your name followed by the star (\*) key  
**PRESS 1** to Accept  
**PRESS 2** to Re-enter  
**PRESS 9** to Exit and hang-up
- Hear your callback telephone number

**PRESS 1** to Modify your callback number  
**PRESS 1** if Correct  
**PRESS 2** to Re-enter

- Hear your work locations and job classifications. If they are not accurate, contact the STAR help desk.

### THE SYSTEM CALLS

When the system calls you, pressing the star (\*) key will make the system wait for 2 minutes for you to enter your Access ID and PIN.

### HEAR THE JOB OFFER

- PRESS 1** to Hear the job offer  
**PRESS 2** to set "Temporary Do Not Call"  
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. Enter two digits for the hour and two digits for the minutes. Enter **1** for AM or **2** for PM  
**PRESS 9** to Exit
- If you **pressed 1** to Hear the job offer  
**PRESS 1** to Hear the job description/details  
**PRESS 2** to Decline the job (without hearing the description)  
Enter the decline reason from page 1 followed by the star (\*) key or wait for a list of reasons
- 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 1** to Hear the job number again  
**PRESS 2** to Repeat the job description/details  
**PRESS 2** to Repeat the job description  
**PRESS 3** to Decline the job  
Enter the decline reason from page 1 followed by the star (\*) key or wait for a list of reasons  
**PRESS 1** to Accept the decline reason  
**PRESS 2** to Re-enter decline reason  
**PRESS 9** to Exit

### HEAR THE CANCELLATION

- Hear "This assignment has been cancelled" and the job information
- PRESS 1** to Repeat the job information  
**PRESS 9** to Exit and hang-up

## WEB BROWSER ACCESS INSTRUCTIONS

### SIGN IN

Open your web browser <https://yrdsb.eschoolsolutions.com> and access the STAR System Sign In page. Review the messages beside the Sign-In. Enter your User ID (Employee ID #) and Password.  
Review additional announcements on your home page, if any.

**If you are new to the STAR System you must register by phone first before you are able to use the web**

### PASSWORD REMINDER

The "Trouble Signing-In?" link supports users who want to log into the system, but have forgotten their password. When this link is selected, the system displays the password reminder request page. The user ID and the security code being displayed must be entered on this page.

**Note:** You must be registered with the system to use this option and your email address must be entered when first logging onto the web.

If the submitted information is valid, the system sends the user an email containing their password. This information will enable the user to successfully log into the system. The email is sent to the email address in the user's profile. If the submitted information is invalid, the system will return an error message and allow new information to be entered.

### PROFILE

Choose the *Profile* link to view and update your information

#### Profile Drop Down

- Information:** Review current status and address information
- Update Email:** Enter or change email address as this functionality is required when the password reminder request is used in the STAR web system.
- Change Password:** change your STAR password
- Callback Number:** Enter the telephone number where you can be contacted by the system. Include the '1' (long distance indicator) and area code only if required for the system to call you from the Aurora office
  - Add Temporary Do Not Call setting:** Enter a time in HH:MM am or pm format for the system to resume calling (The maximum is 24 hours of the current day)

#### Schedule Drop Down

- Create a new Availability Schedule**
  - Select *General*
  - Select the *New* button
  - Select days of the week for the schedule by leaving boxes checked by that day
  - Select either the times you are available to work or the times you should not be called, but not both
    - Check box for all day or
    - Enter a start and end time range in HH:MM with AM or PM format
  - Select *Save* button
  - To Exit without saving changes, select the *Return to List* button
- Modify an Availability Schedule**
  - Choose day or days of the week you want to delete by checking the boxes by that day
  - Select the *Delete* button
  - Select the *New* button to add a new day of week or time. Follow the steps for "Create a New Availability Schedule" as outlined above
- Temporary Do Not Call**
  - Enter a time in HH:MM with AM or PM format for the system to resume calling (The maximum is 24 hours of the current day)
- Classifications**
  - Review classifications entered into your profile
- Locations**
  - Review locations you have selected
- Create Unavailable dates**
  - Select *Unavailable Dates*
  - Select the *New* button

- o Enter Start and End Date Range (MM/DD/YYYY) or use the calendar icon
- o Select the *All Day* check box or enter the time range in HH:MM with AM or PM format
- o Select the *Call for Future Assignments* checkbox, if during the unavailable time period entered you would still like to receive calls for future assignments. Leave box unchecked if you do not want any calls during this time
- o Select *Save* button
- **Delete Unavailability Schedule**
- o Place a checkmark in the desired date range box
- o Select the *Delete* button

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## REVIEW ASSIGNMENTS

Choose the *Review Assignments* link to review past, present and future assignments or to cancel an assignment

Follow these steps:

- Select the format for absence display: List or Calendar view.
- Search for Jobs:
  - Enter specific date range (MM/DD/YYYY) or use the Calendar icon
  - or enter job number
  - or leave blank to display all your absences
- Press the *Search* button to display the list of assigned jobs
- Choose the *Job Number* link to view job details
  - o Select the *Return to List* button to review other jobs assigned to you
  - o Select the *Cancel Assignment* button to cancel your assignment. Enter a reason for canceling from the pull down list. Wait for the “**Job was cancelled successfully**” notification. You cannot cancel an assignment that has already started
  - o An assignment may contain file attachments in the special instructions. To view or download a file attachment, click on the file name.

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## SIGN OUT WEB BROWSER INFORMATION

At any time during the session, the *Sign-Out* link can be pressed to end the session and disconnect from The STAR System. Pressing the browser's back button or going to another site on the Internet does not disconnect the session from the STAR System.

### Important Note:

**DO NOT use the browser's BACK button to navigate to screens. Navigation buttons are on the bottom of The STAR System screens, such as the Return to List and Continue buttons.**

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## TELEPHONE ACCESS INSTRUCTIONS

1. Enter your **Access ID**, followed by the star (\*) key. This is your employee ID number
2. Enter your **PIN**, followed by the star (\*) key

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## CALLING THE SYSTEM

### MENU OPTIONS

- 1 - Review or Cancel Assignments
- 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, Re-record Name
- 9 - Exit and hang-up

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## 1 - 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  
**PRESS 8** to Hear another assigned job  
**PRESS 9** to Exit to menu options
2. If you **pressed 2** to Cancel assignment  
**PRESS 1** to Confirm cancellation  
 Enter cancellation reason from page 1 followed by the star (\*) key or wait for a list of reasons  
**PRESS 1** to Accept the reason code  
**PRESS 2** to Re-enter the reason code  
**PRESS 9** to Exit and hear next assignment (assignment will not be cancelled)

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## 3 - CHANGE YOUR CALLBACK NUMBER

1. Hear the Callback telephone number  
**PRESS 1** to Modify callback telephone number  
**PRESS 9** to Exit to menu options (number will not be changed)
2. If you **pressed 1** enter new telephone number followed by the star (\*) key. Hear the new telephone number  
**PRESS 1** if Correct  
**PRESS 2** to Re-enter the number  
**PRESS 9** to Exit to menu options (number will not be saved)

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## 4 - REVIEW OR MODIFY TEMPORARY DO NOT CALL TIMES

1. Hear the temporary “Do Not Call Time”  
**PRESS 1** to Enter a time  
**PRESS 2** to Delete this time  
**PRESS 9** to Exit to menu options (“Don Not Call Time” will not be deleted)
2. If you **pressed 1** to Enter a time, hear a time offered  
**PRESS 1** to Accept the time offered  
**PRESS 8** to Enter an earlier time in HH:MM format. Enter two digits for the hour and two digits for the minutes. Enter 1 for AM or 2 for PM.  
**PRESS 9** to Exit to menu options

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## 5 – REVIEW OR MODIFY UNAVAILABILITY DATES

1. **PRESS 1** to Review or delete “Unavailability Period”  
**PRESS 2** to Add a new “Unavailability Period”  
**PRESS 9** to Exit to menu options
2. If you **pressed 1** to Review or delete, hear the “Unavailable Period” information  
**PRESS 1** to Delete this “Unavailability Period”  
**PRESS 2** to Hear the next “Unavailability Period”  
**PRESS 9** to Exit to menu options
3. If you **pressed 2** to Add new “Unavailability Period” for a date range  
 Enter Start Date; two digits for the month, two digits for the day, two digits for the year (MMDDYY)  
 Enter End Date; two digits for the month, two digits for the day, two digits for the year (MMDDYY)

Indicate unavailable all day?

- PRESS 1** for Yes
- PRESS 2** to Enter time

Enter Start Time in HH:MM format. Enter two digits for the hour and two digits for the minutes. Enter 1 for AM or 2 for PM  
 Repeat procedure for End time

Receive calls for future assignments during “Unavailable Period”?  
**PRESS 1** to Receive calls for future jobs during this “Unavailability Period”  
**PRESS 2** if you do not want to receive calls for future jobs during this “Unavailability Period”  
**PRESS 9** to Exit (without saving “Unavailability Period”)

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## 6 - REVIEW OR MODIFY DAILY AVAILABILITY

1. **PRESS 1** to Review or delete, time periods you are available to work  
**PRESS 2** to Enter a new time period you are available to work  
**PRESS 3** to Review or delete, a time period you do not want to receive calls  
**PRESS 4** to Enter a new time period you do not want to receive calls  
**PRESS 9** to Exit to menu options
2. If you **pressed 1** to Review or delete a time period you are available to work, or **pressed 3** to review or delete a time period you do not want to be called, hear the day and time period in chronological order  
**PRESS 1** to Delete this time period  
**PRESS 8** to Hear the next time period  
**PRESS 9** to Exit the “review or modify daily availability”
3. If you **pressed 2** to Enter a new time period you are available to work, or **pressed 4** to a new time period you should not be called  
 Select the day of the week  
**PRESS 1** to select Monday thru Friday  
**PRESS 2 to 8** for individual days of the week (2=Sunday, 3=Monday, 4=Tuesday, 5=Wednesday, 6=Thursday, 7=Friday, 8=Saturday)  
**PRESS 1** for All day  
**PRESS 2** to Enter start and end time  
 Enter the time in HH:MM format. Enter two digits for the hour and two digits for the minutes. Enter 1 for AM or 2 for PM.  
**PRESS 9** to Exit

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## 7 - TO CHANGE PIN or RE-RECORD NAME

1. **PRESS 1** to “Change your PIN”  
**PRESS 2** to “Change the recording of your name”  
**PRESS 9** to Exit to menu options
2. If you **pressed 1** to “Change your PIN”  
 Enter a new PIN at least six (6) digits in length followed by the star (\*) key  
**PRESS 1** to Accept  
**PRESS 8** to Re-enter  
**PRESS 9** to Exit to menu options
3. If you **pressed 2** to “Change the recording of your name”  
 Record your name; press the star key (\*) when finished  
**PRESS 1** to Accept  
**PRESS 2** to Re-record name  
**PRESS 9** to Exit to menu options