

Substitute Services Department

System Phone Number: 817-814-7827
Main Office: 817-814-2780
Office Email: substitutes@fwisd.org
Web Browser URL:
<https://fortworth.eschoolsolutions.com/logOnInitAction.do>



Fort Worth
INDEPENDENT SCHOOL DISTRICT

EMPLOYEE TELEPHONE ACCESS INSTRUCTIONS

PLEASE NOTE: Before any features are available, you must register with the system and create a PIN. The Access ID and PIN are used for all interactions with the system. Please see instructions below.

REGISTRATION

- Dial Automated System: 817-814-7827
- Enter your **Access ID (Emp ID)** followed by the star (*) key.
- Enter your **Access ID (Emp ID)** again when it asks for your PIN followed by the star (*) key.
- Record your name followed by the star (*) key.
- Hear your work schedule. If this information is incorrect, complete the registration and then contact your Help Desk to correct.
- You will be asked to select a new PIN. Enter a PIN at least six (6) digits in length followed by the star (*) key.

TO CREATE AN ABSENCE OVER THE PHONE:

- Call 817-814-SUBS (7827) This is an automated system.
- When the system asks for your ACCESS ID, enter your EMPLOYEE NUMBER followed by the star (*) key.
- Then enter your PIN number followed by the star (*) key.
- Next you will hear the location and classification set up for your profile.
- Follow the steps listed to report.

1. Enter dates for the absence

PRESS 1 if the Absence is only for today

PRESS 2 if the Absence is only for tomorrow

PRESS 3 to Enter the dates and times for the absence

2. If you pressed 3 to Enter Dates and time

Enter Start Date

PRESS 1 to accept the date offered

PRESS 2 to Enter start date

Enter two digits for the month and two digits for the day (MMDD)

For all options

Enter Start Time

PRESS 1 to Accept offered time

PRESS 2 to Enter time

Enter two digits for the hour and two digits for the minutes in HH:MM format. Enter 1 for am or 2 for pm

PRESS 9 to Exit to menu options

Repeat procedure for end date and time

3. Enter the reason wait for a list of reasons***

PRESS 1 if Correct

PRESS 2 to Re-enter

4. Record Special Instructions (if needed)

(special instructions could be parking number, where you class is located, is it a field day, etc...)

PRESS 1 to Record special instructions. Press the star (*) key when done

PRESS 2 to bypass this step

5. Is a Substitute Required?

PRESS 1 if a substitute is required

PRESS 2 if a substitute is not required

6. If you pressed 1, a substitute is required

PRESS 1 to Request a particular substitute

Enter the substitute access ID, followed by the star (*) key

PRESS 1 to Accept requested substitute

PRESS 1 if the Substitute should be called

PRESS 2 if the Substitute has already agreed to work and does not need to be called

PRESS 9 to Exit to menu options

PRESS 2 to Re-enter

PRESS 2 to bypass requesting a substitute

7. Complete Absence

PRESS 1 to receive the job number

Record the Job Number. The Job Number is your confirmation.

PRESS 1 to hear the job number again

PRESS 2 to Review absence information

PRESS 9 to Exit to menu options

(If you did not receive a **JOB NUMBER**, then the absence was not recorded. Please try again.)

*****Certain absence reasons require supporting documentation.** Please contact the secretary that does your payroll for additional assistance, if needed. ****

Note: It is without a doubt the employee's responsibility to report their own absences. Entering an employee's absence should only be done if the employee is physically unable to do so.

WEB BROWSER ACCESS INSTRUCTIONS

Use the following web link - <https://fortworth.eschoolsolutions.com/logOnInitAction.do>

Please note: What you need to do *when* you access the web system for the first time.

- Enter your Access ID and the Pin you created over the phone when registering.
- The system will prompt you to create a password. At least 8 total characters (1 alphabet character, 1 number or special character)

LOGGING IN:

- Enter your **User ID** and **Password/PIN**.
- **A reCaptcha may be required** to gain access to the system. Select the required pictures if applicable.
- Once logged in, review your location and classification. If incorrect, please notify our office via email substitutes@fwisd.org.
- Review announcements, if applicable.

Important Note: Items in **Bold are required** to complete an Absence and receive a Job Number.

Click **Create Absence**. For the mobile app, click the **plus** button on the **Absences** tab.

- **Select the Reason for this absence from the drop-down menu**
- **Complete one of the following for Repeats:**
 - Select Does Not Repeat to create a one-time absence request. Select the days on the calendar for the absence.
 - Select options for daily, weekly, or monthly to create a recurring absence request. Complete the fields as necessary to define the absence days for the recurring absence.
- Click **Next**.
- Click **Advanced Absence** to adjust time of absence if applicable.
- Select **No Sub Required** if applicable.
- For the **Substitute**, choose:
 - **Best Match** to have the system find the substitute.
 - **Specify** to enter a **Selected Substitute**.
 - **Prearranged** if you have already secured a sub for your absence.
- Enter any **Class Instructions**, if desired. Click **Browse...** to attach a file.
- **Select Start and End Dates for your absence.**
- Click **Submit** button to receive a Job Number. **(This is your confirmation that the absence was recorded.)** For additional assistance, you may click on the **HELP**  **button** on the top right-hand corner. Or call our office at 817-814-2780.

Forgot Password?

Click on forgot password under the Submit Button on the log on screen. Enter your Access ID. And an email will be sent to you with instructions on how to reset your account. Please note: In order for this function to work, you must validate your email address in Smartfind under the Profile tab.