

Your ***first*** resource for help is the “Help” link which is available after you log in; top, right-hand corner of the dashboard



You will see options similar to this:

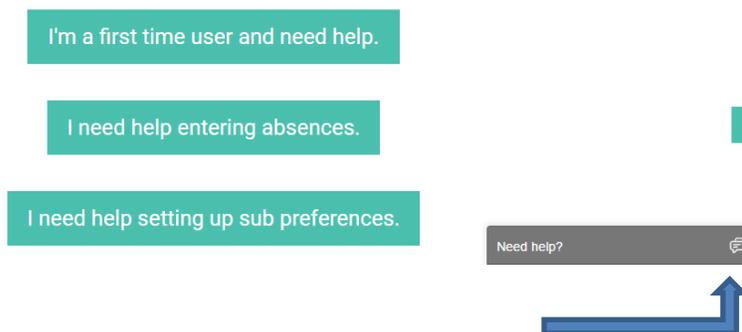


Choose the option that applies to your role in RoleCall. There will then be more options. The FAQ's may have your question with an answer. The User Guide is a resource to look up “how-to” information.

Check out these resources for RoleCall assistance.



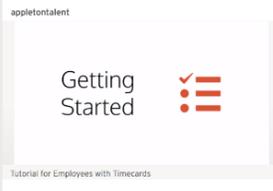
What do you need help with? Click below to view our support videos.



*This chat feature is currently in test mode and will not be available after testing is complete.*

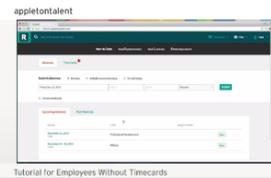
There are also short videos available:

**Full Tutorial for Employees with Timecards**  
As an employee entering absences and times into RoleCall, this video highlights all the features available to you in the platform.



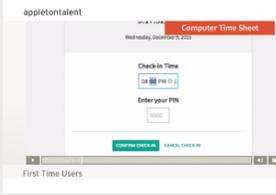
View the video

**Full Tutorial for Employees without Timecards**  
As an employee entering absences into RoleCall, this video highlights all the features available to you in the platform.



View the video

**First Time Users**  
Here's what the welcome email looks like, what to do with it, and where to check if you didn't receive it.



View the video

Need help?

# HELP/TIPS BY ROLE

THINGS WE HAVE LEARNED SO FAR...

## Substitute Teachers

Initially, a substitute teacher's home email is entered into RoleCall if they are not an existing staff with an RE-1 email address yet. The welcome email comes from RoleCall and is active for up to ten days from the date it is sent. If the substitute doesn't login before the welcome letter link expires, they will need to contact a District Admin (see below) to have the welcome email resent.

In order for substitutes to show as "available" for jobs, they must have logged into RoleCall at least one time. Their profile is not active if they do not log in.

If the substitute does not enable "direct assign" the teacher will not be able to assign a specific substitute to an absence. The building admins have the ability to make a direct assign whether or not the substitute has enabled the feature. The substitute has the ability to unfill a position that was direct assigned to them.

Substitutes will need to activate notifications in their profile settings to indicate their preferences for phone, email and/or text notifications. At least one form of notification should be chosen. If no notification options are selected, the substitute will only see possible assignments when they login to RoleCall.

Substitute credentials must be up to date; the system will not send notifications to a substitute whose license/authorization is (or will be) expired on the date a job opening occurs.

Substitutes may select specific schools and/or teachers for whom they prefer to sub. They may also select schools and/or teachers for whom they do not wish to sub. Notifications for assignments at a non-preferred school or teacher will not be sent.

**NOTE:** *If you sub at other school districts, including as a sub at NJC for RE-1 students, remember to change your availability to unavailable for that day.*

# TEACHERS

Initially, a teacher's RE-1 email is entered into RoleCall. The welcome email comes from RoleCall and is active for up to ten days from the date it is sent. If the teacher doesn't login before the welcome letter link expires, they will need to contact a District Admin (see below) to have the welcome email resent.

Teachers are responsible for entering absences and confirming a substitute has been engaged for the absence. Contact your Building Admin (see below) for assistance.

DO NOT DOUBLE CLICK ON "CREATE ABSENCE." The system will not allow a duplicate absence to be entered; however, if you click too quickly or double-click on the "create absence" button, the system doesn't have time to register the first entry and prevent the second entry. If you see two absences exactly the same, you will need to cancel one.

Mondays when school is in session (August, 2017):

The teacher will need to enter in "Work Schedules" for Monday if a sub is needed on a Monday when school is in session.

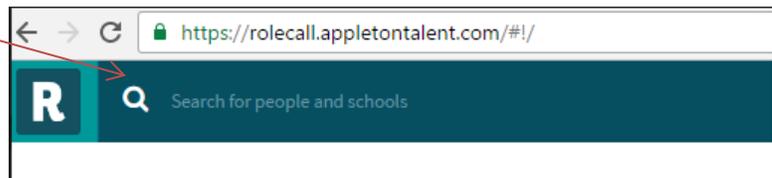
(11/09/2017): The instructions from Appleton tech support for entering absences for Mondays when school is in session are: **When entering the start and end times, change the times to 7:00 a.m. and 4:30 p.m. respectively *even if those times appear to already be entered.***

The system reports no subs available because it is reverting to the master schedule of start/end times which is different from each teacher's default start/end times and doesn't match substitute availability.

Teachers may now do direct assign (10/25/2016), but only if the substitute has enabled this feature. If the teacher and substitute have agreed to an assignment but the teacher is unable to make the direct assignment, the teacher's building admin has the ability to direct assign the substitute. **DO NOT DIRECT ASSIGN A SUB WITHOUT FIRST COMMUNICATING WITH THE SUB.** If a teacher direct assigns a sub but the sub is unaware and doesn't see the assignment in RoleCall or check email, they will not be aware of the assignment.

Teachers can see the substitute's contact information as long as the substitute has an active profile. The teacher can type the name of the substitute in the search box (top left hand corner) to view.

## How notifications go out:



25% of call time goes to the "Priority Sub"  
25% goes to the remaining teacher and school preferred  
50% goes to remaining substitute pool

*Call time* refers to the time from when the job is entered until it begins.

Keep in mind the system is also following the notification preferences set up by each substitute. If the substitute has set their preferences to "no calls" before 7:00 a.m., they will not be notified until 7:00 a.m.

If you know a substitute is available but the system isn't showing the substitute as available for an absence, you may need to adjust the times of day of the absence to match the time the substitute is available (i.e., the substitute may have entered their availability as 8:00-3:30 but you're looking for a substitute for 7:45-3:45).

Don't select "certified sub is required for this absence" unless you are looking for a long-term substitute.

# Building Admins

## Building Admins

Building Admins: Principal, Assistant Principal, Dean of Students, Administrative Assistant

An absence is for a current staff member; a vacancy is when a position is unfilled (usually requiring a long-term sub). Only subs with a 4-year degree may be assigned to a long-term sub position.

Mondays when school is in session (August, 2017):

The teacher will need to enter in "Work Schedules" for Monday if a sub is needed on a Monday when school is in session.

Forgot to enter a past absence/substitute:

1. Select the Job ID number, which should take you to the detailed absence page:
2. Enter sub's name
3. Click the button; Check **ALL** boxes: Include expired days, ignore required credentials, ignore scheduled availability
4. Verify Eligibility
5. Assign Sub to All open/unfilled
6. If message appears that the absence is awaiting approval, edit the absence and click "approve."

To enter a future absence and direct assign a substitute whose current credentials will be expired by that future date: put the absence on hold until the credentials are updated.

Change substitute if a substitute should have been direct assigned but someone else picked up the job: the substitute can be removed from the absence by

1. Going to the detailed absence
2. Edit day (at the bottom of the page)
3. Unassign sub.
4. Once this is done, you can assign the confirmed sub.

To assign the substitute to an absence, follow these steps:

1. Create detailed absence.
2. Set status to "on hold."
3. Create absence.
4. Enter substitute's name.

5. Click the button; check **all** boxes: include expired days, ignore required credentials, ignore scheduled availability.
6. Verify eligibility.
7. Assign substitute to all open/unfilled.

The substitute can be removed from the absence by

1. Going to the detailed absence.
2. Edit day (at the bottom of the page).
3. Unassign substitute.
4. Once this is done, you can assign the confirmed substitute.

Building admins have the capability and can make a direct assignment even if the substitute doesn't have direct assign enabled (teachers cannot direct assign if the substitute hasn't enabled the feature).

#### Override 12/2018

If there is a problem with a sub's availability and using the override options isn't working: A little trick from tech support is – "when hitting override click on one box at a time and let that load and then click the next override button. This will in most cases work."

#### Staffings 11-14-2016

When there will be a sub teacher filling in for various teachers who will be attending staffing meetings, a vacancy will need to be entered for each sub who will be working that day. If there is one sub who will fill in for several teachers, it is one vacancy. If there are three subs who will be filling in for several teachers/classes throughout the day, three vacancies will be entered. Be sure the subs being assigned have their schedule as open for the time frame they will be working so that RoleCall will list them as available.

#### Override a sub's availability to direct assign 11/16/2016

If a sub has filled an absence but you're not able to direct assign them because they don't show up as available, you may be able to direct assign a sub by following the instructions below. [The sub may not show as an available sub if they have set their availability hours for that day as outside the hours the teacher has entered for the absence (i.e., the teacher lists the time as 7:30-4:00 but the sub has their availability set for 8:00-3:30).]

1. Go to the detailed absence page (Figure 1).
2. Scroll down to the section "Absence Dates" (Figure 2).
3. Select the words/link "adjust eligibility rules" (in the graphic below, the words have changed to "hide eligibility rules").
4. Check all 3 boxes (checking these boxes should override the sub's current availability and credentials).

5. Assign the substitute.

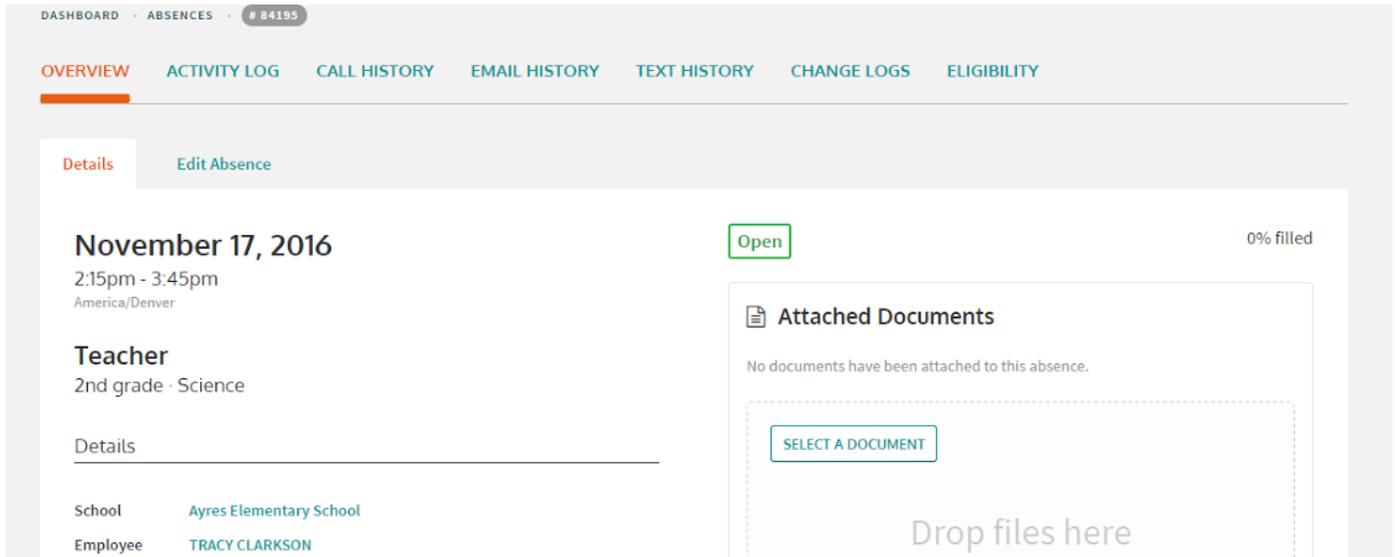


Figure 2

***IT IS IMPORTANT THAT SUBS WITHOUT A CURRENT***

**Absence Dates**

**Assign a sub**

Note: Assigning a sub will place them on all open or unfilled days on this job.

SEARCH ALL SUBS    SEARCH ELIGIBLE SUBS

Search for a user by name

VERIFY ELIGIBILITY FOR SELECTED DAYS

ASSIGN SUB TO ALL OPEN/UNFILLED

- Hide eligibility rules

- Include expired days
- Ignore required credentials
- Ignore scheduled availability

***LICENSE/AUTHORIZATION ARE NOT USED UNTIL THEY HAVE UPDATED THEIR CREDENTIALS.***

To change a long-term sub assignment for one day of a vacancy:

First, unassign the long-term sub:

- A. Go to Reports then Absences (choose to refine the search to the correct day of the change)
- B. Find the vacancy and click on the Absence ID to open it
- C. On the Overview screen (this is where it should open to automatically), scroll down to the individual dates of the vacancy and find the correct date.
- D. Check the box to the left of the correct date
- E. Scroll back up and click on Unassign 1 Day

Second, assign the one-day sub:

(If you left the previous screen from above, follow A-C above)

- A. \*Scroll back down to the correct date
- B. Check the box to the left of the correct date
- C. Scroll back up and click on Assign 1 Day
- D. In the text box that appears, type in the name of the 1-day sub and select him/her from the list
- E. Click Complete Assignment\*

\*The first time I did this, "Expired" appeared instead of "Filled" and there wasn't anyone listed as a sub for the day selected. I logged out to get help from Tech Support, logged back in to see if the system just needed to refresh but it hadn't. I repeated the steps to assign the 1-day sub and it worked. So, if it doesn't complete correctly the first time, try it again. (One of the issues may have been the time of day that I was attempting to correct the assignment – the system may have assumed it was too late in the day to fill the assignment. It could respond differently if this is done earlier in the day or on a day prior to the change in assignment.)

# DISTRICT ADMINS

District Admins: Kim Krier, [krierk@re1valleyschools.org](mailto:krierk@re1valleyschools.org), 522-0792 x1225  
Kelly Jo Harlow, [harlowk@re1valleyschools.org](mailto:harlowk@re1valleyschools.org), 522-0792 x1245  
Lori Lesh, [leshl@re1valleyschools.org](mailto:leshl@re1valleyschools.org), 522-0792 x1228

Resend welcome email.

1. Login
2. Go to users
3. Find the staff member to resend the message to
4. Click on their name
5. Go to "edit user" from the overview page.
6. On the right-hand side, find the "send welcome email."
7. Select RE-1 in the drop down and
8. Click on "send welcome email" button.

Reset password or if the user cannot access the link to RoleCall after resending the welcome email:

1. Login
2. Go to users
3. Find the staff member
4. Click on their name.
5. Go to "edit user" from the overview page.
6. The profile page opens, click on the password menu.
7. Put in a temporary password.
8. Email the password and the link to the login page to the staff member.  
<https://rolecall.appletalent.com/login>

Not sure if notifications went out after an absence was created: on your district profile page, you can see call, text and email history. Also, if you look at a specific absence, you can see the same notification history.

Credential renewals for substitutes:

If entering a new credential that doesn't create a "gap" between the old/current one and a new one, use "add credential."

If entering a new credential that will create a "gap" then edit the current credential with the new expiration date.

If you add a new user to RoleCall, you may get the following email – ignore it:  
*Hello Kim Krier,*

*\*\*\* \*\*\*\*\* was just set up as a new substitute in RE-1 Valley School District, starting Monday, September 19, 2016.*

*If they require payroll assignment, please update their sub profile at <https://rolecall.appleontalent.com/districts/46/subs/4876>.*

*Thanks,  
RoleCall*