

# STAFF QUICK START SHEET

## THREE WAYS TO REGISTER AN ABSENCE WITH RENHILL

### 1. PHONE RENHILL DIRECT (traditional)

1. Phone **1-800-776-8722 ext. 2807**
  - a. Speak directly with a representative (or)
  - b. Leave a voicemail
2. Provide required information to Renhill
  - a. Your name
  - b. Date of absence
  - c. Time of absence
  - d. Type of day you are using (sick, personal, etc.)
  - e. Name of requested substitute (**optional**)
  - f. If you have secured a substitute on your own, advise Renhill that you have done so and report the substitute name (**optional**)

### 2. RENHILL AUTOMATED PHONE SYSTEM

1. Dial **1-800-942-3767**
2. Enter your ID number followed by the # sign
3. Enter your Pin number followed by the # sign
4. Follow prompts to create an absence

### 3. REGISTER YOUR ABSENCE VIA RENHILL ON-LINE

1. Open the internet to [www.renhillgroup.com](http://www.renhillgroup.com)
  - a. Click on the '**education login**' button
  - b. Enter you **ID/Pin**
2. Choose the first link '**create absence**' (under the calendar in the left margin)
3. Enter your absence information (start/end date, absence reason, absence time)
4. Click '**next**'
5. Confirm your absence details
  - \* If you type notes in this section, please be advised that these are notes to substitutes, not Renhill. This is not a place to put lesson plans as there is no guarantee that the sub will be reading these.
6. Click '**save**'

**Service Representatives** – When you phone in an absence, you may speak to any representative in our Education Division. Our receptionist will ask you what district you work with and will then direct your call to an account representative. We do have several account representatives so at times you will be talking with Lisa, Heather, Jamila, Bethany, Lynn, Tammy, or others. All of our team members are prepared to assist you as needed.

**Important Note:** Regardless of which method you choose to report an absence, should you need to cancel or modify any absence or absence information, please contact Renhill directly at 800-776-8722.

## **PREFERRED SUBSTITUTE LISTS**

### **To build your personalized preferred substitute lists:**

1. Click the link called ‘**Preferred Substitutes**’ located on the home page of your online account.
2. Click on ‘**Add New Substitutes**’
3. Add the substitute and select the ‘**include**’ button if you wish for Renhill to give this substitute preferential treatment
4. If you would like to exclude someone from seeing your openings, follow the above steps and choose the ‘**exclude**’ button.

### *Things to note:*

✓ *When you add a preferred substitute, you can determine if you would like them to be called in a specific call order or if you would like them to be called randomly. Please note that this list is in reference to calling only. All qualified & available substitutes on your building list will be able to view the assignments online. However, it does not save the assignment for them.*

✓ *If an employee has designated a preferred list, the system will contact the top 5 sub substitutes on their list with a ‘notification’ that an assignment is available. It will not hold an assignment for them. All qualified & available substitutes on your building list will be able to view the assignments online.*

### **Primary Account Manager**

**Mackenzie Lehman**

**1-800-776-8722 ext. 2807**

**Fax: 419.254.2915**

**mackenzie.lehman@renhill**