

Red Rover Admin User Guide

Red Rover Absence Management Solution



A Kelly® Education Company

Red Rover's Absence Management Solution Reference Guide for Admin Users

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Red Rover's Absence Management Solution Reference Guide for Admin Users

Welcome!

Teachers On Call, Kelly Education Company® is pleased to present Red Rover's Absence Management Solution. We utilize the online scheduling system in order to request and fill substitute vacancies.

As an Admin User for your Center, you have 24/7 access to the Red Rover portal to place vacancies and view real time reports. These reports show which vacancy requests have been filled by what substitute and what requests are still unfilled. Please note, you cannot assign a substitute to a vacancy without first confirming and receiving the approval of the substitute.

Substitutes proactively fill their work calendars by similarly searching through their Red Rover portal for available assignments.

You can view real-time status of your current vacancies by logging onto your Red Rover online account and/or the mobile phone application. Additionally, under Notification Settings you will have the ability to select when you will receive notification emails including any time a vacancy is edited (i.e., when a substitute picks a shift up, cancels from a shift, start/end times are changed, etc.). If you receive these email notifications it is best to log in to your Red Rover portal to view what has been edited. If you have any questions, please contact the Client Services Team.

Internet Feature of the System

A: Accessing the System

Step 1: Log on to the Red Rover website: <https://app.redroverk12.com/admin>.

Step 2: Enter your Red Rover ID and Password in the appropriate fields. If you have not yet created your Red Rover ID and password, please look for a separate email from [no-reply@mg.redroverk12.com](mailto:reply@mg.redroverk12.com) to create your account.

Step 3: Click Sign In. This will take you to your Red Rover home page.

You can also access Red Rover by going to www.teachersoncall.com and hovering over the "Login" button and then selecting "Red Rover" in the top right corner.

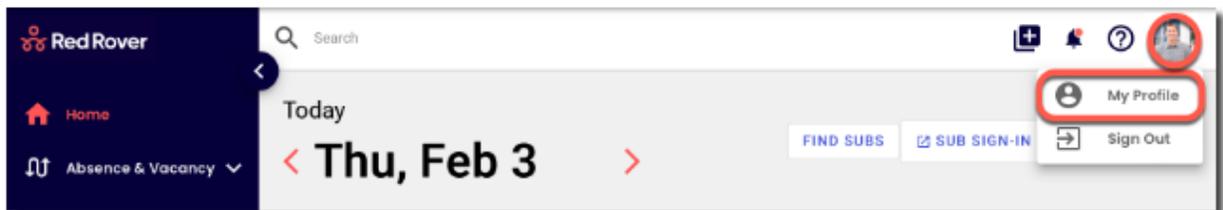
As an Admin User you will use Red Rover for:

1. Viewing Vacancy Statuses
2. Creating Vacancies
3. Modifying Vacancies
4. Setting up your Center's Shared Files
5. Reporting

B: Setting Notifications

To change your notification settings:

1. Click on your profile icon, and select **My profile**



2. Check the box next to the notifications you'd like to receive and uncheck the box next to notifications you do not want to receive. Then click **Save**.

Brian Jones's Profile

First Name <input type="text" value="Brian"/>	Email <input type="text" value="bjones@altontcountyk12.com"/> Edit email	 Upload a photo Remove photo
Last Name <input type="text" value="Jones"/>	Time Zone ⓘ <input type="text" value="Eastern Standard Time"/> Edit time zone	
Mobile Phone <input type="text"/>	Password ⓘ <input type="password" value="*****"/> Reset password	

[SAVE](#)

Notification Preferences

Notification reason	Email	Mobile	Web
When someone creates an absence or vacancy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
When someone deletes an absence or vacancy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
When a substitute is removed	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
When a substitute is assigned	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
When an absence or vacancy requires my approval	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
When time entries require my approval	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
When a bulletin board post is published	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
When timesheet approval deadline is approaching	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
When a time entry has an exception associated with it	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[SAVE](#)

C: Creating and Modifying a Vacancy

When logged into Red Rover you can click on the question mark (?) and "Help" in the upper righthand corner of the webpage. This will bring you to a library of Red Rover reference documents and FAQs. Below we have highlighted helpful day-to-day tips.

Viewing Current Vacancy Statuses:

The Homepage will give you a quick snapshot review of your vacancy statues, this is also called your Daily Report. The Daily Report will list the number of unfilled and filled vacancy requests for that day.

Today
 < **Tue, Mar 1** >

Good morning, Matthew

1/2

Unfilled (50%)

2

Total

Unfilled

Teacher (1)						
Employee	Reason	School	Created	Substitute	Conf#	
Stephanie Czarniak 1st Grade Teacher	Sick Feb 28 + 4 days	TOC Elementary 7:15 AM - 3:45 PM		Assign 11:15 AM - 3:45 PM	#1124250	

Filled

Teacher (1)						
Employee	Reason	School	Created	Substitute	Conf#	
Stephanie Czarniak 1st Grade Teacher	Sick Feb 28 + 4 days	TOC Elementary 7:15 AM - 3:45 PM		Jackson Czarniak 7:45 AM - 11:15 AM	#1124250 #C908015	

If you would like to view another day, simply hit the arrow key on the date towards the top left of the Homepage.

Today
 < **Tue, Mar 1** >

Good morning, Matthew

1/2

Unfilled (50%)

2

Total

Entering Vacancies:

Vacancies should be entered to indicate to Teachers On Call whenever you have a staff member out and need a substitute to fill in. You can select a specific vacancy profile in the system to indicate the age group (infants, toddlers, preschool, etc.) and the qualification needed for the position (aide, assistant, or teacher).

Vacancy Details

Position type

Title

Contract schedule

Teacher

[Change](#)

Location

Bell Schedule

Administrator comments

Can be seen and edited by administrators only.

Dates

Mar 1-4

[SELECT DATES](#)

Vacancy reason

Times

Pay code

Accounting code

Same time for all days

Same reason for all days

Same pay code for all days

Same account code for all days

Substitute Details

Substitute schedule

Tue-Fri, Mar 1-4

8:00 AM - 5:00 PM

ECE Center

Acct: Not specified

Hide from subs Allow sub to accept part

Notes to substitute

Can be seen by the administrator, employee, and substitute

[Add file\(s\) or drag here](#)

max 5MB; .pdf, .txt, .docx, .xlsx, .pptx, .jpg, .gif, .tiff, .png

When creating the vacancy, under the Substitute details you have the option to check off two boxes: "Hide from subs" and "Allow sub to accept part". If you would like the position on hold because you are requesting a specific substitute, please ensure to click and check "Hide from subs" and follow up with the Order Fulfillment Team to contact the sub you are requesting. If you create a multi-day vacancy, the "Allow sub to accept part" will automatically be checked. This means a substitute may pick up part of the shift, opening the remaining unfilled days to other available substitutes. If you would like only the same substitute to pick up the entire shift please uncheck this box. We highly suggest leaving this checked as it provides the opportunity for a greater fill rate by opening the position up to allow substitutes to accept what they can work.

Do not pre-assign a substitute without first confirming with the substitute. If you need Teachers On Call to contact the substitute please call your request into the Order Fulfillment Team.

Modifying Vacancies:

If you need to remove or add days to a vacancy you have already created, you can modify a vacancy by:

Step 1: Selecting the vacancy confirmation number you are looking to modify.

Step 2: In the middle of the vacancy details you will see an option to "Select Dates".

Dates
Feb 9-10

SELECT DATES

Step 2: Update the dates in the calendar view by clicking on each date you are looking to add. The date will then be highlighted in red. If you are looking to remove dates re-select the date and it will turn back to white. When finished, save updates by clicking "Select Dates".

Select dates for your vacancy

A calendar view for February 2022. The days of the week are listed at the top: Sun, Mon, Tue, Wed, Thu, Fri, Sat. The dates are arranged in a grid. The dates 9, 10, 11, 14, and 15 are highlighted in red, indicating they are selected. The other dates are in white. Navigation arrows are visible on the left and right sides of the calendar.

[Cancel](#)

SELECT DATES

Deleting Vacancies:

If you are no longer in need of a vacancy you have the ability to delete the vacancy. Any canceling of vacancies past 6:15am the day of must be called into the Order Fulfillment Team at Teachers On Call so we can notify the substitute of the cancellation. You must cancel the vacancy at least 1.5 hours prior to the start time or you will be billed for the 4-hour minimum shift.

Step 1: Select the vacancy confirmation number you are looking to delete.

Step 2: At the bottom of the vacancy you will see an option to "Delete".

Delete

ASSIGN

SAVE

Delete vacancy

Are you sure you would like to delete this vacancy?

Step 3: Select Delete and confirm the deletion by selecting Delete again.

[No, go back](#)

DELETE

Find Available Substitutes

If you have prearranged a shift with a substitute you are able to assign a substitute to a vacancy during or after creating the vacancy.

Step 1: Ensure you have confirmed with the substitute that they can work the vacancy you are requesting

Step 2: While creating a vacancy in Red Rover or after you have created, you can select the "Assign" button while in the vacancy. It will then show you a list of available substitute for the vacancy.

Step 3: Select and assign the substitute to the vacancy.

D: Setting up Your Center's Shared Files

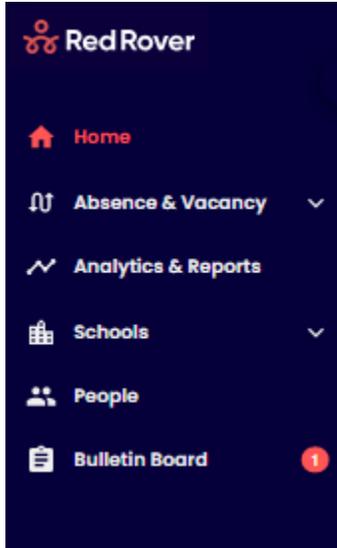
In order to increase communication with substitutes, you may want to upload Shared Attachments that will automatically be attached to any vacancies entered for your center. Examples of helpful attachments could include parking instructions, center schedule, list of center office staff, emergency instructions, etc.

- To set up specific attachments, send Lilli Speakman copies of the files you would like to be uploaded at lillian.speakman@teachersoncall.com.

E: Viewing a Substitute Qualification

You can find the qualification of a sub that has accepted an assignment by clicking on the confirmation number of the vacancy. This will then show the details of that vacancy, including the position type. The position type indicates the qualification of the substitute.

On the left-hand side of your homepage, you will see a subcategory called "Analytics and Reports". By clicking this subcategory, it will bring you to a list of the following reports:



Absences & Vacancies

Reports

[Absence & Vacancy](#)

[Absence & Vacancy - Detail](#)

[Absence & Vacancy \(Print View\)](#)

[Daily Report](#)

[Substitute History](#)

[Fill Rate](#)

Saved Views

None defined

Notable Reports

Sub Sign-In Report

On the top right of the Homepage you will find a link to a Sub Sign-In Page/Report. This report provides a real-time list of those assigned to the day's vacancies. You have the option to print off this report if you would like to keep a physical sign-in page at your Center.

Absence & Vacancy

This report breaks down the number of daily fills and/or unfills with bar charts. It also provides a list of substitutes currently assigned to the vacancy requests.

Daily Report

This report lists out who is assigned to your vacancies for that specific day.

G: Logon Information

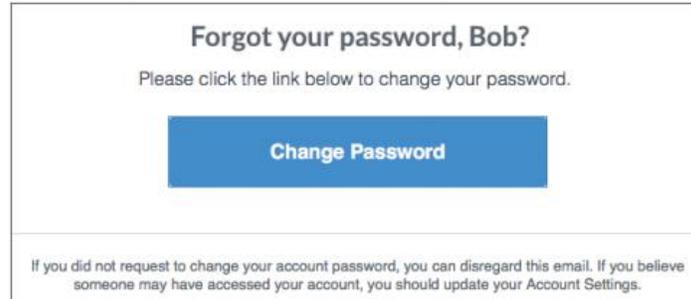
Follow the steps below to update your Red Rover password:

Step 1: Click on the greeting drop down menu and then click on Logout.

Step 2: Click on the I forgot my Password link.

Step 3: Enter your Red Rover username on the next screen, then click Continue.

Step 4: The system will send you an email with a link you can click to reset your password.



Resetting Passwords

To change your password, you must select the "Don't remember your password?" link on the Red Rover Red Rover login page.

Password

Don't remember your password?

LOG IN

You will be asked to provide the email address associated with your Red Rover account. Enter your email address and click "Send Email". An email will then be sent to your account directing you to a password reset page where you can create a new password.



Please enter your email address. We will send you an email to reset your password.

[Return to login](#)

SEND EMAIL

Recovering Logon Information

Users can recover their Red Rover logon information by selecting the "Can't remember your logon details?" link on the Red Rover login page. Red Rover will send an email to reset your password.



Welcome back!

Enter your email address and password to access your account.

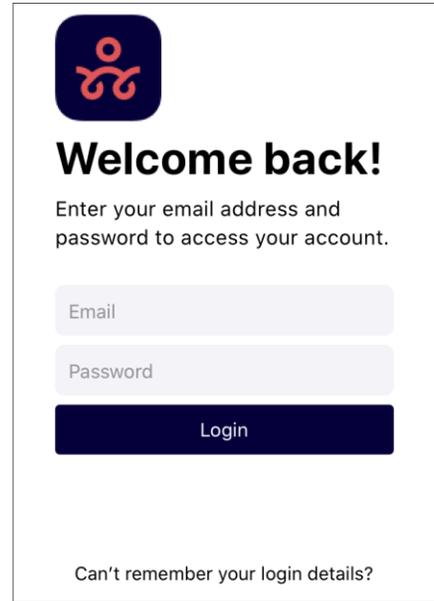
[Can't remember your login details?](#)

Red Rover Mobile App

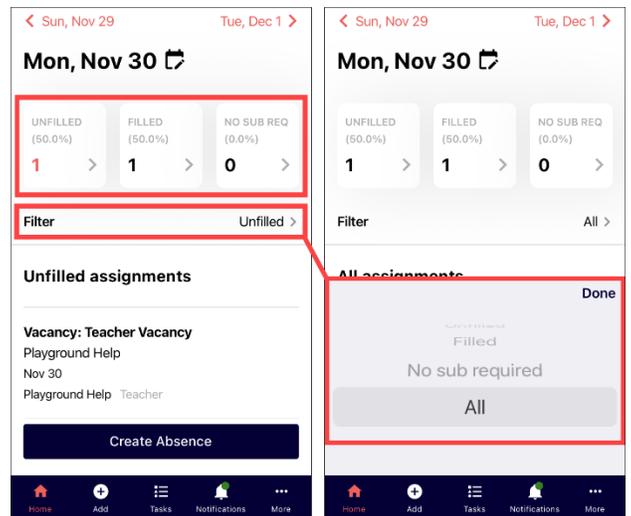
H: Red Rover Mobile App

Your organization can gain access to the Red Rover mobile app! The app provides increased accessibility to view open vacancies and filled vacancies for your center.

1. Go to the App Store or Google Play and search 'Red Rover'.
2. Click "Get Started" (this will only appear the first time you log in)
3. Enter your login credentials, including your Red Rover ID and password.
4. If you don't remember your password, tap **Can't remember your login details?** and you will receive an email to reset your password.

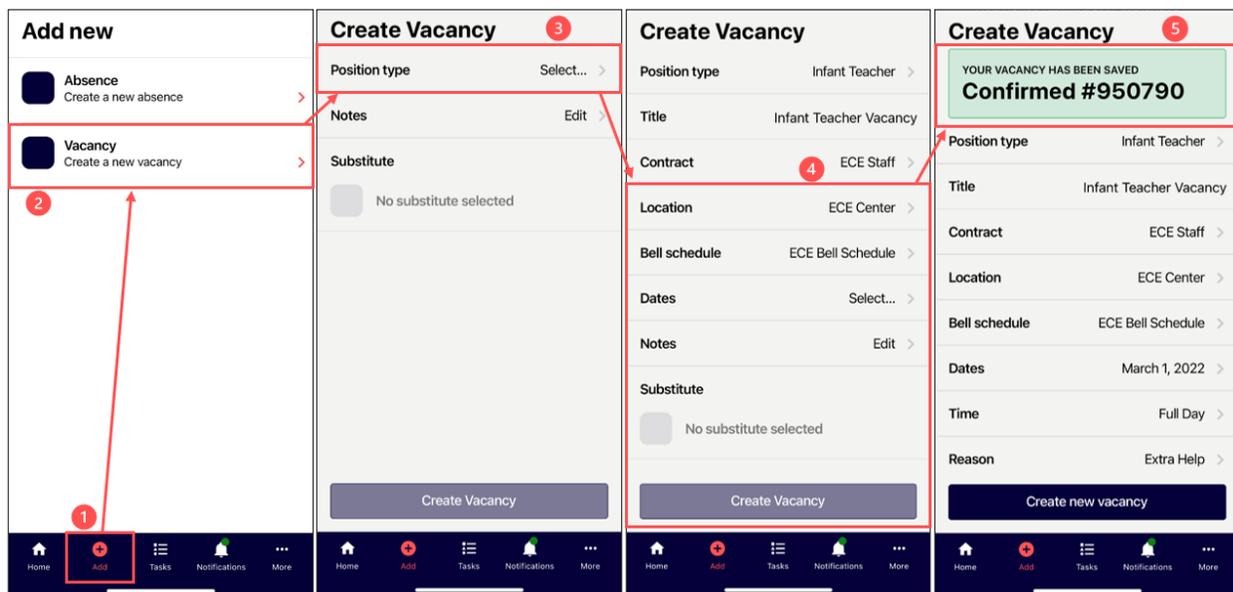


Home Page: The homepage displays the unfilled absences at the locations you have access to within Red Rover. You can adjust the list of absences to show "Unfilled," "Filled," "No sub required," or "All" by tapping each filter card or by tapping **Filter** and selecting the filter you want to view.



Creating a Vacancy

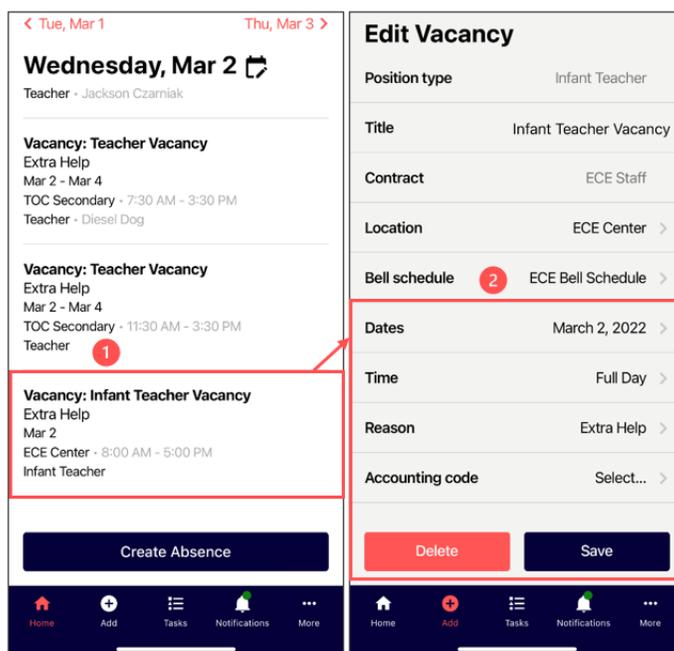
To create a vacancy in the Red Rover mobile app tap the **Add** button at the bottom of the home screen then select **Vacancy**. Next, select the **position type**.



Once you've selected the position type, you will see the dropdowns to see the location, bell schedule and date(s). Once you've selected the date, you will see the dropdown to choose the time, notes to substitutes and assign any prearranged substitute. Once you've completed all steps, select **Create Vacancy** at the bottom of the screen. You will receive a green message with the confirmation number, confirming that your vacancy has been placed.

Editing a Vacancy

To edit a vacancy in the Red Rover mobile app, tap the vacancy which you wish to edit on the home screen. You can then edit the date, time, notes to substitute, etc., then select **Save**. You can also delete a vacancy from this screen.



For additional Red Rover Admin Mobile App questions and user notes please visit the [Red Rover Help Center](#).

General Information

I: Need Help?

Contact the Teachers On Call Client Services Team to:

- Modify vacancies that the system is not allowing you to update yourself
- Notify Teachers On Call of vacancy changes if the change is made the day after when the substitute worked and may affect the substitute's timecard
- Locate your Login Red Rover ID
- Receive assistance or information if you are unable to access the system
- Request an attachment be added to your center profile
- Ask questions regarding the use of Red Rover or Teachers On Call

Call 1-800-713-4439 during regular business hours if you experience technical difficulties using Red Rover or need assistance logging a vacancy.

We look forward to providing you the convenience of Red Rover's Absence Management Solution.

Please share your feedback with Teachers On Call.

Thank you!