

Frequently Asked Questions

Q: Will I receive fewer shifts from this automated system?

A: No – we generally have more vacant shifts than casuals.

Q: Why are we changing to this TESS system?

A: We are implementing this system to automate manual processes to ensure a more efficient allocation of shifts.

Q: Is my personal information safe?

A: Yes – only you and Select Education Management have access to this information.

Q: Can I update my skill list on TESS?

A: Yes – you must contact Select Education on (02) 8238 0200 or (03) 8616 6750.

Q: What if I do not have a mobile phone?

A: TESS caters for the staff without mobiles. Where you are the best match to a shift, Select Education staff will receive a prompt from the system and we will then contact you as we have in the past. The ability to automatically contact you via landline is also under development. You are able to login to TESS at anytime to view or book your shifts online.

**Q: What happens after I put my offers into TESS?
(mobile users only)**

A: TESS will begin the process of matching your preferences and offers to available shifts. You will then receive an SMS text message with the details of the available shift. To accept the shift you reply to the SMS text message with the indicated shift number.

Q: How do I confirm my shifts? (mobile users only)

A: After you reply to the SMS text message, TESS will generate a return SMS text message advising you of the shift allocation.

Q: Can I modify or delete my offers?

A: Yes – login to TESS, click on “My Roster” and then click on the offer you would like to amend.

Q: How can I cancel from a shift that has been confirmed?

A: You must phone Select Education and speak to a staff member to cancel a confirmed shift.

Q: Can I put in offers for the current fortnight as well?

A: Yes – login and select the current fortnight and place your offer. If there are any vacant shifts that match your preferences, you will immediately receive a SMS text message offering you the shift. The “Open Roster” feature also lets you browse for suitable unfilled shifts you can work.

Still have some questions?

For more information please contact Select Education

Sydney (02) 8238 0200

Melbourne (03) 8616 6750

Notes:

séléct'
education

www.selectededucation.com.au

Quick-Start Guide

Book shifts on-line or via SMS

<http://agency.supreme-education.com.au/>

séléct'
education

www.selectededucation.com.au

TESS

Select Education is pleased to announce our new online bookings system, TESS. This online system is user friendly enabling a more accurate and efficient allocation of shifts. Simply log on to TESS to update your profile, work preferences, and most importantly – tell the system when you are available to work.

How to access TESS

Visit www.selectededucation.com.au and follow the links or go directly to <http://agency.supreme-education.com.au>



To Login

Enter your logon (contact Select Education for ID and Password)

You will be asked to change your password the first time you login for security reasons. Passwords must include at least one capital letter and be at least 6 characters long.

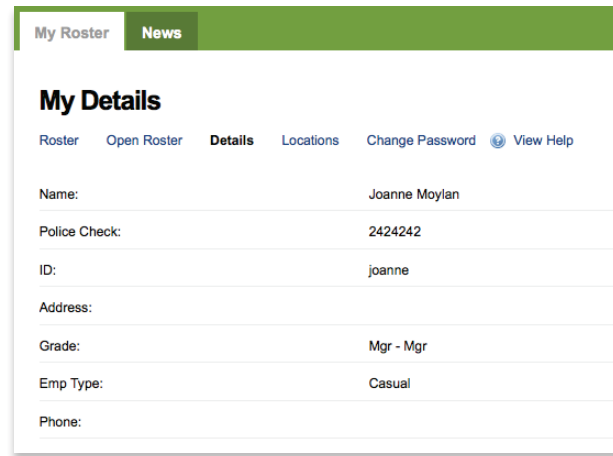
A link to a User Guide is located in the top right hand corner of the screen in the grey area.

Each time you log into TESS, you will be taken directly to the "news" page. Please note any new information will be posted here. Please read this section before entering into "My Roster". Next go to "My Roster" tab at the top left of the page.

If you experience problems logging in, please contact Select Education.

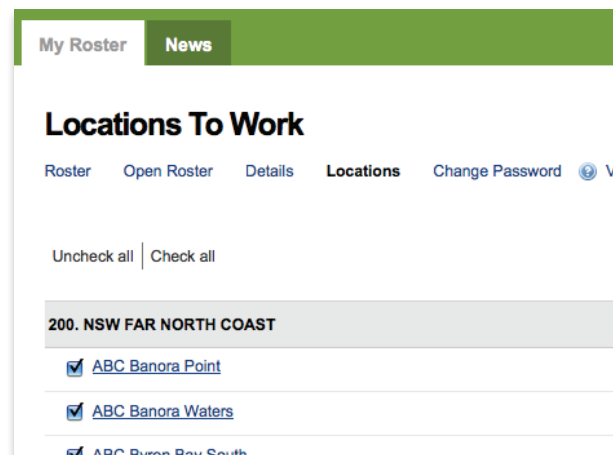
Details

Click on Details link. You should ensure your details are correct, especially you mobile phone number, then click on the "Update Details" button



Locations

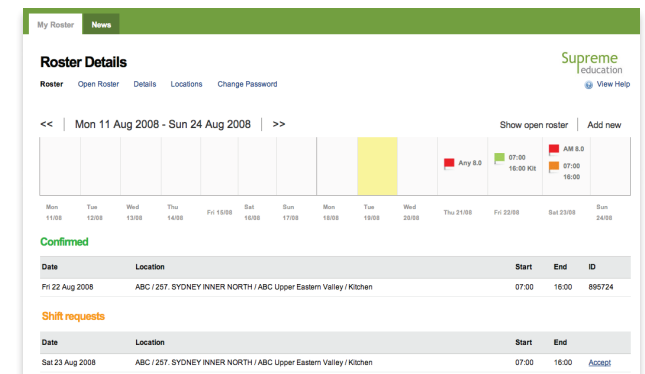
Select the centres where you are prepared to work. You can choose multiple locations. When complete click "Submit Locations".



Roster

You must add your availability online in order to receive offers for work. Click on the day(s) you are available to work and click on 'submit offer'. To save you time manually entering offers for each day you can repeat this offer over a number of days.

Red flags show offers. Green flags show confirmed shifts and Orange flags show requests. Click on the flags to accept requests, modify offers or view shift details.



Log out by clicking on the Logout tab in the top right hand corner in the grey area.

SMS offers

To accept a shift via SMS you must reply to the text message with the job ID number ONLY EG 821129 and then wait for an SMS confirmation.

Other Pages of Interest

My Roster > Open Roster - Here you will find other available shifts that match your skills and preferences. You can accept any shift listed here without having to telephone Select Education.

News - Current information and news including the latest on educational sessions to keep your skills up to date.

News > Feedback - send a message to Select Education

News > Help - how to use the TESS website.