

Frequently asked Questions and Answers

1. I registered with the system but I am not getting any calls.

If this is happening, first check to make sure that your cell phone is not blocking these calls. To do so on an ANDROID phone you will need to open your phone app. In the top right corner click on the 3 dots. Tap on settings and then tap blocked numbers. If Marshall County Schools is listed then you will need to unblock it.

If using an IPHONE, go to settings, tap on phone and then tap on blocked contacts. Unblock Marshall County Schools if listed. If this does not correct the issue then call the HELP desk at 1-304-843-4437.

2. The system won't let me log in with my current Access ID and Pin or I can't remember my PIN.

We usually recommend setting your PIN number up by using the first letters of your first and last name followed by your 6 digit birthdate. If you can't remember your PIN then try it with the above name and birthdate info. If that doesn't work then you can call the help desk and we can reset your PIN#.

Remember that when logging into the system on a computer you will need to use a PASSWORD instead of a PIN number. If you need a password reset just call the HELP desk.

3. I'm not getting many calls. Is there a reason?

You can always call to see why this is happening but most of the time it is due to availability issues. You may have signed up a long time ago with restrictions set of when you could or could not work. (Example: you can only work Tuesdays and Thursdays) So when you signed up we put just that on your availability. This means that if a job comes up that is for all week long and the call system starts calling for it and you are only available to work 3 of the 5 days then the system won't call you at all for that job. So best advice is to call if your schedule has changed to make sure that it is noted in our system.