

Employee FAQ

Do I need to use a certain Internet Browser to use SubFinder online?

No, most Internet browsers will work when using SubFinder online. The most common browsers are Internet Explorer, Firefox and Safari.

Do I have to register in order to use SubFinder?

Yes. You must call in and register before reporting your first absence on SubFinder Online or the phone.

Do I have to register every time I call in?

No. You only have to register once.

Can I assign or request a particular substitute, and if so, how?

If your district allows you to assign and/or request a particular substitute, you will need the substitute's SubFinder-assigned ID number. A list of these numbers should be available in your school's SubFinder office. If you enter your absence on SubFinder online there will be a drop down menu available where you can select the name of the substitute that you would like to request. If the substitute is unavailable for any reason, the system will notify you and allow you to choose another substitute.

Do I need to remember my job number?

Yes. The job number is your confirmation that SubFinder has accepted your absence. You will also need this number if you need to cancel the absence.

Will I have the same number for all of my absences?

No. Every new absence reported receives its own job number.

If I am going to be absent for several days in a row, do I have to enter a new absence for each day?

No. You will be able to create one absence and select the days and times which you will be absent.

If I have multiple positions and the system only keeps track of two, how will my substitute know about the others?

On the phone when you record your name, include your positions. For example: "Jane Doe, I teach 3 PE classes and 2 Health classes. I also supervise the Drill Team." You may also voice Special Instructions to provide this information, giving greater detail. On SubFinder online when entering an absence, you may also enter special instructions. If the sub reviews the job over the phone and special instructions are entered via SubFinder online, SubFinder will inform the sub to log onto SubFinder online to view special instructions. If the sub reviews the job on SubFinder online, SubFinder will inform the sub to call into SubFinder via the phone and listen to the voiced special instructions.

Can I find out if my absence has been filled and who has accepted it?

Yes. If you call in or log onto SubFinder online and review your absences, you are able to determine if the absence has been filled and what sub has accepted the job.