

Sweetwater Union High School District



SubFinder™ System
from
CRS Advanced Technology

SubFinder SUBSTITUTE EMPLOYEE INSTRUCTIONS

Sweetwater Union High School District



SUBFINDER
(619) 585-6040

WebConnect
subfinder.sweetwaterschools.org
or
www.sweetwaterschools.org/subfinderinfo

SUB DESK
(619) 585-6008
subdesk@sweetwaterschools.org

You can call SubFinder to review current assignments, review available jobs, cancel a job, and review personal information.

**Remember, SubFinder only works from
touch-tone telephones!**

**WHEN ACCEPTING A JOB, ALWAYS WAIT FOR THE
JOB NUMBER BEFORE DISCONNECTING OR
YOUR JOB ACCEPTANCE MAY NOT BE RECORDED.**

WHEN SUBFINDER CALLS YOU

To Offer You a Job

SubFinder will call and ask for your PIN followed by pound (#), or press star (*) if you do not wish to receive any more calls during *this* calling period.

If you chose to enter your PIN, followed by pound (#), SubFinder will describe an available job.

- | | |
|--------------------------------|----------------|
| To hear special instructions | Press 1 |
| To hear the itinerant schedule | Press 2 |
| To continue | Press 5 |

Once you press 5

- | | |
|-----------------------|----------------|
| To accept the job | Press 1 |
| To hear the job again | Press 2 |
| To reject the job | Press 9 |

If you press 1 to *accept* the job, SubFinder will play the job information again and give you a **JOB NUMBER**. You will be given some of these options as well:

- | | |
|--------------------------------|----------------|
| To hear special instructions | Press 1 |
| To hear the itinerant schedule | Press 2 |
| To hear directions to the site | Press 3 |
| To continue | Press 5 |

If you press 2 or 3, the appropriate information will be provided. If you press 5, you will be given two options.

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|-----------------------|----------------|
| To hear the job again | Press 2 |
| To end this call | Press 9 |

If you press 9 to *reject* the job, SubFinder *may* ask for a reason for the rejection. After listening to the reasons provided, select the appropriate reason followed by pound (#). SubFinder will repeat the reason.

- | | |
|--------------|----------------|
| If correct | Press 1 |
| If incorrect | Press 2 |

To Notify You of a Job Cancellation

When a job has been canceled, SubFinder will call you with notification. You will hear "This is notification of a job cancellation". Enter your PIN followed by pound (#).

SubFinder will play the information for the job that has been canceled, including the job number.

- | | |
|---------------------------------|----------------|
| To acknowledge the cancellation | Press 1 |
| To hear the cancellation again | Press 2 |

WHEN YOU CALL SUBFINDER

YOUR MAIN MENU

- | | |
|--|----------------|
| To Review Current Assignments | Press 1 |
| To Review Available Jobs | Press 2 |
| To Cancel an Assignment | Press 3 |
| To Review Personal Information | Press 4 |
| To Pre-Register for the Next School Year | Press 7 |
| To Leave the SubFinder System | Press 9 |

You will hear the Pre-Register option only if your district chooses to use the Pre-Registration option and you have not yet pre-registered.

MAIN MENU OPTION #1 TO REVIEW CURRENT ASSIGNMENTS

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|---------------------------|----------------|
| From the Main Menu | Press 1 |
|---------------------------|----------------|

SubFinder will play your next scheduled assignment followed by some, if not all, of the following options.

- | | |
|--------------------------------|----------------|
| To hear special instructions | Press 1 |
| To hear the itinerant schedule | Press 2 |
| To hear directions to the site | Press 3 |
| To continue | Press 5 |

If you press 5, you will be given these options.

- | | |
|-------------------------------|----------------|
| To hear the job details again | Press 2 |
| To hear the next job | Press 3 |
| To cancel this job | Press 4 |
| To return to the Main Menu | Press 9 |

If you press 4, SubFinder *may* ask for a reason for the cancellation. After listening to the reasons provided, select the appropriate reason followed by pound (#). SubFinder will repeat the reason.

- | | |
|--------------|----------------|
| If correct | Press 1 |
| If incorrect | Press 2 |

SubFinder will ask for confirmation of the cancellation.

- | | |
|-----------------------------|----------------|
| To confirm the cancellation | Press 1 |
| Otherwise | Press 2 |

MAIN MENU OPTION #2 TO REVIEW AVAILABLE JOBS

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|---------------------------|----------------|
| From the Main Menu | Press 2 |
|---------------------------|----------------|

SubFinder will describe an available job, if any exist, followed by some or all of the following options

- | | |
|--------------------------------|----------------|
| To hear special instructions | Press 1 |
| To hear the itinerant schedule | Press 2 |
| To continue | Press 5 |

Once you press **5**

- To accept the job **Press 1**
- To decline the job **Press 2**
- To hear the job again **Press 3**
- To hear the next job **Press 4**
- To return to the Main Menu **Press 9**

If you press **1**, SubFinder will repeat the job information, followed by the **JOB NUMBER**.

If you press **2**, you are **REJECTING** this job. SubFinder will not offer you this job or call you on this job again. After you press **2** SubFinder will describe the next available job, if any exist, followed by the same options described above.

If you press **4**, SubFinder will describe the next available job, if any exist, followed by the same options described above.

**MAIN MENU OPTION #3
TO CANCEL AN ASSIGNMENT**

From the Main Menu **Press 3**

Enter the **JOB NUMBER** followed by pound (#). SubFinder will play the job information.

- To cancel this assignment **Press 1**
- To return to the Main Menu **Press 9**

If you press **1** SubFinder *may* ask for a reason for the cancellation. After listening to the reasons provided, select the appropriate reason followed by pound (#). SubFinder will repeat the reason.

- If correct **Press 1**
- If incorrect **Press 2**

SubFinder will ask for confirmation of the cancellation.

- To confirm the cancellation **Press 1**
- Otherwise **Press 2**

**MAIN MENU OPTION #4
TO REVIEW PERSONAL INFORMATION**

From the Main Menu **Press 4**

SubFinder will play the Personal Information Menu

- To review your phone number **Press 1**
- To review your name recording **Press 2**
- To review the days of the week you can work **Press 3**
- For the date range menu **Press 4**
- To hear your employee ID **Press 5**
- To return to the Main Menu **Press 9**

(1) To Review Your Phone Number

SubFinder will play your phone number.

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- If your phone number is correct **Press 1**
- To change your phone number **Press 2**

If you press **2**, enter the area code and phone number followed by pound (#). SubFinder will repeat the number.

- If your phone number is correct **Press 1**
- To change your phone number **Press 2**

(2) To Review Your Name Recording

SubFinder will play your name as it is recorded.

- If your name is recorded correctly **Press 1**
- To re-record your name **Press 2**

If you press **2**, record your name after the tone. When you are finished, press pound (#). SubFinder will repeat your name.

- If Correct **Press 1**
- If Incorrect **Press 2**

(3) To Review the Days of the Week You Can Work

To review your availability for

- Sunday **Press 1**
- Monday **Press 2**
- Tuesday **Press 3**
- Wednesday **Press 4**
- Thursday **Press 5**
- Friday **Press 6**
- Saturday **Press 7**
- To return to the Main Menu **Press 9**

After choosing a day, that day’s availability will be played.

- If you would like to change your availability **Press 1**
- To use this schedule for another day of the week **Press 2**
- To return to the previous menu **Press 9**

If you press **1**, SubFinder will ask “Are you normally available to work on (day of the week)?”

- If yes **Press 1**
- If no **Press 2**
- For mornings only (6 am until 12 pm) **Press 3**
- For afternoons only (12 pm until 6 pm) **Press 4**
- To enter specific hours **Press 5**

If you press **1, 2, 3, or 4**, SubFinder will repeat the schedule that applies to your choice.

- If you would like to change your availability **Press 1**
- To use this schedule for another day of the week **Press 2**
- To return to the previous menu **Press 9**

If you press **5** for Special Hours:

Step 1: Enter the earliest time (HHMM) that you will be available followed by pound (#). If you will be available from the start of the day, press star (*). If you enter a specific time:

- For A.M. **Press 1**
- For P.M. **Press 2**

Step 2: Enter the latest time (HHMM) that you will be available followed by pound (#). If you will be available until the end of the day press star (*). If you enter a specific time:

- For A.M. **Press 1**
- For P.M. **Press 2**

Step 3: Enter the minimum number of hours that you are willing to work during this period followed by pound (#). If you have no preference, press star (*).

Step 4: Enter the maximum number of hours that you are willing to work during this period followed by pound (#). If you have no preference, press star (*).

SubFinder will repeat the schedule you entered.

- If you would like to change your availability **Press 1**
- To use this schedule for another day of the week **Press 2**
- To return to the previous menu **Press 9**

(4) For the Date Range Menu

- To add an UNAVAILABLE date range **Press 1**
- To add a DO NOT DISTURB date range **Press 2**
- To review a date range **Press 3**
- To return to the Main Menu **Press 9**

(1) To Add an Unavailable Date Range

Step 1: Enter the first date that you will be unavailable (MMDD) followed by pound (#). If you will be unavailable beginning today, press star (*).

Step 2: Enter the beginning time (HHMM) that you will be unavailable followed by pound (#). If you will be unavailable from the start of day, press star (*). If you enter a specific time:

- For A.M. **Press 1**
- For P.M. **Press 2**

Step 3: Enter the last date that you will be unavailable (MMDD) followed by pound (#). If you will be unavailable for only a single day, press star (*).

Step 4: Enter the time (HHMM) that you will be available again, followed by pound (#). If you will be unavailable through the end of the day, press star (*). If you enter a specific time:

- For A.M. **Press 1**
- For P.M. **Press 2**

SubFinder will repeat your unavailable date range.

- If correct **Press 1**
- If incorrect **Press 2**

If you press **1**, SubFinder will respond “To continue receiving calls during this period, press **1**, otherwise press **2**.” Pressing **2** will add a **Do Not Disturb** to the date range as well.

(2) To Add a Do Not Disturb Date Range

Step 1: Enter the first date (MMDD) that you don’t want to be called followed by pound (#). If you don’t want to be called starting today, press star (*).

Step 2: Enter the beginning time (HHMM) that you don’t want to be called followed by pound (#). If you don’t want to be called from the start of the day, press star (*). If you enter a specific time:

- For A.M. **Press 1**
- For P.M. **Press 2**

Step 3: Enter the last date (MMDD) that you don’t want to be called followed by pound (#). If you don’t want to be called for only a single day, press star (*).

Step 4: Enter the time (HHMM) that you wish to receive calls again, followed by pound (#). If you don’t want to be called until the end of the day, press star (*). If you enter a specific time:

- For A.M. **Press 1**
- For P.M. **Press 2**

SubFinder will repeat the Do Not Disturb date range.

- If correct **Press 1**
- If incorrect **Press 2**

(3) To Review a Date Range

SubFinder will play your most current date range, if any exist.

- To hear the date range again **Press 2**
- To hear the next date range **Press 3**
- To remove the date range **Press 4**
- To return to the Main Menu **Press 9**

If you press **4**, SubFinder will ask for confirmation.

- If you are sure you want to remove this date range **Press 1**
- Otherwise **Press 2**

(5) To Hear Your Employee ID

SubFinder will play your SubFinder–assigned ID number. This number is used only when/if someone needs to request you for, or assign you to, a particular absence.

You DO NOT use this number to identify yourself when you call SubFinder.