

Section 20

SUBFINDER

Substitute
Information





Human Resource Services

Frequently Asked Questions: Substitute Office

Substitute Pay and Automated SubFinder System (ASF)

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
SubFinder Number <i>(All)</i>	What is the number to SubFinder?	<u>After Sub-Pay Implementation:</u> The number to SubFinder is 1-(877) 388-0913. Phone number you will see on caller ID when SubFinder attempts to call you is 1-(570) 651-XXXX.
Substitute Systems <i>(All)</i>	What is the difference between Web Pro and Web Connect (SubFinder)?	Web Pro gives you more access to do more things, such as editing/canceling your own jobs in SubFinder. Web Pro gives you information on your employees who are in SubFinder in addition to substitutes. You have access to substitutes' phone numbers, positions they can work, their schedule, etc.

Frequently Asked Questions for Substitute Pay: Budget Services

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Required Budget Codes for Sub Pay <i>(Admin)</i>	Who do I contact with questions regarding "required budget codes"?	Contact your Area Team Fund Specialist.
"Verify/Approve" Substitute Jobs With "Required Budget Codes" (to Include Unfilled Jobs and Not to Exceed Eight [8] Hours per Day/Classified Jobs) <i>(Admin)</i>	Why is it so important for the Principal/ School Office Manager or Administrator to "verify/approve" substitute jobs with "required budget codes" within each substitute pay period?	Sub Pay will not pay "unverified" substitute jobs or jobs without "required budget codes." Substitute Jobs must be "verified/approved" on a daily/weekly basis with deadline date at the close of the day on the 25 th of each month for automated substitute payroll processing. This accountability factor is a huge responsibility to be taken very seriously.

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Budget Codes for Staff Development <i>(Admin)</i>	If I need assistance obtaining a budget code for staff development or other code, who shall I contact?	Contact your Fund Specialist in the Budget Department.
Late Submission of Budget Codes for Staff <i>(Admin)</i>	What is the impact of submitting required budget codes late?	No budget code would result in the site's general fund being charged, which could cause a deficit in the account.

Frequently Asked Questions for Substitute Pay: Human Resource Services

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Input and Shared Comments on Sub Pay <i>(All)</i>	If I would like to share Sub Pay input/comments, who may I contact?	Shared comments and input on automated Sub Pay is encouraged. Please email joycec@sac-city.k12.ca.us in Human Resource Services. It is always a pleasure to answer your questions and receive input from direct users on any internal system procedures.
Implementation Date of Substitute Pay <i>(All)</i>	When was the first automated Sub Pay Date for our substitutes?	The first automated Sub Pay implementation pay date was November 15, 2010, in collaboration with the Sub Pay Committee members from Human Resource Services, Payroll Services, Budget Services, Technology Services, CRS, Escape, and school site representatives.
Sub Pay Human Resource Services Step-by-Step Verification Instructions <i>(Admin)</i>	Where may I access this Human Resource Services user training documentation?	District Intranet, Inside Sac-City, under: Departments, Human Resource Services, Documents, Human Resource Services Training, Sub Pay.
Reports Available to Access <i>(Admin)</i>	What type of substitute reports may be accessed by the Principals, School Office Managers, and Administration?	Report: Verification – Absence Report by Site Report: Verification –Overall Substitute Jobs Report: Substitute Certification/Credentials Report: Absence Report by Site With Itinerants

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Entering Substitute Jobs in Automated SubFinder (ASF) System <i>(Admin & Employees)</i>	Do I need to request substitutes within each monthly Sub Pay period?	Yes, please enter requests for substitutes within each substitute pay period, i.e., 26 th of each month to the 25 th of the following month. Do not overlap substitute jobs within two (2) separate substitute pay periods.
Automated SubFinder Calling Timeframe <i>(All)</i>	How long does automated SubFinder keep calling to secure a substitute?	Automated SubFinder will keep calling 1 ½ hours past the start time before it goes to Failed to Fill status.
Editing Substitute Jobs <i>(Admin & SOM)</i>	Where should I always edit substitute jobs?	Edit your substitute jobs in <u>Job List</u> , not in Verification.
Substitute Pay Period Example: 26 th of Each Month to 25 th of Following Month <i>(Admin & SOM)</i>	Do the School Office Managers/Departments need to end substitute jobs at the end of each monthly substitute pay period?	Yes, end all jobs at the end of each monthly substitute pay period, as the Substitute Office locks each pay period once we close for payroll processing.
Lunch Deduct for Classified Employees <i>(Admin & Employees)</i>	What is the lunch period that is granted to eligible classified employees?	SEIU collective bargaining agreement: Article 9.17: Unpaid 30-minute lunch period granted to classified employees who work four (4) or more hours during a day.
New School Office Manager (SOM) Sub Pay Training <i>(Admin & SOM)</i>	May new School Office Managers access the <u>Human Resource Services PowerPoint presentation</u> for Sub Pay as a training tool?	Yes, on the District Intranet, Inside Sac-City, under Departments, Human Resource Services, Documents, Human Resource Services Training, Sub Pay, <u>OR</u> contact Human Resource Services/Substitute Office directly.
Itinerant Schedules <i>(Admin & Sub Office)</i>	Who can assist me with questions on setting up itinerant schedules for employees?	Contact the Substitute Office directly for training assistance.
Remain Active as a Substitute Employee <i>(Employees & Sub Office)</i>	How do I remain active as a substitute employee?	If you have not accepted any jobs within a six (6)-month period, you will be removed from the SCUSD database and would need to reapply in the future. Certificated substitutes are required to complete and return the Letter of Reasonable Assurance that is sent out annually each year (usually in May) by Human Resource Services to confirm remaining active for the next fiscal year.

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Changing Hours, Dates, Budget Codes of Jobs in SubFinder <i>(Admin & SOM)</i>	If changes are made to substitute jobs, do I need to re-verify all jobs worked by the substitute again?	Yes, re-verify substitute jobs as only “Verified/Approved” jobs are paid.
Supplementary Assignment <i>(Admin & SOM)</i>	What is a Supplementary Assignment in SubFinder?	Supplementary Assignment (also known as No Employee Job) is a job posted in SubFinder for <u>Extra Help</u> or a <u>Vacant Position</u> .

Frequently Asked Questions for Substitute Pay: Payroll Services

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
“Verifying/Approving” Substitute Jobs on-Line for Sub Pay <i>(Admin)</i>	Who do I contact with questions regarding verifying substitute jobs on-line for Sub Pay?	Contact your Area Team Payroll Technician.
Paper Substitute Time Sheets vs. Automated Sub Pay System <i>(All)</i>	How many various paper Substitute Time Sheets were eliminated due to automated Sub Pay processing?	Fourteen (14) various paper Substitute Time Sheets were eliminated to significantly streamline the Sub Pay process.
Substitute Pay Period <i>(All)</i>	What are the dates of a monthly Substitute pay period?	A substitute pay period routinely runs from the 26 th of each month to the 25 th of the following month for a substitute pay date on the 15 th of the following month (with exceptions to short months with holidays and breaks).
Substitute Custodians <i>(All)</i>	Is there a pay difference between requesting a substitute Custodian 1 st shift versus a substitute Custodian 2 nd shift?	Yes, Custodian 2 nd shift is defined as any shift that “ENDS” at 9:01 p.m. or later. Custodian 2 nd shift pay rate is higher than Custodian 1 st shift. Therefore, entering accurate custodial substitute jobs into ASF system is crucial for accurate pay.
Calendar This Monthly Sub Pay Essential Function Due Date <i>(Admin)</i>	What deadline date should I flag on my calendar to make sure I have completed the daily/weekly Sub Pay essential function to “verify/approve” substitute jobs?	Close of day, 25 th of each month.

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
<p>“Verify/Approve” Substitute Jobs With “Required Budget Codes” (to Include Unfilled Jobs and Not to Exceed Eight [8] Hours per Day/Classified Jobs) (Admin)</p>	<p>Why is it so important for the Principal/School Office Manager or Administrator to “verify/approve” substitute jobs with “required budget codes” within each substitute pay period?</p>	<p>Sub Pay will not pay “unverified” substitute jobs or jobs without “required budget codes.” Substitute Jobs must be “verified/approved” on a daily/weekly basis with deadline date at the close of the day on the 25th of each month for automated substitute payroll processing. This accountability factor is a huge responsibility to be taken very seriously.</p>
<p>Essential Functions for Monthly Sub Pay Deadline (Admin)</p>	<p>Whose responsibility is it to be sure there is back-up coverage for School Office Manager/Principal and/or Administrators to ensure that substitute jobs are “verified/approved” with “required budget codes” for each substitute pay period?</p>	<p>It is the responsibility of the school site Principal/School Office Manager and Site Administrator to ensure that Sub Pay essential functions are calendared and completed in an accurate and timely manner each month with designated back-up coverage in place. NOTE: Please make sure the summer months are covered.</p>
<p>Failed to Fill Substitute Jobs (Admin)</p>	<p>Do I need to “verify/approve” failed to fill substitute jobs?</p>	<p>Yes.</p>
<p>Classified Substitute Jobs (Admin)</p>	<p>Should classified substitute jobs ever exceed eight (8) hours per day?</p>	<p>No, please reconcile hours prior to verify/approve process.</p>
<p>Start/End Date and Work Hours of Substitute Jobs (Admin)</p>	<p>If I need to change a substitute job start/end date or work hours, should I change the date on the JOB LIST or in VERIFICATION?</p>	<p>Always change the start/end date or hours on the JOB LIST and not in verification.</p>
<p>Verifying Substitute Job Options (Admin)</p>	<p>How many on-line job verification options can be used?</p>	<p>Two (2) options are used: (1) All substitute jobs will start with Unverified (U); (2) Verified/Approved (A) option indicates a job has been reviewed by Principal/School Office Manager or Administrator, and the information is correct for Sub Pay processing. NOTE: Do NOT use Verified/Disapproved (D) as an option.</p>
<p>Re-Verify Sub Jobs (Admin)</p>	<p>Once I “verify/approve” a substitute job, will I ever need to re-verify/approve the substitute job again?</p>	<p>Yes, you are required to re-verify/approve substitute jobs if: (1) you change anything on the JOB LIST, such as budget code, dates, work hours, etc. (2) if Budget had to adjust a budget code because it was incorrect.</p>
<p>Reports Available to Access (Admin)</p>	<p>What type of substitute reports may be accessed by the Principals, School Office Managers, and Administration?</p>	<p>Report: Verification – Absence Report by Site Report: Verification –Overall Substitute Jobs Report: Substitute Certification/Credentials Report: Absence Report by Site With Itinerants</p>

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Entering Substitute Jobs in Automated SubFinder (ASF) System <i>(Admin & Employees)</i>	Do I need to request substitutes within each monthly Sub Pay period?	Yes, please enter requests for substitutes within each substitute pay period, i.e., 26 th of each month to the 25 th of the following month. Do not overlap substitute jobs within two (2) separate substitute pay periods.
Lunch Deduct for Classified Employees <i>(Admin & Employees)</i>	What is the lunch period that is granted to eligible classified employees?	SEIU collective bargaining agreement: Article 9.17: Unpaid 30-minute lunch period granted to classified employees who work four (4) or more hours during a day.

Review of Substitute Job Numbers <i>(Subs)</i>	With the elimination of paper Substitute Time Sheets, can substitutes still review their substitute job numbers on the Automated SubFinder (ASF) system and Web Connect systems?	Yes, substitutes may continue to review their substitute job numbers on both the ASF and Web Connect systems.
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Frequently Asked Questions for Automated SubFinder System (ASF)

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
30-Day Substitute Permit Holders <i>(All)</i>	How long are 30-day substitute permit holders authorized to teach?	No longer than 30 days in the same position; BUT due to NCLB compliance requirements, the 30-day authorization is limited to 20 authorized work days in same position. Therefore, do not work 30-day substitute permit holders beyond the 20 workdays in the same position, or there may be <u>serious sanctions on the district during an audit</u> .
Cancel Out of a Job <i>(Sub)</i>	As a substitute, I need to cancel out of a job but SubFinder tells me “ <i>It is too late to cancel, please contact your administrator.</i> ” What does that mean?	This means you must contact the Substitute Office directly at (916) 643-9493. You can <u>cancel out of a single day job, but you must do this 12 hours before the job begins</u> . If it is less the 12 hours time limit, you must contact the Substitute Office for assistance.
Cancel a Job <i>(Admin)</i>	How do you cancel a job in SubFinder?	Using SubFinder: Login and select Job List. Select the date the job starts on. Click Run Request. Locate job number. Click EDIT button. Scroll to bottom of page. Change STATUS bar from Filled to Cancel.

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Evaluation Form for Certificated Substitutes (Admin)	Where may I access the form(s) to evaluate a substitute teacher?	PSL-F100 Substitute Teacher Evaluation Notice may be accessed on the Employee Intranet, ISO-Process Management System, under Personnel. <u>The evaluation process is very useful as we review the status of our substitute teaching workforce on a continuing basis.</u>
Evaluation Form for Classified Substitutes (Admin)	Where may I access the form(s) to evaluate classified substitutes?	PSL-F101 Classified Substitute Evaluation may be accessed on the Employee Intranet, ISO-Process Management System, under Personnel. <u>The evaluation is to be completed by school of assignment upon completion of three (3) or more consecutive days of service, or as otherwise deemed as appropriate.</u>
Login (Automated SubFinder) (Admin)	I am a School Office Manager. What is my login to the Automated SubFinder?	Each site has a different user name. Please contact the Substitute Office for assistance at (916) 643-9493.
Place a Job in SubFinder (Admin)	I need to place a job in SubFinder, but I do not see my contract employee on my list. What do I do?	You need to email the Substitute Office (Bobbie-Jo-Argo@sac-city.k12.ca.us) with the following information: first and last name of employee, PSL number, position, site, work hours, and <u>last six digits of the social security number.</u>
Two (2) Substitutes Show Up for the Same Job (Admin)	What factors could cause two (2) substitutes to show up for the same job?	<p><u>Scenario 1</u></p> <p>The substitute calls the site directly to request “<u>informal</u>” acceptance of the job. If the site/School Office Manager advises the “informal” substitute to report to work <u>without first inputting the substitute information into the Automated SubFinder</u> for official acceptance, and another substitute “<u>formally</u>” accepts the job on Automated SubFinder, then two (2) substitutes report to work instead of one (1) substitute. The substitute that “formally” accepted the job is the substitute of record.</p> <p><u>Scenario 2</u></p> <p>If substitute (A) calls the Automated SubFinder and hangs up/logs off too fast before receiving their formal <u>Job Number</u>, which <u>validates their acceptance of the job</u>, the Automated SubFinder continues to search for another substitute (B) for dispatch.</p>
Message (SubFinder) (Admin & Employees)	I get the following message, “ <i>Substitute has a job conflict.</i> ” What does that mean?	This means that the substitute is already booked for a job in SubFinder.
Message (SubFinder) (Admin & Employees)	I get the following message, “ <i>Employee has a job conflict.</i> ” What does that mean?	This means that the employee is already booked for a job in SubFinder.
“No Show” Sub Jobs (Admin & SOM)	Does the School Office Manager/ Principal or Administrator need to cancel a “no show” substitute job?	Yes, if a substitute is a “no show,” then cancel the entire substitute job, but always submit the Substitute Evaluation (Form PSL-F100 for Certificated and PSL-F101 for Classified) for documentation to Human Resource Services Substitute Office for ongoing review of our day-to-day substitute pool.

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Request a Certain Substitute (Admin)	I want to request a certain substitute. Where do I find the substitute ID number?	Please see your School Office Manager for the most current list of substitutes and their ID number.
Invalid User Name and Password (Employees & Subs)	I am getting the following error when logging into Web Connect, “Invalid user name and password is not recognized.” What does this mean?	This can mean one of two things. The employee may not have voiced him/herself on the phone system of SubFinder, or the employee’s last name is wrong. Maybe they are a Jr. or a Sr., etc. Employees, like substitutes, have to record their name in SubFinder first before they can use Web Connect. This way the substitute knows who he/she is going to work for. Be sure you have entered the <u>last six digits of your social security number</u> as the password for SubFinder.
Login Attempts (WebConnect) (Employees & Subs)	SubFinder Web Connect tells me that “I have exceeded my number of attempts to log in.” What am I to do now?	You need to log all the way out of the Internet, and then log into the Internet again. This will reset SubFinder Web Connect for you.
Training Tutorial for Employees and Substitutes (Employees & Subs)	Where may I access the Automated SubFinder training tutorials?	Log into SubFinder WebConnect. Click on tutorial icon to begin viewing.
Fully Credentialed Teachers on the Substitute List (HR)	When are fully credentialed teachers on the substitute list eligible for daily rate salary off the teacher’s salary schedule?	A fully credentialed teacher that substitutes 30 consecutive calendar days (inclusive of weekends and holidays) in the same classroom, same site, same position, with no break in service, is eligible for daily rate salary off the teacher's salary schedule retroactive to the first day of the long-term substitute assignment (PSL-F239).
K-12 Substitute Teacher Application Minimum Screening Requirements (HR)	What are the minimum requirements included in the application screening process?	Applicant must hold a Bachelor's degree; passed CBEST; and be fully credentialed with CLAD or ELA authorization; or valid 30-day substitute permit; three (3) required references on application.
K-12 Regular Teacher Application Minimum Screening Requirements (HR)	What are the minimum requirements included in the application screening process?	Applicant must hold a valid credential in the subject area; to include CLAD or ELA authorization; and NCLB/HQT compliance; and three (3) required references.
Substitute Certification is Expired (SubFinder) (Admin & Subs)	I get the following error message, “The substitute certification is expired.” What does that mean?	This means that the substitute’s credential has expired. The substitute needs to go to the California Commission on Teacher Credentialing (CTC) website at www.ctc.ca.gov to renew their credential on-line. When the substitute has completed the renewal process, it is important that they provide the Substitute Office a copy of the renewal information. This way the Substitute Office can update SubFinder. If this is not done, then the substitute cannot work until their credential information is updated.

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Calls From the Phone System <i>(Subs)</i>	I don't want the phone system to call me. I prefer to use the Web Connect only. What can I do?	The SubFinder system must have phone numbers in the system in order for it to work correctly. If there is no phone number, then the sites/Substitute Office cannot place you in for a job in the system. Remember: you must have a job number in order to be paid.
Pin Number in SubFinder <i>(Subs)</i>	I am a new substitute. What is my pin number to SubFinder?	Your SubFinder pin number is the <u>last six digits of your social security number</u> .
Reviewing Jobs in SubFinder <i>(Subs)</i>	If I click on a job to view (in Web Connect) and it is currently blocked, the system prevents me from accepting the job. What does this mean?	This means that another substitute is currently viewing the job. Substitutes have one (1) minute each to view a job before it allows the next substitute in line to view the job.

(Revised 10-28-11)



Human Resource Services

Request for Additional Classified Substitutes

**This form is for additional / extra help ONLY.
Do not use this form for vacant positions or if an employee is out ill.**

Directions: A completed copy of this form must be received by Human Resource Services at least seven (7) workdays before the date that a substitute(s) is required. **If dates required fall into different months, a separate request must be submitted for each month.** Submit to the Substitute Office; make a copy for your records. This request must be approved by Human Resource Services Associate Superintendent or Director.

TO: SUBSTITUTE OFFICE, HUMAN RESOURCE SERVICES • BOX 770 OR FAX: 643-9454

FROM: _____
NameTitleDate

_____ School Mail Box Number

Start Date: _____ End Date: _____
Indicate Month/Date(s)/YearIndicate Month/Date(s)/Year

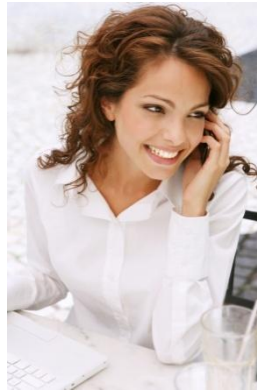
Day(s) Needed: Monday Tuesday Wednesday Thursday Friday

Position Title	Department / School	Name of Substitute Requested (Please specify if Sub is prearranged)	Report / End Time of Assignment (Must be filled in)		Substitute Office Use Only
			From:	To:	
			From:		
			To:		
			From:		
			To:		
			From:		
			To:		
			From:		
			To:		

SIGNATURE OF PERSON SUBMITTING REQUEST
APPROVAL OF APPROPRIATE STAFF MEMBER
(When Required)

BUDGET CODE:	
BUDGET SERVICES APPROVAL:	DATE:
HUMAN RESOURCE SERVICES APPROVAL:	DATE:
SUBSTITUTE OFFICE - ENTERED / RATED BY:	DATE:

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Sub Finder Employee Registration

1. Using a touch-tone phone, call Sub Finder at 1-877-388-0913.
2. Sub Finder will identify itself and ask you to enter your PIN (Personal Identification Number) followed by the # key. Enter your PIN using the touch pad of your telephone.
3. Once you have entered your PIN and pressed the # key, Sub Finder will acknowledge that this is the first time you have called and ask you to voice your name. Please say your first and last name clearly, as you want it to be heard by other people using the system. When you are done speaking, press the # key. After pressing the # key, Sub Finder will play your recorded name back to you for verification. If it is correct, press 1. If you want to re-record your name, press 2 and repeat this step again.
4. Once you have recorded your name and accepted it, Sub Finder will play the Main Menu. Please choose option 4, to Review Personal Information. If any of the information is incorrect, contact your Office Manager at your site. For further information, please refer to the Employee Reference Card.
5. **Congratulations, you are now registered!**
6. You can report your absence via Web Connect also, at www.scusd.edu.

FYI: When logged into Sub Finder Web Connect you are encouraged to watch the Tutorial on the Web Connect system on How To Use the Sub Finder system.

If you have questions about your log in process, please contact your site administrator.

Thank you.

Bobbie Jo Argo, Personnel Technician II, Substitute Office, Human Resource Services

Sacramento City Unified School District



EMPLOYEE INSTRUCTIONS

You can call SubFinder to record, review, or cancel absences, and to review and change your personal information.

1-877-388-0913

Remember, SubFinder only works from touch-tone telephones!

TELEPHONE SHORTCUTS:

Pressing 9 will take you back to the previous Menu.

Pressing * will allow you to move to the next item when listening to a list of items, such as absences.

WHEN REPORTING AN ABSENCE, ALWAYS WAIT FOR THE JOB NUMBER BEFORE DISCONNECTING OR YOUR ABSENCE MAY NOT BE RECORDED.

YOUR MAIN MENU

- To Report an Absence **Press 1**
- To Review an Absence **Press 2**
- To Cancel an Absence **Press 3**
- To Review Personal Information **Press 4**
- To Leave the SubFinder System **Press 9**

MAIN MENU OPTION #1 TO REPORT AN ABSENCE

When reporting an absence, SubFinder will ask you for the following information:

1. Date(s) and times of the absence
2. Reason for the absence
3. If a substitute is required for the absence
4. If there any special instructions for the substitute

From the Main Menu Press 1

SubFinder will play the **ABSENCE MENU**

- For all day today **Press 1**
- For all day the next work day **Press 2**
- To enter specific dates and times **Press 3**
- To return to the Main Menu **Press 9**

- (1) **FOR ALL DAY TODAY** or
- (2) **FOR ALL DAY THE NEXT WORK DAY**

From the Absence Menu

- For all day today **Press 1**
- For all day the next work day **Press 2**

SubFinder will play the absence date and times.

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

ENTER THE ABSENCE REASON

SubFinder will play a list of absence reasons. Press the number of the appropriate reason followed by pound (#). SubFinder will repeat the reason.

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

IS A SUBSTITUTE REQUIRED FOR THE ABSENCE?

If a sub is required for the entire absence **Press 1**

If a sub is not required for the absence **Press 3**

RECORD SPECIAL INSTRUCTIONS

- To record special instructions **Press 1**
- Otherwise **Press 2**

If you press 1, record a short message after the tone. When you are finished, press pound (#). SubFinder will repeat the message.

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

GET THE JOB NUMBER

ALWAYS WAIT FOR THE JOB NUMBER BEFORE DISCONNECTING OR THE ABSENCE MAY NOT BE RECORDED.

(3) TO ENTER SPECIFIC DATES AND TIMES

From the Absence Menu Press 3

Step 1: Enter the first date of the absence (MMDD) followed by pound (#). To begin the absence today, press star (*).

Step 2: Enter the time the absence begins (HHMM) followed by pound (#). If the absence begins at the start of the workday, press star (*). If you enter a specific time:

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

Step 3: Enter the last date of the absence (MMDD) followed by pound (#). For a single day absence, press star (*).

Step 4: Enter the time the absence ends (HHMM) followed by pound (#). If the absence ends at the end of the workday, press star (*). If you enter a specific time:

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

SubFinder will repeat the date(s) and times of the absence.

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

PLEASE NOTE: When reporting a multiple-day absence, you will be asked to use the **Employee's Schedule** (the absence will follow the employee's standard work times) or the **Same Times Every Day** (the absence will be reported for the same times each day of the absence).

FROM THIS POINT FORWARD SUBFINDER WILL FOLLOW THE SAME PROCEDURES USED WHEN REPORTING AN ABSENCE FOR ALL DAY TODAY OR ALL DAY THE NEXT WORKDAY.

MAIN MENU OPTION #2 TO REVIEW AN ABSENCE

From the Main Menu Press 2

SubFinder will play all your scheduled absences, if any exist, beginning with the next scheduled and moving forward. After each absence you will be given some of the following options:

- To hear the absence again **Press 2**
- To hear the next absence **Press 3**
- To cancel this absence **Press 4**
- To change the special instructions **Press 5**
- To record special instructions **Press 6**
- To return to the Main Menu **Press 9**

Option #4 will **only** be available if you are calling prior to the cancellation deadline established by your district. If you press 4, SubFinder will ask for confirmation.

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

Option #5 will **only** be available if you originally recorded Special Instructions. If you press **5**, record the new message after the tone. When you are finished, press pound (#). SubFinder will repeat the message.

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

Option #6 will **only** be available if you did not originally record Special Instructions. If you press **6**, record the message after the tone. When you are finished, press pound (#). SubFinder will repeat the message.

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

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

From the Main Menu Press 3

Enter the job # followed by pound (#).

SubFinder will play the absence.

To cancel the absence **Press 1**
To return to the Main Menu **Press 9**

If you press **1**, SubFinder will ask for confirmation.

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 provide you with the following information: your home site, your *standard*

work times, your primary job position, your SubFinder –assigned ID number (used only when your administrator needs to create an absence for you), and your name as recorded. To change your home site, work times, or primary job position, contact your supervisor.

To record your name **Press 1**
To record your itinerant message **Press 3**
To return to the Main Menu **Press 9**

If you press **1**, wait for the tone and record your name. When you are finished, press pound (#). SubFinder will repeat your name.

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

Option #3 will **only** be available if you are set up within SubFinder as an itinerant employee. If you press **3**, wait for the tone and record your itinerant message - usually your schedule for the week. When you are finished, press pound (#). SubFinder will repeat your message.

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



Sub Finder for Substitute Registration

1. Using a touch-tone phone, call Sub Finder at 1-877-388-0913.
2. Sub Finder will identify itself and ask you to enter your PIN (Personal Identification Number) followed by the # key. Enter your PIN using the touch pad of your telephone.
3. Once you have entered your PIN and pressed the # key, Sub Finder will acknowledge that this is the first time you have called and ask you to voice your name. Please say your first and last name clearly, as you want it to be heard by other people using the system. When you are done speaking, press the # key. After pressing the # key, Sub Finder will play your recorded name back to you for verification. If it is correct, press 1. If you want to re-record your name, press 2 and repeat this step again.
4. Once you have recorded your name and accepted it, Sub Finder will play your Main Menu. Please choose option 4, to Review Personal Information. If any of the information is incorrect, contact your Office Manager at your site. For further information, please refer to the Employee Reference Card.
5. **Congratulations, you are now registered!**
6. You can report your absence via Web Connect also, at www.scusd.edu.

FYI: When logged into Sub Finder Web Connect you are encouraged to watch the Tutorial on the Web Connect system on How to Use Sub Finder system.

If you have questions about your log in, please contact the Substitute Office at 916-643-9493.

Thank you.

Bobbie Jo Argo, Personnel Technician II, Substitute Office, Human Resource Services

Sacramento City Unified School District



SUBSTITUTE EMPLOYEE INSTRUCTIONS

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

1-877-388-0913

Remember, SubFinder only works from touch-tone telephones!

TELEPHONE SHORTCUTS:

Pressing 9 will take you back to the previous Menu.

Pressing * will allow you to move to the next item when listening to a list of items, such as jobs.

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
SUB1 -06/10 - v 5.10

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.

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

From the Main Menu	Press 1
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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

From the Main Menu	Press 2
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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
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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
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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.

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
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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.