

Section 20

SUBFINDER

Substitute
Information



Topic

| 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 | |

| 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 Extra Help or a Vacant Position . |

Frequently Asked Questions for Substitute Pay: Payroll Services

| Topic | Questions From Employees, Substitutes, and School Site/ Department Administrators | Answer |
|---|--|---|
| 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

| Topic | Questions From Employees, Substitutes, and School Site/ Department Administrators | Answer |
|--------------|--|---------------|
|--------------|--|---------------|

“Verify/Approve” Substitute

Topic

**Questions From Employees,
Substitutes, and School Site/
Department Administrators**

Answer

Topic

| 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> Reviewing Jobs in SubFinder <i>(Subs)</i> | I am a new substitute. What is my pin number to SubFinder? If I click on a job to view (in Web Connect) and it is currently blocked, the system preve | Your SubFinder pin number is the <u>last six digits of your social security number</u> . |

ays
be
be

—
—
—
—

| |
|--|
| |
| |
| |
| |

| |
|--|
| |
|--|

| |
|--|
| |
| |
| |
| |
| |

—

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, press the # key.

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

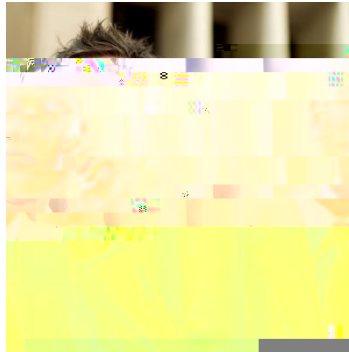
If a sub is not required for the absence Press 3

RECORD SPECIAL INSTRUCTIONS

To record special instructions
Otherwise

Press 1
T1 Tc -.002w [(0 9 00-.00 00-.0 236.16-625.921 m ess 1)TjS

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.



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

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.