



## Substitute Training Outline

---

- **What is SubFinder?**
  - SubFinder is an IVR (Interactive Voice Response) system, similar to those used by banks and airlines, with easy-to-follow instructions, and a user friendly web-based access called WebConnect.
  - Employees & Administrators report absences via touch-tone phones.
  - SubFinder will use a variety of methods, including position matching, to fill absences/jobs.
  
- **How Will SubFinder Benefit Me?**
  - There is the potential for more jobs, particularly for new substitutes, since SubFinder is completely unbiased in its selection process.
  - You tell SubFinder when you want to work:
    - The days of the week you can work, as a general rule.
    - Days or date ranges when you are unavailable.
    - Days or date ranges when you do not wish to receive any calls – Do Not Disturb.
  - You have the ability to job shop and review the jobs that you've accepted, 24 hours/day, 7 days/week.
  
- **What about Registration?**
  - You will not receive any job offers from SubFinder until you register.
  - Registration, via a touch-tone phone, is quick and simple! It takes only a few minutes.
  - You call SubFinder and identify yourself using your PIN – Personal Identification Number.
  - When you register you will:
    - Record your name.
    - Review your Personal Information:
    - Verify your phone number.
    - Verify the days of the week you can work.
  
- **What are Job Numbers?**
  - Each absence successfully reported, by an employee or an administrator, is assigned a job number.
  - A substitute will receive the same job number when they successfully accept the job.
  - Many of SubFinder's reports use the job number as a reference.
  - Job numbers must be used when accessing an existing job for review or cancellation on the phone.
  - Any time you accept a job, MAKE SURE YOU TAKE NOTE OF YOUR JOB NUMBER!!!

- **Why Will SubFinder Call Me?**
  - To offer you a job.
    - You may listen to the job more than one time.
    - You could receive more than one call during a specific calling period.
  - To notify you of a job cancellation.
  
- **What Are My Menu Options On the Phone?**
  - Reviewing Current Assignments
    - You can listen to any current and future assignments that you have already accepted. You will hear all of the details concerning each job.
  - Reviewing Available Jobs
    - This option is not available at your district; selecting it from the menu will return the following response... “There are currently no jobs available”.
  - Canceling a Job
    - You must know the specific job number.
    - You must cancel prior to the deadline established by your district administration.
  - Reviewing Personal Information
    - Your phone number.
    - Your name, as recorded.
    - The days of the week you can work.
    - The date range menu – to set Do Not Disturb and Unavailable date ranges.
    - Your SubFinder-assigned ID number.
  - Leaving the SubFinder System
  
- **What Are My Menu Options on WebConnect?**
  - Reviewing Available Jobs
    - This option is not available at your district.
  - Reviewing Current Jobs
    - You can view any current and future assignments that you have already accepted. You can view all of the details concerning each job.
    - You may also cancel a job here by clicking on the job ID and choosing Cancel Job. This must be done prior to the cancellation deadline established by your district administrator.
  - Reviewing Personal Information
    - Your ID number
    - General Information
    - Your address and phone number. You may change your phone number at any time.
    - Your certifications and expiration dates if supplied by your school district.
    - Your general availability
  - DND/Unavailable
    - Add, review and edit
  - Log Out
  
- **Do I have to choose between the IVR and the Web?**
  - No. You may use the IVR and the Web systems interchangeably. If you decide you always want to use the Web, you still must first register by phone one time before doing so.

- **Some Points to Remember...**

- When accessing SubFinder via the phone you must use a touch-tone phone. WebConnect can be accessed through any computer with internet access. The recommended internet browser for Windows users is Internet Explorer 6. For Mac users we recommend Safari and Firefox 2.0 or higher
- Take your time and follow the narration.
- When accepting a job, **always** wait for the job number before leaving the system.
- If you must cancel a job that you've already accepted, please do so as early as possible. At a minimum, you must cancel at least \_\_\_\_\_ before the scheduled start time. If you try to cancel within \_\_\_\_\_ of the scheduled start time, you will be instructed to call the administrator at the appropriate site.
- Register as soon as possible on the phone system. SubFinder can't offer you any jobs until you register.

- **Questions & Answers**

## Important SubFinder Information

**SubFinder's Phone Number:**

\_\_\_\_\_

**WebConnect Internet Address**

\_\_\_\_\_

**SubFinder's Calling Times:**

Morning Call Out: \_\_\_\_\_ until \_\_\_\_\_

Evening Call Out: \_\_\_\_\_ until \_\_\_\_\_

**Job Cancellation Deadline for substitutes:**

No later than \_\_\_\_\_ prior to the scheduled start of the job.

**For assistance, please call:**

Your district SubFinder Operator at \_\_\_\_\_

between the hours of \_\_\_\_\_ and \_\_\_\_\_