

# Sacramento County Office of Education



SubFinder Phone Number: 1-866-641-4161

## SUBSTITUTE EMPLOYEE INSTRUCTIONS

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!**

### 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 the pound sign (#), 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 the pound sign, 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.

- 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 the pound sign (#). 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 the pound sign (#).

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 Report an Absence **Press 4**
- To Review Personal Information **Press 5**
- 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**

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

- To hear the 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 the pound sign (#). 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**

SubFinder will describe an available job, if any exist, followed by one or more 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 the pound sign (#). SubFinder will play the job information.

- To cancel this job **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 the pound sign (#). 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 REPORT AN ABSENCE

**From the Main Menu Press 4**

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

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

**Step 2:** Enter the time the absence begins (HHMM) followed by the pound sign (#). If the absence begins at the start of the work 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 of the absence (MMDD) followed by the pound sign (#). For a single day absence, press star (\*).

**Step 4:** Enter the time the absence ends (HHMM) followed by the pound sign (#). If the absence ends at the end of the work day, 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**

**Step 5:** SubFinder will play a list of absence reasons. Press the number of the appropriate reason followed by the pound sign (#). SubFinder will repeat the reason.

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

### GET THE REVISED JOB NUMBERS

**ALWAYS WAIT FOR THE REVISED JOB NUMBERS BEFORE DISCONNECTING OR THE ABSENCE MAY NOT BE RECORDED.**

### MAIN MENU OPTION #5 TO REVIEW PERSONAL INFORMATION

**From the Main Menu Press 5**

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 the pound sign (#). 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 the pound sign (#). 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 the pound sign (#). 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 the pound sign (#). 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 the pound sign (#). 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 the pound sign (#). 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 the pound sign (#). If you will be unavailable beginning today, press star (\*).

**Step 2:** Enter the beginning time (HHMM) that you will be unavailable followed by the pound sign (#). If you will be unavailable 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 that you will be unavailable (MMDD) followed by the pound sign (#). 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 the pound sign (3). 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**

Substitute Finder 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 the pound sign (#). 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 the pound sign (#). 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 the pound sign (#). 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 the pound sign (#). 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.**