



## Substitute FAQ's

### **Do I need to use a certain Internet Browser when accessing SubFinder online?**

No, most Internet browsers will work when using SubFinder via the Internet. The most common browsers are Internet Explorer, Firefox and Safari.

### **Do I have to call in and register with SubFinder before I can receive job offers?**

Yes. You will not receive any job offers until you have registered!

### **Do I have to register every time I call in?**

No. You only have to register once.

### **What happens if SubFinder calls me and gets my answering machine?**

Your answering machine will record some portion of SubFinder's greeting and narration asking for your PIN – Personal Identification Number. SubFinder will realize that the phone was answered, but will not leave any information regarding the job. SubFinder may call back later and offer you the job again or, if your district allows you to review available jobs, you may want to call in and see if anything is available.

### **What if someone in my family answers the phone and its SubFinder calling?**

You have two choices: 1) If you are not home, you can teach family members how to accept jobs for you. If you choose to do this, please make sure they realize how important it is to tell you about the job after they accept it! 2) If you are home, have the person who answered the phone put the receiver down and call you. SubFinder will ask for your PIN several times, waiting approximately 30 seconds between each request, so you will have time to get to the phone before the call is terminated.

### **Can an employee pre-arrange or request me for, his/her absence?**

Yes, if the district has chosen to use these options. The employee must have your SubFinder-assigned ID number in order to do this. They should be able to obtain this number from their school SubFinder office.

### **What if the days I am available to work change from week to week?**

You can change this information yourself, using SubFinder online. Once you are logged in choose the personal information option and click the availability tab. You can also change this info yourself, using your touch-tone phone. From the main menu, choose to review personal information and then choose to review the days of the week you can work. Follow the instructions given by the narrator and/or your reference card to change your available days.

### **Can I 'shop' for jobs?**

If job shopping is available you are able to log onto SubFinder online or call in to view available jobs.

### **When I call in to review available jobs, will I be given a list of jobs from which to choose?**

On the web, you will be able to see multiple jobs at one time. You can then decide if you want to accept, reject or don't accept a job. In some districts you may have to enter a rejection reason.

On the phone you will hear one job at a time and will be able to accept the job, listen to the job again, or listen to the next job. If you accept the job, you may still review jobs for other dates, if there are any available at that time.

### **What is the difference between marking myself 'Unavailable' and marking myself with a 'Do Not Disturb'?**

Marking yourself as 'Unavailable' means that you can not work for that time period. It does not mean that you don't want SubFinder to call you with offers for future jobs. For example: If you say that you are unavailable on Monday, SubFinder will not offer you a job for Monday but it may call you Monday evening to offer you future jobs.

When you create a "Do Not Disturb", you are telling SubFinder that you do not want to receive any calls during that time period. You are not telling SubFinder that you can't work. For example: If you ask not to be disturbed on Monday, SubFinder will not call you on Monday. But, it could call you Sunday night and offer you a job for Monday.

If you are not available to work and you do not want to receive any calls, you must add both items to the specified time period.

### **If I enter an Unavailable Date Range (for example: a vacation) and return early, can I begin to pick up jobs early?**

Yes. On SubFinder online click on the DND/Unavailable button, you will be able to review your current DND/Unavailable and then edit them if necessary. On the phone choose to review personal information, choose the date range menu, choose to review a date range, and then remove the date range.

You will then be eligible to receive job offers from SubFinder, as well as review available jobs (if allowed by the district).

### **If I reject a job for a particular day, will SubFinder quit calling me for that day?**

No. SubFinder may still call you for other jobs if you meet the criteria.

### **If I reject or cancel jobs, will I be automatically removed from the substitute list?**

No. You will not be automatically removed for rejecting or canceling jobs.

**Do I need to remember my job number?**

Yes. The job number is your confirmation that SubFinder has registered your acceptance of the job. You will also need this number if you need to cancel the job.

**Will I have the same job number for all my jobs?**

No. Every new job you accept will have a different job number.

**Can I cancel a previously accepted job in the event of an emergency?**

Yes. On SubFinder online, click the current jobs button. You may then view and cancel the job. In the phone system from the main menu, choose to cancel a job. After entering the job number, SubFinder will play the job information for you and then give you the option of canceling the job.

If you try to cancel a job after the **Substitute Cancel Deadline**, you will be instructed to call the administrator and will be given the appropriate number to call.

**Will I ever be offered jobs in position areas that I did not request?**

Maybe, you may be called for jobs outside your stated position area(s) if: (1) a special request for you has been made, or (2) SubFinder has been configured to call substitutes outside the position area after all matching substitutes have been called.