



## Employee Training Outline

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- **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 or the web.
    - SubFinder will use a variety of methods, including position matching (Skill List) and employee/administrator input (Preference Lists), to fill absences/jobs.
  - **How Will SubFinder Benefit Me?**
    - Absences can be reported 24 hours a day, 7 days a week. You don't need to wait until the school opens to report a same-day illness.
    - Specific instructions can be left for the substitute, such as lesson plans, emergency contacts, etc. These are referred to as your Special Instructions.
    - Absences can and should be reported in advance. Your district administration will tell you how far ahead you may report.
    - If your district has chosen to use them, Preference Lists can provide better control over who substitutes in your classroom.
    - You can monitor your absence to see if it has been filled and, if so, who's filling it.
  - **What are Preference Lists?**
    - They are a list of substitutes ranked in order of preference, based on criteria established by you and/or your administrator.
    - They tell the system who should be called first for your absence.
    - You may have multiple lists (Site-Based, Personal, Subject-Based, etc.)
  - **What about Registration?**
    - You must register by phone *before* reporting your first absence on the phone or web.
    - 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
        - Home Site
        - Position
        - Work Hours
  - **What are Job Numbers?**
    - Each absence successfully reported is assigned a unique job number.
    - The 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.
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- Any time you report an absence, make sure you take note of your job number.
- **What are My Menu Options on the phone?**
  - Reporting an Absence
    - All Day Today
    - All Day the Next Work Day
    - Specific Dates and Times (future absences, multiple day absences, etc.)
  - Reviewing an Absence
    - Add or change your special instructions for the substitute.
    - Find out who will be substituting for you.
  - Canceling an Absence
    - You must know the specific job number.
    - You must cancel prior to the deadline established by your district administration.
  - Reviewing Personal Information
    - SubFinder will provide 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.
    - You will be presented with other options, including the option to re-record your name.
  - Leaving the SubFinder System
- **What are My Menu Options on WebConnect?**
  - Reporting an Absence
    - A step by step process which will allow you to select the dates, times and reason for an absences.
    - Request a substitute
    - Enter written special instructions for the substitute
  - Job Review
    - Add or change your special instructions for the substitute.
    - Find out who will be substituting for you.
    - Cancel an absence. You must cancel prior to the deadline established by your district administration.
  - Reviewing Personal Information
    - SubFinder will provide your home site, your standard work times, your primary job position and your SubFinder assigned ID number (used only when your administrator needs to create an absence for you).
  - Log Out
- **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 reporting an absence, ALWAYS wait for the job number before leaving the system.
  - You should report your absences as early as possible. If you are reporting at the last minute, you must do so at least 1 hr before the scheduled start time. If you try to report

- within 59 min of the scheduled start time, you will be instructed to call your administrator.
- If you must cancel an absence, please do so as soon as possible. At a minimum, you must cancel at least 1 hr before the scheduled start time. If you try to cancel within 59 min of the scheduled start time, you will be instructed to call your administrator.
  - Register as soon as possible!!!

- **Questions & Answers**

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