# SubFinder® Employee FAQ's

### Do I have to register in order to use SubFinder?

Yes, you must *call* SubFinder and register before reporting your first absence to the system. The registration process only takes a few minutes and consists of voicing your name. Once you are voiced you do not need to register again.

### When I create an absence I'm provided with a job number. What is this and will I have the same job number each time I report an absence?

The job number is confirmation that SubFinder has accepted your absence; it will also serve as the substitute's confirmation number once they have been placed into the assignment. You will receive a different job number each time you report an absence to the system.

### When I create an absence I receive a message regarding absence approval, what is this?

Absence approval is a way for staff within your organization to approve or disapprove absences prior to the employee taking the time off. If a substitute is required they will not be contacted and/or assigned until the request has been approved.

### If I'm going to be absent for several days in a row do I have to enter a separate absence for each day?

No. You can create one absence record and enter the necessary start and end date. You are assigned a working calendar in SubFinder, so if the absence spans a weekend or holiday only days which are designated as workdays will be considered in your absence.

### If I have multiple job positions and/or work at multiple sites (itinerant employee), will my substitute know my schedule?

If the sub reviews the job online, SubFinder will provide them with a copy of your itinerant schedule. This schedule is maintained by your site administrator(s) and/or system operator. You will need to voice your itinerant schedule in order for substitutes to hear it over the phone. To do this, call SubFinder and select Review Personal Information, then select Record Itinerant Schedule.

### Can I request or prearrange a particular substitute, and if so, how?

If your organization allows you to request and/or prearrange a particular substitute and you enter your absence online there will be a drop down menu available where you can select the substitute's name. If you enter your absence on the phone you will need the substitute's SubFinder assigned ID number; either the substitute or your site administrator can provide you with the proper ID.

**Note**: SubFinder will not call a substitute for a prearranged assignment. Please contact the substitute directly before prearranging them for a job.

### When I request a substitute I see an option to 'Use Employee Request List'. What is the Employee Request List?

This feature allows you to create and manage a personalized list of preferred substitutes. The list can be assigned to your absence by selecting the job type of Requested Substitute. Request list substitutes will be notified of the job opportunity via email (if enabled) and will have exclusive access to the job until the "Stop calling requested substitute" deadline is met, at which the job will be made available to other qualified substitutes. If the Use Employee Request List option is checked you will no longer be required to choose an individual substitute name.

## How do I know if my absence has been filled and who will be working for me?

Log into SubFinder and select Review Absence. You will see the absence status and substitute name (if applicable) within the grid. Depending on your organization's settings, you may also receive an email notification once your job is filled.

## What are the substitute notes?

Substitutes have the option to leave notes regarding the job(s) they've worked for you. This message can be created once a job has started and updated as necessary. This message is also available for the site administrator(s) and system operator to view.