

SubFinder® Substitute FAQ's

Which Internet browsers are supported?

SubFinder works with most Internet browsers, but we recommend using Internet Explorer, Firefox, Chrome and Safari.

Do I have to register in order to use SubFinder?

Yes, you must **call** SubFinder to register before the system will consider you for any jobs. The registration process only takes a couple minutes and consists of voicing your name. Once you are voiced you will never need to register again.

When will SubFinder call me?

SubFinder offers two calling periods per day, one in the morning (to fill jobs that occur that day) and one in the evening (to fill jobs that occur in the future). The exact times for each calling period will be determined by your organization.

What happens if SubFinder calls me and gets my voicemail or answering machine?

SubFinder will recognize that the phone was answered and being requesting for the entry of your PIN, but will not leave a message providing any information regarding the job. SubFinder may call back later and give you another opportunity to review the job or, if your organization allows you to review available jobs, you may want to login online or call to see if any jobs are available.

Can I 'shop' for jobs?

This depends on the organization at which you work. If job shopping is enabled you are able to log into SubFinder or call in to review available jobs.

Can an employee prearrange or request me for their absence?

Yes, as long as your organization allows employees to request and/or prearrange substitutes. If you have been requested, you will have exclusive rights to the assignment for a predetermined period of time. If you do not take action on that job before the Requested Substitute Deadline, the job will be released to other qualified candidates. If you have been prearranged, you do not need to take further action to secure the assignment. It is assumed that the arrangements have already been made and you previously agreed to fill that position. Depending on your organization's settings, you may receive an email notification any time you've been prearranged or requested;

When I agree to a job I'm provided with a job number. What is this and will I have the same job number each time?

The job number serves as your confirmation number once you've been placed into the assignment. You will receive a different job number for each job you work.

If I reject a job when SubFinder calls me, will the system quit calling me for that day?

It's possible that the system will not call you again during that specific calling period, but this depends on your organization's disqualification settings. You may still be able to job shop if you've been disqualified during a callout period.

In the event of an emergency can I cancel a job that I have previously agreed to work?

Yes. Log into SubFinder and select Current Jobs. Click on the Job ID corresponding to the job you wish to cancel, then click Cancel; you may be asked for a cancellation reason. You may also cancel a job by calling SubFinder and making the appropriate selection from the menu provided.

If you try to cancel a job after the Substitute Cancel Deadline, you will be instructed to call the administrator to complete the cancellation.

Will I be notified via email if a job I agreed to work has been cancelled?

Your organization may choose to send you email notifications regarding the status of your jobs. These notifications may be sent anytime you have been prearranged or requested for an assignment, placed in one from a permanent substitute list, or if an assignment you previously agreed to work is modified or cancelled. Your system operator will be able to tell you if they are using the email notification feature.

What are Substitute Notes and who can view them?

This feature allows you to provide valuable feedback regarding your time in a job to the absent employee, administrator, and system operator. They can be added once a job has started and edited at any time, so if you're in a multiday assignment you can update the notes as often as necessary. Keep in mind, the employee, site administrator(s), and system operator will be able to see your message once it's been posted so make sure you're comfortable with what you've entered before clicking Save.

Will I ever be provided with job opportunities in positions that I did not request?

You may be called for jobs outside your assigned position list if:

1. You were requested or prearranged for the job.
2. If SubFinder has been configured to call substitutes without the desired position after all other qualified substitutes have been called.

Can I manage my recurring availability?

You can manage your availability online or over the phone within your personal information. You can define your *recurring* availability for each day of the week in terms of From and To times as well as the Minimum and Maximum number of hours you're able to work. For example, if you are never able to work on a Monday you would want to set your Maximum Hours to zero (0). If you need to adjust your availability for a specific date you will need to enter an Unavailable date range in DND / Unavailable.

What is the difference between adding an 'Unavailable' versus a 'Do Not Disturb'?

Marking yourself as 'Unavailable' means that you cannot work for a specified time period. It does not mean that SubFinder won't call you for future jobs. For example: If you say that you are unavailable next Monday, SubFinder will not display available jobs for that day but it may call you Monday evening for 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, but not that you don't want to work during that time. For example: If you ask not to be disturbed next Monday, SubFinder will not call you on Monday. But, it could call you Sunday night for jobs on 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.

I received an email stating that I was requested for a job, but when I logged to see the details, it was no longer available. What happened?

One of two things could have occurred: SubFinder has reached the threshold for releasing the job to other qualified substitutes or you were requested from an employee's request list and another substitute on the list was placed in the assignment. Pay close attention to your email notifications as they will inform you if the job was created using the employee's request list.