

**Lincoln Public Schools
Department of Human Resources**

SubFinder™ System

**SUBSTITUTE
INSTRUCTIONS**

SubFinder Phone Number (24 hours/day)
(402) 436-1870

♦
SubFinder Operator – Darbi Umholtz
(402) 436-1589 / dumholtz@lps.org

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SubFinder Back-up Operator – Sandy Wrobliski
(402) 436-1588 / swrobli@lps.org



To Register with SubFinder:
Dial SubFinder, enter your PIN (your entire S.S. #), and follow instructions to record your name. Press the pound sign (#) when finished. Narrator will begin OPENING MENU.

SubFinder shortcuts:

* (to jump ahead) # (to return to the main menu)

When entering dates & times use:

MMDD = month, month, day, day (ex. 0905 = Sept. 5) HHMM = hour, hour, minute, minute (ex. 0900 = 9:00)

Morning Call Out (same day jobs): 5:30am-12:00pm
Evening Call Out (future jobs): 4:00pm-10:00pm

Operator Office Hours 6:00am - 2:30pm
(When calling after hours, please leave a voice message, including your phone number.)

Job Cancellation Deadline for Substitutes is NO LATER THAN an hour and a half prior to the scheduled start of the job. Calls made to cancel an assignment less an hour and a half prior to the scheduled start time will need to be made to the specific job site. If you cancel within 12 hours of a job's start, please notify the school as well as canceling on Subfinder.

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!

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 (*) immediately if you do not wish to receive any more calls during *this* calling period. (Reminder – your PIN is your *entire* Social Security number)

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

Continued...

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 address / 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 will 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 (#). You are able to receive a cancel call even if you are on a cancellation call even if you have a Do Not Disturb set.

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 a Job	Press 3
To Report an Absence	Press 4
To Review Personal Information	Press 5
To Leave the SubFinder System	Press 9

**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

**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

Continued...

To accept the job	Press 1
To hear the job again	Press 2
To hear the next job	Press 3
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 **3** SubFinder will describe the next available job, if any exist, followed by the same options described above.

**MAIN MENU OPTION #3
TO CANCEL A JOB**

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 will ask for a reason for the cancellation. Select the number for the appropriate reason *followed by the pound sign (#)*. SubFinder will repeat the reason. **You must stay on the line after your reason is confirmed to confirm the entire absence.**

If correct	Press 1
If incorrect	Press 2

SubFinder will ask for confirmation of the cancellation.

To confirm the cancel	Press 1
Otherwise	Press 2

**MAIN MENU OPTION #4
TO REPORT AN ABSENCE**

(Use this option only when you are in a multiple day assignment and must take yourself out of only a portion of the 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 – no year) 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 workday, 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 (DND & unavailable)	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, ex. 0900 = 9:00) 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

Continued...

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.
For P.M.

Press 1
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**

UNAVAILABLE means that you cannot work that day but SubFinder may still call you for future jobs during the evening call out period.

DO NOT DISTURB means that you do not want SubFinder to call you for any jobs during the time you have specified.

(1) To Add an Unavailable Date Range

Step 1: Enter the first date that you will be unavailable (MMDD, ex. 0905 = Sept. 5th – do not enter the year) followed by the pound sign (#). If you will be unavailable beginning today, press star (*).

Step 2: Enter the beginning time (HHMM, ex. 0900 = 9:00) that you will be unavailable followed by the pound sign (#). If you will be unavailable from the start of 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 (#). 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, ex. 0905 = Sept. 5th – do not enter the year) 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, ex. 0900 = 9:00) 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 (*).

Continued...

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.

Cancellation / Rejection Reasons

41. Personal Illness
 42. Family Illness
 43. Other Employment
 44. No Transportation
 45. No Childcare
 46. Medical Appointments
 47. Prefer Another Site
 48. Prefer Another Position
 49. Do Not Wish to Work
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