

SubFinder Substitute FAQ's

Q: DO I HAVE TO CALL IN AND REGISTER WITH SUBFINDER BEFORE I CAN RECEIVE JOB OFFERS?

A: Yes. You will not receive any job offers until you have registered for the first time. You only need to register one time (See boxed information on the front of your gold "SubFinder Instructions" brochure for registration instructions).

Q: WHAT IS THE DIFFERENCE BETWEEN MY PIN (PERSONAL IDENTIFICATION NUMBER / PASSWORD) AND MY SUB ID #?

A: Your PIN is the same as your LPS employee ID# (found on your LPS online paystub and used to access LPS copiers / printers). This is your private number to gain access to SubFinder via the phone or web. You should not have to give this number out to anyone.

Your Sub ID Number is 3-6 digits long and is assigned by SubFinder. Employees wanting to request you for a specific job will need to enter your Sub ID Number when entering their absence via the phone. You may share this number with anyone. It is not attached to any of your personal information, only your name. A list of Sub ID Numbers is available to employees in the main office of each school.

To locate your Sub ID Number, call SubFinder and enter your PIN. From the main menu, select option #5, "To Review Personal Information".

From the Personal Information menu, select option #5 again, "To hear your Sub ID Number".

You may also view your Sub ID from the General Information tab of your Personal Information section on SubFinder Online.

Q: WHAT HAPPENS IF SUBFINDER CALLS ME AND GETS MY ANSWERING MACHINE?

A: Your answering machine will record some portion of SubFinder's greeting and narration asking for your PIN. SubFinder will realize that the phone was answered, but will not leave any job information regarding the job. SubFinder may call back later and offer you the job again or, you may want to call into SubFinder and see if anything is available. Please note that in most cases, you are only able to hear jobs that are for the next day when you "job shop" however, SubFinder will call OUT for jobs further in advance.

Q: WHAT IF SOMEONE IN MY HOUSEHOLD ANSWERS THE PHONE AND IT'S SUBFINDER CALLING?

A: You have two choices: 1) If you are not home, you can teach a family member how to accept jobs for you. If you choose to do this, it is imperative that they tell you about the job and that they give you the job number. 2) If you are home, have the person who answered the phone to stay on the line until you can come to the phone. 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. If you have a cell phone, you might find it helpful to have SubFinder call your cell number.

Q: WHAT DO I DO IF I NEED TO BE GONE FOR PART OF A JOB BUT NOT THE ENTIRE JOB?

A: To be absent for just a portion of a job while continuing to sub for the rest of the assignment, you need to select option 4, “To Report An Absence”, from the SubFinder main menu. You will need to have the job number available then, follow the voice prompts to enter your absence. If you must be gone for the *entire* job, select option 3, “To Cancel a Job”.

All absences and cancellations must be reported to SubFinder at least 1 ½ hours prior to the start time of the job. If it is after this time, you will be instructed to contact the school to notify them personally.

Q: WHAT DO I DO IF SUBFINDER CALLS ME FOR A JOB THAT BEGINS IN JUST A SHORT WHILE?

A: When a job is not yet filled, SubFinder will call out to find a sub up until 30 minutes prior to the start time of the job. If SubFinder calls you close to the start time of a job that you would like to accept, but just can’t make it there that quickly, go ahead and accept the job. Then, call the school to let them know that you just received the call from SubFinder and, let them know what time you are able to report.

Q: WHAT INFORMATION IN MY SUBFINDER PROFILE CAN I CHANGE MYSELF AND, WHAT INFORMATION MUST I CONTACT A SUBFINDER OPERATOR TO CHANGE FOR ME?

A: At any time, you may change your phone number and the times / days you are available on SubFinder. To change the job positions and sites you are available for, you must notify an LPS SubFinder Operator (Darbi or back up operator) and they will update your record accordingly.

If you have a permanent change in phone number or address you must update that information on ICE (Information Center for Employees) on the “Staff Center” page of the LPS website. If you have a name change, you must bring your new Social Security card to the Payroll Department, at the LPS District Office Building, to have it copied and fill out a Change of Name form to submit.

Q: WHAT DO I DO IF I NEED HELP WITH SUBFINDER OUTSIDE OF THE OPERATORS’ OFFICE HOURS?

A: The SubFinder Operators’ office hours are 6:00am – 2:30pm. If an operator is not available when you call, please leave a voicemail message, including your phone number, and they will return your call as soon as possible. Voice mail is checked first thing in the morning and throughout the day.

SubFinder Operations Technician = Darbi Umholtz (402) 436-1589 or dumholtz@lps.org
SubFinder Back-Up Operator = Linda Kahler (402) 436-1588 or lkahler@lps.org

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