
WHEN SUBFINDER CALLS YOU

SubFinder will call and ask for your PIN (**Social Security #**) followed by the pound sign (#), or press star (*) if you do not wish to receive any more calls during *this* calling period.

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 reject the job	Press 2
To hear the job again	Press 3

If you press **1** to accept, 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 directions to the site	Press 3
To continue	Press 5

If you press **2** or **3**, the appropriate information will be repeated. 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 SubFinder *may* 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 (#).

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

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 Pre-register for Next Year (available mid-June)	Press 7
To Leave the SubFinder System	Press 9

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 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 again	Press 2
To hear the next job	Press 3
To cancel the job	Press 4
To return to the Main Menu	Press 9

If you press **4**, SubFinder *may* ask for a reason for the cancellation. 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

SubFinder will ask for confirmation of the cancellation.

To confirm cancellation	Press 1
Otherwise	Press 2

TO REVIEW AVAILABLE JOBS

From the Main Menu **Press 2**
SubFinder will describe an available job, if any exist, followed by some or all 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**

To accept the job	Press 1
To reject the job	Press 2
To hear the job again	Press 3
To hear the next job	Press 4
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 **4** SubFinder will describe the next available job, if any exist, followed by the same options described above.

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 the job	Press 1
To return to the Main Menu	Press 9

If you press **1** SubFinder *may* ask for a reason for the cancellation. 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

SubFinder will ask for confirmation of the cancellation.

To confirm cancellation	Press 1
Otherwise	Press 2

TO REPORT AN ABSENCE

From the Main Menu **Press 4**
(when assignment is for consecutive days)

SubFinder will require the job number, the dates and times of the absence and the reason for the absence. You will need to indicate whether it is for all day or the specific times. This system will split out the day you are absent and reenter that date to find another substitute.

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	Press 4
To obtain your ID#	Press 5
To return to the Main Menu	Press 9

(1) To Review Your Phone Number

SubFinder will play your phone number.

If correct	Press 1
If you would like 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 correct	Press 1
If you would like to change your phone number	Press 2

(2) To Review Your Name Recording

SubFinder will play your name as it is recorded.

If Correct	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.

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.

- 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: Enter the earliest time (HHMM) that you will be available followed by the pound sign (#).

- For AM **Press 1**
- For PM **Press 2**

If you will be available from the start of the day, press star (*).

Enter the latest time (HHMM) that you will be available followed by the pound sign (#).

- For AM **Press 1**
- For PM **Press 2**

If you will be available until the end of the day press star (*).

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 (*).

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.

- 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**

(1) To Add an Unavailable Date Range

Enter the **first date** that you will be unavailable (MMDD) followed by the pound sign (#). If you will be unavailable starting today, press star (*).

Enter the **beginning time** (HHMM) that you will be unavailable followed by the pound sign (#).

- For AM **Press 1**
- For PM **Press 2**

If you will be unavailable from the start of day, press star (*).

Enter the **last date** that you will be unavailable (MMDD) followed by the pound sign (#). If you will be unavailable for a single day, press star (*).

Enter the **time** (HHMM) that you will be available again,

- For AM **Press 1**
- For PM **Press 2**

If you will be unavailable until the end of the day, press star (*).

Substitute Finder will repeat your unavailable date range.

- If correct **Press 1**
- If incorrect **Press 2**

If you press **1** SubFinder will respond “If you would like 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

Enter the **first date** (MMDD) 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 (*).

Enter the **beginning time** (HHMM) that you don’t want to be called followed by the pound sign (#).

- For AM **Press 1**
- For PM **Press 2**

If you don’t want to be called from the start of the day, press star (*).

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 (*).

Enter the **time** (HHMM) that you wish to receive calls again followed by the pound sign (#).

- For AM **Press 1**
- For PM **Press 2**

If you don’t want to be called until the end of the day, press star (*).

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 the date range **Press 1**
- Otherwise **Press 2**

(7) TO PRE-REGISTER FOR NEXT SCHOOL YEAR
Upon receipt of registration letter, call SubFinder, access option #7 to pre-register for next year.

Absence Reporting System

powered by SubFinder™

A TRADITION OF EXCELLENCE FOR ALL



LYNCHBURG CITY SCHOOLS

SUBSTITUTE EMPLOYEE INSTRUCTIONS

SubFinder Phone Number

(1-866-509-1471)

<https://lcsedu.subfinderonline.com>

Phyllis Ozmar

(434) 515-5090

You can call SubFinder to review current assignments, review available jobs, cancel a job, and review personal information.

Remember that SubFinder only works from a touch-tone telephone!

WHEN ACCEPTING A JOB, ALWAYS WAIT FOR THE JOB NUMBER BEFORE DISCONNECTING OR YOUR JOB ACCEPTANCE MAY NOT BE RECORDED.