

**Q: WHEN I'M REVIEWING THE ABSENCES AT MY SITE, IT SEEMS TO TAKE FOREVER TO LISTEN TO ALL OF THEM! IS THERE ANY WAY I CAN FAST FORWARD THROUGH THE ONES THAT I DON'T NEED TO HEAR?**

A: Yes, there is! Simply use the star (\*) key and SubFinder will immediately move on to the next absence.

#### **MISCELLANEOUS QUESTIONS**

**Q: CAN I CANCEL AN ABSENCE THAT HAS ALREADY BEEN REPORTED?**

A: Yes, but you must cancel it *prior* to the starting time of the absence. Before you call in to perform the cancellation, make sure you have the Job Number available.

**Q: AN ABSENCE AT MY SITE HAS GONE TO A FAIL TO FILL STATUS. I HAVE FILLED IN MANUALLY, BUT I NEED TO KNOW WHAT, IF ANY, SPECIAL INSTRUCTIONS THE EMPLOYEE MAY HAVE RECORDED. IS THERE ANY WAY I CAN HEAR THOSE SPECIAL INSTRUCTIONS?**

A: Yes! You can call into SubFinder, using your administrator code, and review the absence in question. If special instructions have been recorded, SubFinder will play them along with the other details of the absence. You may also view the special instructions on the WebConnect Pro at <https://subfinder.clayton.k12.ga.us/wc2>

**Q: I HAVE ASKED THAT A PARTICULAR SUBSTITUTE BE EXCLUDED FROM RECEIVING JOB OFFERS AT MY SITE. IF THAT SUBSTITUTE HAS BEEN PLACED ON AN EXCLUSION LIST FOR MY SITE, CAN ONE OF MY EMPLOYEES CALL IN AND REQUEST OR ASSIGN THAT PERSON?**

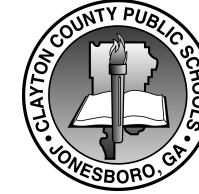
A: No. Once a substitute has been placed on an exclusion list for your site SubFinder will not allow them to receive an assignment for your site. The only way this can be overridden is through the SubFinder operator entering the absence via the keyboard.

**Q: I HEAR MY SUBSTITUTES TALKING ABOUT UNAVAILABLE AND DO NOT DISTURB DATE RANGES. WHAT IS THE DIFFERENCE?**

A: When a substitute makes themselves 'Unavailable' it means that they can not work for that time period. It does not mean that they don't want SubFinder to call them with offers for future jobs. For example: If they say that they are unavailable on Monday, SubFinder will not offer them a job for Monday but it may call them Monday evening to offer them future jobs.

When they create a "Do Not Disturb", they are telling SubFinder that they do not want to receive any calls during that time period. They are not telling SubFinder that they can't work. For example: If they ask not to be disturbed on Monday, SubFinder will not call them on Monday. But, it could call them Sunday night and offer them a job for Monday.

## Clayton County Public Schools



# ADMINISTRATOR

## FAQ'S

# SubFinder

**CALL IN-LINE 678-479-2637**

**HELP DESK 678-479-2651**

**ACCESS WEBCONNECT PRO AT**

**<https://subfinder.clayton.k12.ga.us/wc2>**

**Telephone Shortcuts:**

**Pressing 9 will take you back to the previous menu.**

**Pressing \* will allow you to move to the next item when listening to a list of items, such as absences.**

**You can call SubFinder to review, create and cancel absences and jobs, to modify preference lists.**

**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.**

### **CREATING ABSENCES/JOBS**

**Q: WHEN I CREATE AN ABSENCE FOR ONE OF MY EMPLOYEES, SUBFINDER ASKS FOR THE EMPLOYEE ID NUMBER. WHAT IS THAT AND WHERE DO I GET IT?**

A: The Employee ID number is a number that SubFinder creates for each employee at the time they are entered into the system. It is a number that has no personal meaning to the employee – it isn't related to their Social Security number, their payroll number, or their phone number. You should receive a list of these numbers, for the employees at your site, from the person in your office that operates the WebConnect Pro. They will need to be printed occasionally throughout the school year to include new employees. The employees can also get this number by calling SubFinder and reviewing their personal information.

**Q: WHEN I TRY TO ASSIGN OR REQUEST A SUBSTITUTE TO AN ABSENCE, SUBFINDER ASKS ME FOR THE SUBSTITUTE'S EMPLOYEE ID NUMBER. WHAT IS THAT AND WHERE DO I GET IT?**

A: The Employee ID number is a number that SubFinder creates for each substitute at the time they are entered into the system. It is a number that has no personal meaning to the substitute – it isn't related to their Social Security number, their payroll number, or their phone number. You should receive a list of these numbers from the person in your office that operates the WebConnect Pro. The list will have to be printed occasionally throughout the school year to include new substitutes. The substitutes can also get this number by calling SubFinder and reviewing their personal information.

**Q: I KNOW THAT I HAVE THE ABILITY TO EITHER ASSIGN OR REQUEST A SUBSTITUTE WHEN I ENTER AN ABSENCE OR JOB INTO SUBFINDER. BUT WHAT IS THE DIFFERENCE BETWEEN THE TWO?**

A: When you assign a substitute, you are telling SubFinder that you have already made arrangements

for the substitute to fill the job. SubFinder **will never call out** to an assigned or prearranged substitute to notify them of the position.

When you **request** a substitute, you are asking SubFinder to do everything that it can to fill the vacancy with that particular substitute. SubFinder will call the requested substitute exclusively until **12 hours before the assignment begins**, at which point it will begin calling through the preference lists and skill list to locate another substitute.

**Q: WHY WON'T SUBFINDER ALLOW ME TO ASSIGN OR REQUEST A PARTICULAR SUBSTITUTE?**

A: There could be a number of different reasons, but the most common explanations would be **1)** the substitute already has an assignment for that day, **2)** the substitute has told SubFinder that they are unavailable to work on one or more days of the assignment, or **3)** the substitute has been restricted for some reason.

### **REVIEWING ABSENCES/JOBS**

**Q: WHEN I LISTEN TO THE ABSENCES FOR MY SITE, WHAT IS THE DIFFERENCE BETWEEN AN UNFILLED JOB AND A FAILED TO FILL JOB?**

A: When a job is **Unfilled**, SubFinder still has time to try and find a substitute. There may be more outgoing calls that SubFinder can make, or the job could be picked up by a substitute who is job shopping. Once a job is **Failed to Fill**, SubFinder will no longer make any calls and substitutes will not be able to hear the job when they are job shopping.

**Q: I HAVE SOME ABSENCES THAT DO NOT REQUIRE A SUBSTITUTE. WHEN I CALL IN TO REVIEW MY ABSENCES, UNDER WHICH CATEGORY WILL THESE ABSENCES FALL?**

A: Absences that do not require a substitute will be classified as Filled absences when you call in to review your absences.

**Q: I HAVE SOME ABSENCES SCHEDULED FOR NEXT WEEK, BUT I WOULD LIKE TO CHECK ON THEM TODAY TO SEE IF I HAVE A SUBSTITUTE. IS THIS SOMETHING I CAN DO BY USING MY ADMINISTRATOR CODE?**

A: Yes. Using your administrator code you can call SubFinder at any time and review future absences. Specify the date or date range and SubFinder will allow you to listen to all of your Filled and Unfilled absences. You may also view this information on the WebConnect Pro at <https://subfinder.clayton.k12.ga.us/wc2>

If there is only one absence that you are interested in investigating, you can also choose to review that absence only by selecting option #5 (Review or Cancel an Absence) from your Main Menu. When using this function, you must know the job number.