

Lincoln Public Schools

SubFinder™ Phone Instructions for Substitutes

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

SubFinder Operations Technician: Darbi Umholtz
Phone: (402) 436-1589
Email: dumholtz@lps.org

SubFinder Back-up Operator: TBA
Phone: (402) 436-1588
Email: TBA

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

Morning Call Out (same day jobs): 5:30am – 12:00pm

Evening Call Out (future jobs): 5:00pm – 10:00pm

SubFinder shortcuts and abbreviations:

* (to jump ahead) # (to return to the main menu) MMDD = month, month, day, day HHMM = hour, hour, minute, minute

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!

To Register with SubFinder:

Dial SubFinder, enter your PIN (same number as your LPS employee ID# - found on your online paycheck and the same number you use for LPS printers and copy machines), and follow instructions to record your name. Press the pound sign (#) when finished. Narrator will begin OPENINGMENU.

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 LPS employee ID#)

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

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 cancellation call even if you are on a Do Not Disturb.

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

Continued...

**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**

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 cancellation.**

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 when you must take yourself out of only a portion of the absence but want to continue subbing for the remaining time.)

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**

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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

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.	Press 1
For P.M.	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 (*).

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 3-6 digit 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

As a courtesy to the schools’ secretaries, when canceling a job after 10:00pm the night before, or the morning of the assignment, please leave a message at the appropriate school after canceling your assignment via SubFinder.