CRS Incorporated’s

EMPLOYEE INSTRUCTIONS

You can call SubFinder to record, review, or cancel absences, and to review and change your personal information.

Remember, SubFinder only works from touch-tone telephones!

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.

WHEN REPORTING AN ABSENCE, ALWAYS WAIT FOR THE JOB NUMBER BEFORE DISCONNECTING OR YOUR ABSENCE MAY NOT BE RECORDED.

YOUR MAIN MENU
To Report an Absence Press 1
To Review an Absence Press 2
To Cancel an Absence Press 3
To Review Personal Information Press 4
To Leave the SubFinder System Press 9

MAIN MENU OPTION #1 TO REPORT AN ABSENCE
When reporting an absence, SubFinder will ask you for the following information:

1. Date(s) and times of the absence
2. Reason for the absence

3. If a substitute is required for the absence
4. If there any special instructions for the substitute

From the Main Menu Press 1
SubFinder will play the ABSENCE MENU

For all day today Press 1
For all day the next work day Press 2
To enter specific dates and times Press 3
To return to the Main Menu Press 9

(1) FOR ALL DAY TODAY or (2) FOR ALL DAY THE NEXT WORK DAY

From the Absence Menu Press 1
SubFinder will play the absence date and times.
If correct Press 1
If incorrect Press 2

ENTER THE ABSENCE REASON

SubFinder will play a list of absence reasons. Press the number of the appropriate reason followed by pound (#). SubFinder will repeat the reason.
If correct Press 1
If incorrect Press 2

IS A SUBSTITUTE REQUIRED FOR THE ABSENCE?

If a sub is required for the entire absence Press 1
If a sub is not required for the absence Press 3

RECORD SPECIAL INSTRUCTIONS

To record special instructions Press 1
Otherwise Press 2
If you press 1, record a short message after the tone. When you are finished, press pound (#). SubFinder will repeat the message.
If correct Press 1
If incorrect Press 2

GET THE JOB NUMBER

ALWAYS WAIT FOR THE JOB NUMBER BEFORE DISCONNECTING OR THE ABSENCE MAY NOT BE RECORDED.

(3) TO ENTER SPECIFIC DATES AND TIMES

From the Absence Menu Press 3
Step 1: Enter the first date of the absence (MMDD) followed by pound (#). To begin the absence today, press star (*).

Step 2: Enter the time the absence begins (HHMM) followed by pound (#). If the absence begins at the start of the workday, 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 pound (#). For a single day absence, press star (*).

Step 4: Enter the time the absence ends (HHMM) followed by pound (#). 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

PLEASE NOTE: When reporting a multiple-day absence, you will be asked to use the Employee’s Schedule (the absence will follow the employee’s standard work times) or the Same Times Every Day (the absence will be reported for the same times each day of the absence).

FROM THIS POINT FORWARD SubFinder will follow the same procedures used when reporting an absence for All Day Today or All Day the Next Workday.

MAIN MENU OPTION #2 TO REVIEW AN ABSENCE

From the Main Menu Press 2
SubFinder will play all your scheduled absences, if any exist, beginning with the next scheduled and moving forward. After each absence you will be given some of the following options:

To hear the absence again Press 2
To hear the next absence Press 3
To cancel this absence Press 4
To change the special instructions Press 5
To record special instructions Press 6
To return to the Main Menu Press 9
Option #4 will only be available if you are calling prior to the cancellation deadline established by your district. If you press 4, SubFinder will ask for confirmation.

To confirm cancellation Press 1
Otherwise Press 2
Option #5 will only be available if you originally recorded Special Instructions. If you press 5,
record the new message after the tone. When you are finished, press pound (#). SubFinder will repeat the message.

If correct  Press 1
If incorrect  Press 2

Option #6 will only be available if you did not originally record Special Instructions. If you press 6, record the message after the tone. When you are finished, press pound (#). SubFinder will repeat the message.

If correct  Press 1
If incorrect  Press 2

MAIN MENU OPTION #3
TO CANCEL AN ABSENCE

From the Main Menu  Press 3
Enter the job # followed by pound (#).
SubFinder will play the absence.
To cancel the absence  Press 1
To return to the Main Menu  Press 9
If you press 1, SubFinder will ask for confirmation.
To confirm the cancellation  Press 1
Otherwise  Press 2

MAIN MENU OPTION #4
TO REVIEW PERSONAL INFORMATION

From the Main Menu  Press 4
SubFinder will provide you with the following information: your home site, your standard work times, your primary job position, your SubFinder-assigned ID number (used only when your administrator needs to create an absence for you), and your name as recorded.
To change your home site, work times, or primary job position, contact your supervisor.
To record your name  Press 1
To record your itinerant message  Press 3
To return to the Main Menu  Press 9
If you press 1, wait for the tone and record your name. When you are finished, press pound (#). SubFinder will repeat your name.
If correct  Press 1
If incorrect  Press 2
Option #3 will only be available if you are set up within SubFinder as an itinerant employee. If you press 3, wait for the tone and record your itinerant message - usually your schedule for the week. When you are finished, press pound (#). SubFinder will repeat your message.
If correct  Press 1
If incorrect  Press 2