



# SubFinder™ System from CRS, INC.

## 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!

**From Riverside Call: (951) 222-4439**  
**Outside Riverside Call: 1 (800) 942-3100**  
**24 hours per day**

For assistance business days between 6:30 am - 3:30 pm call the SubFinder Operator at (951) 826-6357

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

### TO REGISTER WITH SUBFINDER

**From Riverside Call: (951) 222-4439**  
**Other Areas Call: 1 (800) 942-3100**

Enter your PIN#: (Your Social Security Number)

Record your name when instructed. When you are finished, press the pound sign (#).

SubFinder will play the Main Menu. Press 4 to review your personal information. If any of the information is incorrect, contact your supervisor.

### 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**

### TO REPORT AN ABSENCE

**An absence may be reported up to 30 days in advance.**

When reporting an absence, SubFinder will ask you for the following information:

- Date(s) and times of the absence (from date/ to date)
- Reason for the absence
- If a substitute is required for the absence
- Date(s) and times the substitute is required
- If there is any special instructions for the substitute

### From the Main Menu

**Press 1**

SubFinder will play the **ABSENCE MENU**:

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

### From the Absence Menu

For all day today **Press 1**  
For all day the next work day **Press 2**

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 the pound sign (#). 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 required for only a portion of the absence **Press 2**  
If a sub is not required **Press 3**

### REPORT NORMALLY OR REQUEST

To have SubFinder select a substitute **Press 1**  
To request a specific substitute **Press 3**  
To return to the Main Menu **Press 9**

If you are requesting a specific substitute, enter that substitute's assigned ID # followed by the pound sign (#).

Note: A list of substitute ID numbers is on file with your Coordinator/Principal.

### RECORD SPECIAL INSTRUCTIONS

You need to leave the classroom # where the substitute is to report under special instructions. Do NOT leave a request for a specific substitute on this recording.

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 the pound sign (#).

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.**

### TO ENTER SPECIFIC DATES AND TIMES

**From the Absence Menu Press 3**

**Step 1:** Enter the first date of the absence (MMDD) 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 work day, 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).

**FROM THIS POINT FORWARD SUBFINDER WILL FOLLOW THE SAME PROCEDURES USED WHEN REPORTING AN ABSENCE FOR ALL DAY TODAY OR ALL DAY THE NEXT WORK DAY.**

# AUTOMATED TELEPHONE INSTRUCTIONS FOR EMPLOYEES (continued)

## TO REVIEW AN ABSENCE

**From the Main Menu** **Press 2**

SubFinder will play your next 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	<b>Press 2</b>
To hear the next absence	<b>Press 3</b>
To cancel the absence	<b>Press 4</b>
To change the special instructions	<b>Press 5</b>
To record special instructions	<b>Press 6</b>
To return to the Main Menu	<b>Press 9</b>

Option #4 will **only** be available if you are calling prior to the cancellation deadline. If you press 4, SubFinder will ask for confirmation.

To confirm cancellation	<b>Press 1</b>
Otherwise	<b>Press 2</b>

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 the pound sign (#). SubFinder will repeat the message.

If correct	<b>Press 1</b>
If incorrect	<b>Press 2</b>

## TO CANCEL AN ABSENCE

**From the Main Menu** **Press 3**

Enter the job # followed by the pound sign (#).

SubFinder will play the absence.

To cancel the absence	<b>Press 1</b>
To return to the Main Menu	<b>Press 9</b>

If you press 1, SubFinder will ask for confirmation.

To confirm cancellation	<b>Press 1</b>
Otherwise	<b>Press 2</b>

## 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 # (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	<b>Press 1</b>
To record your itinerant schedule	<b>Press 2</b>
To return to the Main Menu	<b>Press 9</b>

If you press 1, wait for the tone and record your name. When you are finished, press the pound sign (#). SubFinder will repeat your name.

If correct	<b>Press 1</b>
If incorrect	<b>Press 2</b>

Option #2 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 the pound sign (#). SubFinder will repeat your schedule.

If correct	<b>Press 1</b>
If incorrect	<b>Press 2</b>