



# SubFinder™ System from CRS, INC.

## AUTOMATED TELEPHONE INSTRUCTIONS FOR SUBSTITUTE EMPLOYEES

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!

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

For assistance from 6:30 am – 3:30 pm, please call the SubFinder Operator at (951) 826-6357.

WHEN ACCEPTING A JOB, ALWAYS WAIT FOR THE JOB NUMBER BEFORE DISCONNECTING OR YOUR JOB ACCEPTANCE 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 ENTIRE Social Security Number & press #).

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.

### 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 (\*) 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 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 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 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

#### YOUR MAIN MENU

To Review Current Assignments **Press 1**  
To Review Available Jobs **Press 2**  
To Cancel a Job **Press 3**  
To Review Personal Information **Press 4**  
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 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**

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 the cancel **Press 1**  
Otherwise **Press 2**

#### 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 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 decline 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 2, you are REJECTING this job. SubFinder will not offer you this job again. After you press 2 SubFinder will describe the next available job, if any exist, followed by the same options described above.

If you press 4 SubFinder will describe the next available job, if any exist, followed by the same options described above.

#### MAIN MENU OPTION #3 TO CANCEL AN ASSIGNMENT

From the Main Menu **Press 3**

Enter the JOB NUMBER followed by the pound sign (#). SubFinder will play the job information.

To cancel this assignment **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 the cancel **Press 1**  
Otherwise **Press 2**

#### MAIN MENU OPTION #4 TO REVIEW PERSONAL INFORMATION

From the Main Menu **Press 4**

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 hear your employee ID **Press 5**  
To return to the Main Menu **Press 9**

# AUTOMATED TELEPHONE INSTRUCTIONS FOR SUBSTITUTE EMPLOYEES (continued)

## (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**

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 Specific Hours:

**Step 1:** Enter the earliest time (HHMM) 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**

### (1) To Add an Unavailable Date Range

**Step 1:** Enter the first date that you will be unavailable (MMDD) followed by the pound sign (#). If you will be unavailable beginning today, press star (\*).

**Step 2:** Enter the beginning time (HHMM) 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**

SubFinder 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) 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) 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 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.**