



Administrator FAQ's

Creating Absences/Jobs

When I create an absence on the phone for one of my employees, SubFinder asks for the Employee ID Number. What is that and where do I get it?

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 typically receive a list of these numbers from the office that handles the SubFinder system. The employees can also get this number by calling SubFinder and reviewing their personal information. (On Webconnect there is a drop down box that will list all employees' names. You will have an option to choose an employee this way or by using their Employee ID number).

When I try to assign or request a substitute for an absence on the phone, SubFinder asks me for the substitute's Employee ID number. What is that and where do I get it?

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 typically receive a list of these numbers from the office that handles the SubFinder system. The substitutes can also get this number by calling SubFinder and reviewing their personal information. (On Webconnect there is a drop down box that will list all substitutes names. You will have an option to choose a substitute this way or by using their Employee ID number).

I know that I may have the ability to either pre-arrange or request a substitute when I enter an absence or job into SubFinder. But what is the difference between the two?

When you pre-arrange 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 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 a specified time, at which point it will begin calling through the preference lists and skill list.

Why won't SubFinder allow me to pre-arrange or request a particular substitute?

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, 3) the substitute has been restricted for some reason or 4) the sub has not registered with the SubFinder system.

Reviewing Absences/Jobs

When I review the absences for my site, what is the difference between an Unfilled job and a Failed to Fill job?

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.

I have some absences that do not require a substitute. When I review my absences, under which category will these absences fall?

Absences that do not require a substitute will be classified as Filled absences when you review your absences.

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?

Yes. On WebConnect you can choose the job review button and use the filter criteria options to view your future jobs. On WebConnect Pro you can use the job list button and use the filter criteria information to view your future jobs. Or you can call SubFinder at any time and review future absences. Specify the date or date range and SubFinder will allow you to review all of your Filled and Unfilled absences.

If there is only one absence that you are interested in investigating on the phone, 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.

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?

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

On an absence what is the difference between employee's schedule and same time every day?

Employee's schedule means that each day of the absence will follow the standard work times for that employee. Same times every day means that the absence will be reported for the same times each day of the absence.

Miscellaneous Questions

Can I cancel an absence that has already been reported?

Yes, but you must cancel it prior to the starting time of the absence. If you are using WebConnect Pro and you have the rights you are able to cancel the absence after it has started. Before you call in to perform the cancellation on the phone, make sure you have the Job Number available.

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 get those special instructions?

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.

If the special instructions were entered on Webconnect the phone will inform you that there were written special instructions and to log onto Webconnect to review them. If the special instructions were entered on the phone Webconnect will inform you there were voiced special instructions and to call in via the phone.

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 request or assign that person?

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.

I hear my substitutes talking about Unavailable and Do Not Disturb date ranges. What is the difference?

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.

If a substitute is not available to work and does not want to receive any calls, they must add both items to the specified time period.

On WebConnect who is able to view the site message?

Only employees with the administrator's home site will be able to view the site message when they log onto Webconnect.

Who sees the Site Directions and who is responsible for putting that in?

Site directions are seen by the substitutes. Only administrators with the ability to log into WebConnect can put in site directions.