

CRS Incorporated's



SITE ADMINISTRATOR INSTRUCTIONS

You can call SubFinder to review, create and cancel absences and jobs, and to modify preference lists.

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 THE ABSENCE MAY NOT BE RECORDED.

YOUR MAIN MENU

To Review Today's Absences	Press 1
To Review Future Absences	Press 2
To Create an Absence	Press 3
To Review or Cancel an Absence	Press 4
To Create One or More Jobs	Press 5
To Modify Preference Lists	Press 6
To Report a Substitute's Absence	Press 8
To Leave the SubFinder System	Press 9

MAIN MENU OPTION #1 TO REVIEW TODAY'S ABSENCES

From Main Menu	Press 1
For UNFILLED absences	Press 1
For FAILED TO FILL absences	Press 2
For FILLED absences	Press 3
To return to the Main Menu	Press 9

If you press 1, 2, or 3, SubFinder will describe any absences/jobs that fall into the selected category. Details reported will include job number, employee name, absence reason, date(s) and times, and substitute name (if filled). Jobs will be read one at a time, based on the start time. Any

absences for itinerant employees will be clearly designated as such.

MAIN MENU OPTION #2 TO REVIEW FUTURE ABSENCES

From the Main Menu **Press 2**

Step 1: Enter the first date of the review (MMDD) followed by the pound sign (#). To begin with tomorrow's date, press star (*).

Step 2: Enter the last date of the review (MMDD) followed by the pound sign (#). For a single day review, press star (*).

FROM THIS POINT FORWARD SUBFINDER WILL OFFER THE SAME OPTIONS AS LISTED IN THE SECTION TITLED ' TO REVIEW TODAY'S ABSENCES.'

MAIN MENU OPTION #3 TO CREATE AN ABSENCE

From the Main Menu **Press 3**

Enter the SubFinder-assigned ID # of the absent employee followed by the pound sign (#). SubFinder will play the selected employee's name.

If correct	Press 1
If incorrect	Press 2

SubFinder will play the **ABSENCE MENU:**

For all day today	Press 1
For all day the next workday	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 WORKDAY

From the Absence Menu

For all day today	Press 1
For all day the next workday	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 for the absence	Press 3

REPORT NORMALLY, ASSIGN, or REQUEST

To have SubFinder select a substitute	Press 1
To assign a prearranged substitute	Press 2
To request a specific substitute	Press 3
To return to the Main Menu	Press 9

USE OPTION #2 ONLY IF AN AGREEMENT HAS ALREADY BEEN MADE WITH THE SUBSTITUTE. THE SYSTEM DOES NOT CALL AN ASSIGNED SUBSTITUTE.

If you are assigning or requesting a substitute, enter the substitute's SubFinder-assigned ID # followed by the pound sign (#). SubFinder will play the substitute's name.

If correct	Press 1
If incorrect	Press 2

RECORD SPECIAL INSTRUCTIONS

If you would like 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 replay 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 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 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 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

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).

SubFinder will repeat the date(s) and time(s) of the absence.

If correct	Press 1
If incorrect	Press 2

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

MAIN MENU OPTION #4 TO REVIEW OR CANCEL AN ABSENCE

From the Main Menu **Press 4**

Enter the **JOB NUMBER**, followed by the pound sign (#). SubFinder will play the absence, followed by one or more of the following options.

To hear the special instructions	Press 1
To change special instructions	Press 2
To record special instructions	Press 3
To hear the absence again	Press 4
To cancel the absence	Press 5
To return to the Main Menu	Press 9

Options #1 and #2 will **only** be available if special instructions have already been recorded for the absence. If you press 2, SubFinder will allow you to re-record the special instructions.

Option #3 will **only** be available if there are no special instructions recorded.

Option #5 will **only** be available prior to the start of the absence. If you press 5, SubFinder will ask for confirmation.

To confirm the cancellation	Press 1
Otherwise	Press 2

**MAIN MENU OPTION #5
TO CREATE ONE OR MORE JOBS**

From the Main Menu **Press 5**

Enter the **JOB POSITION NUMBER**, followed by the pound sign (#). SubFinder will play the job position name.

If correct **Press 1**
If incorrect **Press 2**

SubFinder will play the **JOB MENU**:

For all day today **Press 1**
For all day the next workday **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 Job Menu

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

SubFinder will play the job 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**

REPORT NORMALLY, ASSIGN, or REQUEST

To have SubFinder select a substitute **Press 1**
To assign a prearranged substitute **Press 2**
To request a specific substitute **Press 3**
To return to the Main Menu **Press 9**

USE OPTION #2 ONLY IF AN AGREEMENT HAS ALREADY BEEN MADE WITH THE SUBSTITUTE. THE SYSTEM DOES NOT CALL AN ASSIGNED SUBSTITUTE.

If you are assigning or requesting a substitute, enter the substitute's SubFinder-assigned ID # followed by the pound sign (#). SubFinder will play the substitute's name.

If correct **Press 1**
If incorrect **Press 2**

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

If correct **Press 1**
If incorrect **Press 2**

GET THE JOB NUMBER

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

After giving you the job number, SubFinder will immediately ask you to enter the Job Position Number for the next job. If you do not wish to create any other jobs, Press 9# to return to the Main Menu.

To create another job, enter the position number and then... **Press #**
To return to the Main Menu **Press 9#**

(3) TO ENTER SPECIFIC DATES AND TIMES

From the Job Menu **Press 3**

Step 1: Enter the first date of the job (MMDD) followed by the pound sign (#). To begin the job today, press star (*).

Step 2: Enter the time the job begins (HHMM) followed by the pound sign (#). If the job 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 job (MMDD) followed by the pound sign (#). For a single day job, press star (*).

Step 4: Enter the time the job ends (HHMM) followed by the pound sign (#). If the job 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**

FROM THIS POINT FORWARD SUBFINDER WILL FOLLOW THE SAME PROCEDURE USED WHEN REPORTING A JOB FOR ALL DAY TODAY OR ALL DAY THE NEXT WORKDAY.

**MAIN MENU OPTION #6
MODIFYING PREFERENCE LISTS**

From the Main Menu **Press 6**

Enter the number of the list you wish to modify followed by the pound sign (#).

To ADD a substitute to the list **Press 1**
To REMOVE a substitute from the list **Press 2**
To return to the Main Menu **Press 9**

If you press **1**, enter the assigned ID # of the substitute. The system will play the name of the substitute that has been added to the list. (The substitute will be added to the **bottom** of the selected preference list.)

If you press **2**, enter the assigned ID # of the substitute. The system will play the name of the substitute that has been removed from the list.

**MAIN MENU OPTION #8
TO REPORT AN ABSENCE FOR A SUBSTITUTE**

From the Main Menu **Press 8**

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) 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**

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
If incorrect

Press 1
Press 2

GET THE REVISED JOB NUMBERS

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