



Employee FAQs

Q: DO I HAVE TO REGISTER IN ORDER TO USE SUBFINDER?

A: Yes. You should call in and register before reporting your first absence.

Q: DO I HAVE TO REGISTER EVERY TIME I CALL IN?

A: No. You only have to register once.

Q: CAN I ASSIGN OR REQUEST A PARTICULAR SUBSTITUTE, AND IF SO, HOW?

A: If your district allows you to assign and/or request a particular substitute, you will need the substitute's SubFinder-assigned ID number. A list of these numbers should be available in your school's office. If the substitute is unavailable for any reason, the system will notify you at the time of the call and allow you to choose another substitute.

Q: DO I NEED TO REMEMBER MY JOB NUMBER?

A: Yes. The job number is your confirmation that SubFinder has accepted your absence. You will also need this number if you need to cancel the absence.

Q: WILL I HAVE THE SAME JOB NUMBER FOR ALL MY ABSENCES?

A: No. Every new absence reported receives it's own job number.

Q: IF I AM GOING TO BE ABSENT FOR SEVERAL DAYS IN A ROW, DO I HAVE TO ENTER A NEW ABSENCE FOR EACH DAY?

A: No. From your Main Menu select option #1 - To Report An Absence and then select option # 3 - To Enter Specific Dates and Times.

Q: IF I HAVE MULTIPLE POSITIONS, AND THE SYSTEM ONLY KEEPS TRACK OF TWO, HOW WILL MY SUBSTITUTE KNOW ABOUT THE OTHERS?

A: When you record your name, include your positions. For Example: "Jane Doe, I teach 3 PE classes and 2 Health classes. I also supervise the Drill Team." You may also use the Special Instructions to provide this information, giving greater detail.

Q: SHOULD I CONTINUE TO FILL OUT AN ABSENCE FORM?

A: (Whatever policy the district chooses to follow.)

Q: CAN I FIND OUT IF MY ABSENCE HAS BEEN FILLED AND WHO HAS ACCEPTED IT?

A: Yes. If you call in and review your absences (option #2 from your Main Menu), and the absence has been filled, SubFinder will tell you the name of the substitute. If SubFinder doesn't tell you who is filling your absence it means that the absence is still unfilled.