

SubFinder™ System from

CRS, INC.

SUBSTITUTE INSTRUCTIONS



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!
(915) 937-1231

TELEPHONE SHORTCUTS:

Pressing # 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 jobs.

WHEN ACCEPTING A JOB, ALWAYS WAIT FOR THE JOB NUMBER BEFORE DISCONNECTING OR YOUR JOB ACCEPTANCE MAY NOT BE RECORDED.

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
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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
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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 or call you on 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 A JOB

From the Main Menu	Press 3
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Enter the **JOB NUMBER** followed by the pound sign (#). SubFinder will play the job information.

To cancel this job	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
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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

(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 Special 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**

Substitute Finder 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.

SubFinder Technical Support

Adriana Balandran-(915) 937-0218

Betty Legarreta-(915) 937-0224

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