

SUBFINDER FAQ FOR EMPLOYEES

What is SubFinder?

SubFinder is an IVR system with easy to follow instructions. The system may be accessed through the telephone (757-312-0076) or the Internet (www.cps.k12.va.us); it uses a variety of methods to fill employee absences with a substitute. The system is available 24 hours a day, 7 days a week.

Do I have to have a touch-tone service to access the SubFinder system?

No, but you do need a telephone that can be switched from pulse to tone. The phone must be set the “tone” setting any time you are communicating with SubFinder. Cell phones may be used, but dropped calls, weak signals and low batteries may cause problems in completing your transaction with SubFinder. **Once you have registered with the system, you can access it through the telephone or the Internet.**

Do I have to register in order to use SubFinder/do I have to register every time I call in?

Yes. You must call in and register before an absence can be reported.

No. You only have to register once.

How do I register with SubFinder?

Call SubFinder at 312-0076, enter you PIN/Password (initially you whole social security number) and clearly state your name, grade and subject then press #. Once you have recorded this information, SubFinder will play the main menu. Please select Option 4 – To Review Personal Information. If any of the information is incorrect contact your SubFinder Operator at 547-0163 X 181.

How do I sign onto SubFinder/WebConnect on the Internet?

Log onto the Chesapeake Public Schools home page at www.cps.k12.va.us select SubFinder under the “Top Picks” list. At the next screen, select the WebConnect Tab, which will take you to the log on screen for WebConnect. Sign in by entering your last name in ALL CAPS and your PIN/Password (initially you whole social security number). For detailed instructions, please refer to the Employee WebConnect User’s Guide.

How far in advance can I report my absence?

Absences may be reported up to 60 days in advance. You should report your absences as early as possible.

Who is responsible for reporting my absences to SubFinder?

You are responsible for entering your sick leave in SubFinder. Your administrator is responsible for entering your leave information in SubFinder for all other types of leave.

What is the deadline for reporting an absence?

Absences should be reported as early as possible and must be reported at least one hour and forty-five minutes (1:45) before your scheduled start time. If you try to report within one hour and forty-five minutes (1:45) of your scheduled start time, you will be instructed to call your administrator. It is difficult for SubFinder to secure subs for last minute absences. The earlier the absence is entered and the longer the system has to look for a substitute for you the better the chance that a sub will be secured.

Can I assign or request a particular substitute, and if so, how?

Most schools in the Chesapeake district allow you to request a particular substitute – check with your site administrator to see how they want to coordinate this at your school. To request a particular sub when entering an absence through WebConnect, you select the substitute’s name from a drop down menu. If the substitute is unavailable for any reason, the system will notify you at the time of your request and allow you to choose another substitute.

Do I need to remember my job number?

Yes! The job number is your confirmation that SubFinder has accepted your absence. Your will also need this number if you need to cancel the absence. WRITE IT DOWN! Always wait for the Job # before leaving the system.

Will I have the same job number for all my absences?

No. Every new absence reported receives its own job number. Multiple day absences entered, as one job in SubFinder will have one job number.

If I am going to be absent for several days in a row, do I have to enter a new absence for each day?

No. From the main telephone menu – select option # 1 – To Report an Absence and then select option # 3 – To Enter Specific Dates and Times. On WebConnect, just fill in the correct beginning and ending dates for the absence.

If I have multiple positions, or locations, how will my substitute know what subject I teach and what location to report to?

When you record your name, include your grade level and subject areas. 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 area of SubFinder to provide this information (by phone or WebConnect) giving greater detail.

I am an itinerant teacher – how do I get my schedule entered or corrected in SubFinder?

Please notify the SubFinder operator of your schedule; she will voice and enter your schedule so that the correct information is available for substitutes. It is also suggested that you leave pertinent information about your schedule/location for the day(s) you will be absent in the Special Instructions area of SubFinder.

I am part time – does that information need to be in SubFinder?

Absolutely! – Please provide your part time scheduled workdays and times to the SubFinder Operator in the Personnel Office.

Should I continue to fill out an absence form?

Yes. “Notification and Verification of Leave” forms must be completed and signed for ALL leave taken. When you take planned sick leave, bereavement leave, court leave, professional leave, personal leave, etc., the “Notification & Verification of Leave” form should be completed in advance then the absence entered in SubFinder (sick leave entered by you and all other leave entered in SubFinder by your administrator). If you take sick leave without advance notice, you will enter the leave in SubFinder, notify your administrator then you will complete the form upon “Notification and Verification of Leave” form when you return to work.

Do I need to notify my administrator when I enter sick leave in SubFinder?

Yes. You are required to report your absence for sick leave to SubFinder **AND** to your site administrator.

Can I find out if my absence has been filled and who has accepted it?

Yes. If you call in to review your absences (option # 2 from the 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. You may also check on the status of your absence through WebConnect.

If I have to cancel my absence – how will the substitute know not to show up?

You may cancel an absence that you entered if you cancel it at least 12 hours before the start of the absence. If a substitute had already accepted the absence, SubFinder will ask if you want the substitute notified of the cancellation. If you respond OK, then during the next scheduled call out time SubFinder will attempt to contact the substitute. If the substitute calls into SubFinder before the call out starts, the system will deliver the “cancellation notice” to them at that time.

SubFinder 's Phone Number: 757-312-0076

**SubFinder's Calling Times: Morning: 6:00 a.m. until 11:00 a.m.
Evening 5:30 p.m. until 10:00 p.m.**

Absence Reporting Deadline for Employees:

No later than 1:45 prior to the scheduled start of the absence/job.

Absence Cancellation Deadline for Employees:

No later than 12 hours prior to the scheduled start of the absence/job.

For Assistance, please call:

Your district SubFinder Operator at 757-547-0001 or 757-547-0107 between 8 a.m and 3 p.m.

