TELEPHONE / CELLPHONE INSTRUCTIONS

Gloucester County Public Schools

Need Assistance?

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SubFinder Phone Instructions

You can call SubFinder to report, review, or cancel absences, and to review and change your personal information. Before any functionality is available you must register with the system by voicing your name.

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.

1. Call the main SubFinder system and enter your PIN.

Your Main Menu:

- To Report an Absence Press 1
- To Review an Absence Press 2
- To Cancel an Absence Press 3
- To Review Personal Information Press 4
- To Leave the SubFinder System Press 9

Report an Absence

1. Press 1 to Report an Absence

2. Enter the absence start/end dates and times. Specify if the absence is for all day today, all day the next work day or enter specific dates and times. The default times for your absence will play. If your absence differs from these times enter the correct absence times. If the job start and end times differ from the absence start and end times, enter the appropriate information.

3. If enabled, you will be provided with a prompt to voice your grade level if one is not already recorded.

4. Enter the reason for the absence. SubFinder will play a list of absence reasons.

5. Select whether a substitute is required for the absence.

6. If a substitute is required, choose to have SubFinder select a substitute, prearrange a substitute or request a specific substitute. If enabled and prearranging or requesting a substitute enter the substitute’s SubFinder assigned ID #.

7. If special instructions are required you may choose to record a short message. When finished SubFinder will repeat your message.

8. SubFinder will provide you with a Job Number.

Always wait for the job number to play before disconnecting your call or your absence may not be recorded.

Review an Absence

1. Press 2 to Review an Absence

2. SubFinder will play all of your scheduled absences, beginning with the next one scheduled and moving into the future. After each absence you will be given the option to:
   - Hear the absence again
   - Hear the next absence
   - Cancel the absence
   - Change the special instructions
   - Record special instructions

   The option to cancel an absence will only be available if you are calling prior to the cancellation deadline set by your HR department.

   The option to change special instructions will only be available if you originally recorded special instructions.

   The option to record special instructions will only be available if you did not originally record special instructions.
**Cancel an Absence**

1. Press 3 to Cancel an Absence
2. Enter the job number
3. SubFinder will play the absence along with the option to cancel the absence.

**Review Personal Information**

1. Press 4 to Review Personal Information
2. SubFinder will provide you with the following information:
   - Home site
   - Standard work times
   - Primary job position
   - SubFinder assigned ID
   - Name as recorded

   To change your home site, work times or primary job position contact the SubFinder operator.

3. You will be given the option to record your name or itinerant schedule. The option to record your itinerant schedule will only be available if you are set up within SubFinder as an itinerant employee.