What is SubFinder?

SubFinder is an IVR (Interactive Voice Response) system, similar to those used by banks and airlines, with easy-to-follow instructions, and a user friendly web-based access called ASP. Administrators report absences via touch-tone phones and/or ASP. SubFinder will use both position matching (Skill List) and employee/administrator input (Preference Lists) to fill absences/jobs.

How Will SubFinder Benefit Me?

Absences can be reported 24 hours a day, without your intervention. Your employees can leave specific instructions for the substitute. These are referred to as their Special Instructions. Absences can and should be reported in advance. Your district administration will tell you how far ahead they may be reported. Absences can be filled well in advance, before all the substitutes are booked elsewhere. Preference Lists and Exclusion Lists can provide better control over who substitutes in your school. You can monitor your school’s absences at any time, from any location, using a touch-tone phone or any computer that has internet connection.

What Are Preference Lists?

They are a list of substitutes ranked in order of preference, based on criteria established by you and/or your employees. They tell the system who should be called first for absences at your school. You may assign multiple lists (site-based, employee-based, subject-based, etc.) to each employee and specify the order in which the lists should be processed. Preference lists do not consider job positions when matching a substitute to an employee.

What Are Job Numbers?

Each absence successfully reported, by an administrator or an employee, is assigned a job number. A substitute will receive the same job number when they successfully accept the job. Many of SubFinder’s reports use the job number as a reference. Job numbers must be used when accessing an existing job for review or cancellation. Any time you create an absence or a job, make sure you take note of the job number. This number can also be considered to be a confirmation number.
What is the telephone number for SubFinder?
Our telephone number for SubFinder is toll-free … **866.287.9378**.

What is the URL address for SubFinder? …………….. [NOW ONE LINK FOR ALL USERS]
[https://gloucester.subfinderonline.com](https://gloucester.subfinderonline.com)

Who are my SubFinder points of contact for Gloucester County Public Schools?
Your points of contact are:

**Craig W. Smith ….. 804.693.7927 (phone) … cwsmith@gc.k12.va.us (email).**

Do I need to use a certain Internet Browser?
No, most internet browsers will work when using SubFinder via its ASP platform. The most common browsers are Internet Explorer, Firefox and Safari.