

Sub Information and Tips

Call Us: 260.423.0030 **OR** 800.669.4565
Monday- Friday 6:00 AM- 4:30 PM

Automated Phone System: 877.403.6647
24 hours/day

Email Us: subservice@r8esc.k12.in.us

SmartFindExpress Web address: <https://region8.sfe.powerschool.com>

Region8 Web address: r8esc.k12.in.us

IMPORTANT REMINDERS:

- If you are **not available** to sub, **please** make yourself unavailable in the system. This is **very important** for you to do as soon as you know you are not available to work a certain date or range of dates. This ensures that only subs that are available to work are called for jobs. This makes the system more efficient in filling absences. Making yourself unavailable DOES NOT CANCEL your assignment for that day. So be sure to check for assignments on the day you are unavailable and if you have any, cancel assignment as soon as possible.
- If you change your name, address, or phone number, please notify both Region 8 AND the Corporation offices where you are registered to sub so they can update their payroll information.

Q. I know a teacher is going to request me, but I am not going to be home to accept the call. How can I get the job?

A. As soon as the job is entered in the system, you can call or login to the website. You do not need to wait for the system to call you. As the specified sub, you are the only one that can see or hear the job until 8:00 pm the night before the job.

If a teacher contacts you after 8:00 pm the night before the job or the morning of the job, ask the teacher to contact the Help Desk & have us **assign** you.

OTHER REMINDERS:

1. **Be sure you know how to get to each school** you have marked on your profile before you accept a job at that location. You will receive an email Assignment Notice that includes the school address and a link to Google Maps.
2. **If you change your callback number in the system**, be sure to enter the 1 to the area code. If the phone number is not entered correctly, the system will not be able to call you. Remember, changing your callback number does not change your Access ID. Contact the Help Desk if you would like to change your Access ID to your new phone number.
3. **Your PIN # is for your use only**, If a teacher wishes to specify you for a job, they use your Access ID number.
4. **If the automated system calls you for a job in the morning or after the job start time** and you are available to sub, accept the job. Then call the school secretary to let her know you have accepted the assignment and your expected time of arrival.
5. **If you already have a job for a particular date and the system calls you for another job** for that date, check your assignments online; call the system to review assignments or the Help Desk to see if the original job was canceled. The system will make several attempts to reach you depending on the time the job was canceled. If you have an email address in the system, it will also email a cancellation notice.

6. **If you need to cancel an assignment, please do so as soon as possible.** If canceling the morning of the job, please call the school and let them know you cannot sub. The school secretaries check their job reports early in the morning and will be expecting you unless you notify them. They do not receive a notification from the system.
7. **The system WILL NOT allow you to cancel your assignment** within two hours of the assignment start time. If you need to cancel an assignment, please contact the Help Desk at 800-669-4565.
8. **If you will be late for an assignment,** please notify the school secretary as soon as possible.
9. **Substitutes are employed and paid by the individual corporations – not by Region 8 ESC** Contact the appropriate corporation office with payroll questions.
10. **If the district(s) where you sub uses Direct Deposit,** you must notify the district(s) of any changes in your banking information.
11. **Keep a list or calendar of Job dates and numbers** as proof of your assignments. Job history (past & future) can also be reviewed & printed online.
12. **School Delays/Cancellations** – Check the local radio, TV, websites, or the district’s website for weather-related school delays/cancellations. If the school closes your assignment will be canceled for that day.
13. **If there is a delay,** please review your assignments through the calling system or online to see if the job has been canceled (especially for AM-only assignments). If the job is no longer listed, it has been canceled. If uncertain, contact the school or the Region 8 Help Desk.
 - **For schools with 3-hour delays, the absence end time will be extended by 1 hour.**
14. **If you would like the mobile app,** log on to *SmartFind* Express using a computer. Click ‘Register for the Mobile App’ in the right-hand corner of the home page below the notification bell. You will receive an email with the Region 8 District Code and the links to download the Mobile App to your phone. Make sure you have your preferred email in your personal information under the profile tab **BEFORE** downloading the app.
15. **Our *SmartFind* Express website is now <https://region8.sfe.powerschool.com>.** Please update this URL on your browser bookmarks. SFE requires a password that is different from the pin that you use to log in by phone. **Passwords** need to be least 8 characters in length, include a letter and number, can include special characters, and are case sensitive. If you forget your password, use the forgot password link. The system will send you a one-time password to your email and you can reset your password.
16. **BEST PRACTICE TIPS FOR AUTOMATED SYSTEM CALLS**
 - Say ‘Hello’ to IVR (Interactive Voice Response) system calls.
 - Avoid using the speaker setting on phones to prevent echo.
 - Receive phone calls directly, not through call forwarding.
 - Use a provider with 4G coverage.
 - Confirm with your phone service provider that DTMF tones will be communicated by their service.
 - Ensure your cell phone battery is charged before callout.
 - Stay informed of mobile communication options and impacts to quality of network