

Sub Information & 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

- If you are a **new** Substitute, you must register with the system first. After Region 8 receives your information from the school corporation where you will be subbing, you will be emailed that it is time for you to register.
 - To register, follow the directions sent in your information packet.

Online you can...

- View User Guides & Training Videos under 'Help'.
- Change your PIN.
- Review your locations that you are available to sub for.
- Add or change your email address
 - If you have an email address in your profile, the system will email you with job confirmations and cancellations.
- Change your Daily Availability by adding or deleting any days on your schedule. You can also mark that you are only available between certain times.
- Enter Unavailable Dates
 - This is very **important** as it ensures that only subs who are available to work are called for jobs and makes the system more efficient in filling absences.
 - Online, under 'Schedule' choose 'Unavail Dates', then 'New'. You can choose All Day or set specific times that you are unavailable for.
- Set a Temporary or Permanent *Do Not Call*
 - When the system calls, press '2', then you will not be called again for the current call-out period.
 - Online you can set a permanent 'Do Not Call' time that stays in the system until you change or delete it. (Schedule, then New)

IMPORTANT REMINDERS...

PLEASE, PLEASE! If you are not available to sub, 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 and makes the system more efficient in filling absences. Making yourself unavailable does not cancel your assignment for that day however, so be sure to check to confirm and if you have any, cancel **FIRST** and as soon as possible.

- **Choose Unavail Dates** and then **New**. You can choose All Day or set **Times** that you are unavailable on that date. If you set an unavailable date or period but still want to receive phone calls for future job, be sure to check the **Call for Future Assignments** box.
- **To Set a Temporary Do Not Call** - When the system calls you, press 2 and then you will not be called again during the current call-out period. This can also be set online under Schedule - Temporary DNC. This helps the system call only subs that are willing to work that day.
- Online you may also set a permanent DNC time that stays in the system for any or all days until you change or delete it (under Schedule - General then choose NEW).

If you change your name, address or permanent phone number, please notify both Region 8 & Corporation offices where you are registered to sub so they can update their payroll information. Otherwise you may not receive your W-2 in a timely manner in January.

Q. I know a teacher is going to request me but I'm 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-in or login and check for *available jobs*. 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 there. In addition, if your email address is in the system, you will receive an email Assignment Notice that includes the school address and a link to Google Maps.
2. **If you change the phone number for the system to call you**, be sure to enter the 1+ area code. If the phone number is not entered correctly, the system receives an "Operator Intercept" and the calls do not go through. Remember, changing your 'callback' # does not change your User/Access ID.
3. **Your PIN # is for your use only.** If a teacher wishes to specify you for a job, they use your **Access ID number** - usually your 7-digit permanent phone number; (if you sub for Warsaw - they use your Employee Code #). Your Access ID # stays the same unless you contact the Help Desk to change it.
4. **If you are called late for a job that morning or after the job start time** and are available to sub, accept the job & call the school to let them know you've accepted the assignment and how soon you expect to arrive. If the secretary tells you that this is not acceptable, call the Help Desk.
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 cancelled. The system will make several attempts to reach you depending on the time the job was cancelled. 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. 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 if it is within ONE hour of the absence start time. If you need to cancel an absence within that hour you MUST contact the Help Desk at 800-669-4565.
8. **If you will be late for an assignment**, please notify the school 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 any district you sub in uses Direct Deposit**, you must notify the district(s) of any changes in your banking.
11. **Please do not call the Help Desk to check for open jobs.**
12. **Keep a list or calendar of Job dates and Job numbers** as proof of your assignments. Job history - past & future - can also be reviewed & printed online.
13. **School Delays/Cancellations** – Check the radio, TV/websites or the district's website for weather-related school delays/cancellations. The districts do not notify us of delays/cancellations – our only source is radio/TV/websites also.
If a district/school closes, your assignment will automatically be cancelled for that day. The system will not call to notify you.

14. **If there is a 1, 2 or 3-hour delay**, please review your assignments through the calling system or online to see if the job has been cancelled (especially for AM-only assignments). If the job is no longer listed, it has been cancelled. 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.

15. **To contact the Help Desk**, call 800-669-4565 or 260-423-0030

or if not urgent, email subservice@r8esc.k12.in.us

Help Desk Summer Hours June 5th thru July 28th

8:00 a.m. to 3:00 p.m. M - F

Help Desk hours during the School Year are 6:00 a.m. to 4:30 p.m., Monday through Friday