



Employee FAQ's

San Luis Coastal Unified School District

Q. HOW DO I LOG INTO WEBCONNECT OR PHONE THE SUBFINDER?

You can log into WebConnect by logging on the Internet and going to www.slcsd.org, click on For Staff link, then SubFinder or calling SubFinder at 866-223-6101. (toll free number).

Q. DO YOU NEED TO USE A CERTAIN INTERNET BROWSER TO USE WEBCONNECT?

No, most internet browsers will work when using Webconnect. The most common browsers are Internet Explorer, Firefox and Safari.

Q: DO I HAVE TO HAVE TOUCH-TONE SERVICE TO ACCESS THE SUBFINDER PHONE SYSTEM?

No, but you do need a telephone that is tone/pulse switchable. The phone must be set on the 'tone' setting anytime you are communicating with SubFinder.

Q: DO I HAVE TO REGISTER IN ORDER TO USE SUBFINDER?

Yes. You should call in and register before reporting your first absence.

Q: DO I HAVE TO REGISTER EVERY TIME I CALL IN?

No. You only have to register once.

Q: CAN I ASSIGN OR REQUEST A PARTICULAR SUBSTITUTE, AND IF SO, HOW?

You may request a specific substitute to fill your position but you must have the substitute's phone number. A list of these numbers will be available in your administrator's office. If you enter your absence on Webconnect there will be a drop down menu available where you can select the name of the substitute that you would like to request. If the substitute is unavailable for any reason, the system will notify you and allow you to choose another substitute.

Q: DO I NEED TO REMEMBER MY JOB NUMBER?

Yes. The job number is your confirmation that SubFinder has accepted your absence. You will also need this number if you need to cancel the absence.

Q: WILL I HAVE THE SAME JOB NUMBER FOR ALL MY ABSENCES?

No. Every new absence reported receives its own job number.

Q: 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. You will be able to create one absence and select the days and time which you will be absent.

Q: IF I HAVE MULTIPLE POSITIONS, AND THE SYSTEM ONLY KEEPS TRACK OF TWO, HOW WILL MY SUBSTITUTE KNOW ABOUT THE OTHERS?

When you record your name, include your positions. 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 to provide this information, giving greater detail.

Q. CAN I LEAVE SPECIAL INSTRUCTIONS FOR MY SUBSTITUTE ON WEBCONNECT?

Yes, on Webconnect when entering an absence, you may also enter special instructions, so teachers can put and paste their lessons plans there. If the sub reviews the job over the phone and special instruction are entered via Webconnect, SubFinder will inform the sub to log onto Webconnect to view written special instructions. If the sub reviews the job on Webconnect, SubFinder will inform the sub to call into SubFinder via the phone if the job was called in and listen to the voiced special instructions.

Q: SHOULD I CONTINUE TO FILL OUT AN ABSENCE FORM?

Yes, leave slips will still be required for each absence.

Q: CAN I FIND OUT IF MY ABSENCE HAS BEEN FILLED AND WHO HAS ACCEPTED IT?

Yes. If you call in or log onto Webconnect and review your absences, you are able to determine if the absence has been filled and what sub has accepted the job.

Q: IF MY PLANS HAVE CHANGED AND I NEED TO CANCEL A SCHEDULED ABSENCE, WHAT DO I DO?

You may use SubFinder to cancel an absence as well. Use option #3 from the main menu. Absences must be cancelled 13 hours prior to the beginning of the absence. If you call after that time, SubFinder will not allow you make the change and you must call Debbie Jergens at 549-1235.