SUBSTITUTE ONLINE SYSTEM

HANDBOOK FOR

CERTIFICATED AND CLASSIFIED STAFF
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Substitute Online Features

- You may access the substitute system 24/7 through the internet without calling the substitute office.
- You may enter your own absences if you are going to be gone due to illness, personal leave, unpaid leave, etc. Any district-initiated absences should be submitted to your building office professional for input.
- You may provide a lesson plan which the substitute can print out ahead of time.
- If you choose, you may display your home phone and/or e-mail address for substitutes to contact you directly.
- You may review a summary of all of your past and future absences for the entire school year.
- You may pre-arrange and assign a specific substitute to a job.
- You may maintain a “requested substitute” list which will notify your preferred substitute(s) of your absences and allow them the first opportunity to take a job.
- The SOL system includes a Tutorial you can access through the Log-in page.

Web Page Access

The Substitute Online system can be accessed directly at the link below. www.substituteonline.com
Logging In

- Go to: www.substituteonline.com
- Enter your LAST NAME ONLY (no first initial)
- Enter your password
- Choose “Issaquah SD” in the drop-down box
- Click the “LOGON” button
New Absences

After logging in, your first screen will be the screen for entering your absences, or click on the NEW ABSENCE button.

Entering a new absence

- **Req sub/s** - If you have pre-arranged with a substitute, click on the substitute’s name in the drop down box to assign your absence to that substitute. This should only be used if you’ve talked to the substitute and made arrangements ahead of time. Otherwise, ignore this box.
- **Sub needed** - If you do not need a substitute to cover your absence, check the “no” box.
- **Date of absence** - Enter the first day of your absence MM/DD/YYYY.
- Use the TAB bar to move across the screen.
- **Shift** - In the drop-down box, click on AM, PM or ALL for the shift.
  Paraprofessionals also have the option of inputting specific hours by clicking on the clock icon.
- **Reason/Charge to** - Use the drop-down box to specify the reason for your absence.
  Ignore the “auth code” and “description” boxes
- **Multi-Day absence** - If you will be absent for more than one day (must be consecutive days), input the number of days you will be absent and click on the ADD DAY(S) button at the bottom of the screen.
- **Lesson Plans** - Click on COMMENTS/LESSON PLANS to input information/lesson plans for the substitute. You may cut and paste from a Word document or type directly into the box. Each day of the absence can have a different lesson plan. Click on “save lesson plan” when done. **Important:** If your absence falls on an early release/late start or half day, please include your modified hours.
- When all information has been input, click the SUBMIT ABSENCE button.
- Click OK to confirm the absence.
- Please call the Substitute Office for absences submitted after 8:00am the day of your illness.
New Absences (continued)

NOTE: Press TAB key to navigate EDIT BAR items.
Click ReqPre-Arranged Sub to view your list of Requested subs. If you have pre-arranged a sub for this assignment, click on the Requested Sub's name and follow the directions.
Click ADD DAY(S) button for each additional day of absence.
Click SUBMIT ABSENCE button when done entering each day of absence.
Personal Information

Click on the **PERSONAL INFO** button at the top of the screen.

This screen allows you to change specific information about you such as:

- **Contact information** – Make sure your phone number, email address and building location are current.
- **Display to subs?** – If you would like to give substitutes the opportunity to contact you by phone and/or email, click on this box to display this information.
- **Subject/Job** - Please indicate the grade level you teach and/or the subject(s). Paraprofessionals should list their hours. You may also list your schedule and your parking space. If you teach at more than one school, include that also.

**Important** - After making updates to your Personal Information page, click the green UPDATE CHANGES button.
**View/Request Subs**

**Requested Substitutes**

By putting a substitute(s) on your request list:

- You will have the ability to assign a job to a specific substitute after you’ve pre-arranged with him/her
- You may maintain a list of preferred substitutes who will receive notification of your absence ahead of the general substitute pool and have the first opportunity to take a job. Jobs will be held for your requested substitute(s) for 48 hours after it’s posted or until 6:00pm the night prior to your absence, whichever comes first. If a requested substitute doesn’t accept the job by the deadline, the job becomes available to the entire substitute pool.

**To put substitutes on your request list:**

- Click on the PERSONAL INFO button
- Click the VIEW REQ SUBS button at the bottom of the page
- Choose the alpha group or “all” for a list of substitute names.
- Click the box on the left of the name to put the substitute on your request list
- Click the UPDATE PERSONAL INFO button
**Review/Cancel Requests**

- **To view absences for the entire school year** - Click on the REVIEW/CANCEL button at the top of the screen.
- **More info** - Click the “detail” box for more information on a specific absence.
- **Substitute pending** - If a substitute has not yet taken a job, “substitute pending” will show in the substitute name field.
- **Add comment/lesson plans** - Add comments/lesson plans by clicking on the “detail” box and then on the COMMENT/LESSON PLAN button at the bottom of the screen. Click on “save lesson plan” when done.
- **Absence summary** – Click the ABSENCE/SUMMARY button at the bottom of the screen. Input a date range and click RUN REPORT.
- **Cancel a job** – Any time *before* a substitute is assigned to a job, you may cancel that job or individual days of a multi-day assignment by clicking on the “cancel” box. Then click on SUBMIT CANCELLATION. If an absence has already been assigned to a substitute, only the Substitute Office can cancel the absence.

**Announcements**

These are announcements from the Substitute Office. Please read them in a timely manner.
Frequently Asked Questions

1. I can’t seem to log onto SOL or I get an “invalid login” message. What’s the problem?

- Make sure you’re using only your last name as your user name. If you’ve recently changed your last name due to marriage or other reasons, please contact the Substitute Office so we can change it in the SOL system.
- Make sure you’re using your correct password. Call the Substitute Office if you do not know your password.
- Make sure “Issaquah SD” shows up in the drop-down box.
- If you’re trying to access SOL through WEB-TV, you may not be able to log in.

2. How do I cancel a job?

- Log onto the SOL system and go to REVIEW/CANCEL.
- Find the job you want to cancel. You will only be able to cancel the job if no substitute has taken the job and “substitute pending” or “none required.” appears in the substitute column. Click on the “cancel” box next to the job. You will be asked if you want to cancel, click “okay.”
- You will get a confirmation that you have cancelled the assignment.
- If a substitute has already taken the job, you must contact the Substitute Office for cancellation.

3. If I have an absence that lasts for more than one day (for example, a five day assignment) and I need to cancel one of those days, how do I do that?

- Log onto the SOL system and click on REVIEW/CANCEL
- Find the job you need to cancel. You may only cancel jobs in which “substitute pending” or “none required” appears in the substitute column. If a substitute has taken the job, you must call the Substitute Office.
- Click on the “detail” box next to the job. The assignment will be broken down into each day.
- Click on the day or days you wish to cancel
- Click on the “SUBMIT CANCELLATION” button
- You will get a confirmation that you have cancelled part of the assignment
4. What’s the difference between “assigning” a substitute and “requesting” a substitute?

**Assigned substitutes:** If you have talked directly to a specific substitute and have confirmed that he/she will be substituting during your absence, you may assign that substitute to your absence. To do this:

- Log into the SOL system
- When entering your absence, click on the drop down box in the “req/pre-arranged sub” field. Find the substitute’s name and click on it.
- If the substitute is not listed in the drop down box, follow the instructions under *To put substitutes on your request list* on p. 7.

Your substitute will not have to log into SOL as the job has now been assigned to him/her.

**Requested substitutes:** You have the option of putting one or more substitutes on your Requested Sub list. When an absence is submitted, the job is held for 48 hours from the time of posting or until 6:00pm the night before the job begins, which ever comes first. During that time, only substitutes on your request list will be able to view the job opening. They will also receive an email stating that they have been requested. The first requested substitute to log onto SOL and accept the job will have the assignment. After 48 hours (or 6:00pm the day prior to the absence) if one of the requested substitutes has not taken the job, the job will become available to all substitutes in the substitute pool. Putting a substitute(s) on your request list does not guarantee that your requested substitute will take the job.
Frequently Asked Questions (continued)

5. What if the substitute(s) on my request list aren’t available?
After 48 hours from the posting or 6:00pm the night before the assignment, the job will open up to all substitutes in the substitute pool.

6. A substitute called me stating that he/she had received an e-mail saying he/she had been requested for a position, but the job doesn’t appear on his/her open jobs list. What happened?
It could be one of several things:

- You have more than one requested substitute on your request list. If this is the case, then that substitute and all other requested substitute have gotten the same email and whoever logs onto SOL and takes the job first, has the assignment.
- The job is only held for 48 hours or until 6:00pm the night prior to the assignment, so if a requested substitute has not picked up the job by the deadline, the job opens up to all substitutes in the substitute pool.
- The substitute has already taken another assignment on the same day/time and must first cancel him/herself out of the previous assignment before he/she can view your job.
- The job may have been cancelled for various reasons.
Substitute Office Contacts

Beth Shomaker
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(425) 837-7063
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