



Substitute Quick Reference

Technical Support: 1-800-319-4278

www.willsub.com

How to Accept a Job over the Phone

1. Answer call from willSub®– say “hello” or press 1 to move the system forward.
2. Listen to substitute request information.
3. Select option 1, 2, 3, 4, 5, 6, or 9:
 1. Accept
 - i. Enter PIN number followed by the # key
 - ii. Record request number
 - iii. Present number to office upon arrival
 2. Decline
 - i. Declines job
 3. Decline All
 - i. Declines all jobs for that day
 4. Call Back
 - i. Have willSub® call back later if job is still available
 5. Replay Message
 - i. Replay request information
 6. Which Substitute Called
 - i. willSub® will play the ID of the substitute that was called. *This is helpful if 2 or more substitutes share the same phone number.*
 9. Report Wrong Number
 - i. If this is confirmed, this will disable the user from the willSub® system.

Commitments

Commitments can be added to make you unavailable to work for a period of time. To add a commitment, select ‘New’ under the Commitments tab.

1. Select a date range for the period of time in which you are unavailable to work.
2. Add a brief note explaining the time off (e.g., Vacation, Dr. Appt.) and click ‘Add Commitment’ to finalize.

Select ‘View’ under the Commitments tab to show all commitments in willSub®.

1. To remove a commitment, simply click the ‘-delete-’ next to the commitment.
2. If a commitment is shown displaying ‘Willsub Committed’, this refers to a day in which you have a job scheduled in willSub®, making you unavailable to accept additional jobs.

How to Accept a Job Online

1. When there are jobs available, a link will appear on your home page: ‘[New Jobs Available \(2\)](#)’. Clicking the link will bring you to all available jobs.
 - i. Available jobs can also be viewed under the ‘Requests’ tab by selecting ‘View Available...’
2. To see the details of the open jobs, click the highlighted date for the job.
3. After reviewing the job details, you can click ‘Accept Request’ to select the job or ‘Decline Request’ to turn down the job.
4. Upon accepting the job, you will receive a notice stating that if the submission is accepted, the job will appear on your home page.

Preferences

1. Select ‘My Preferences’ under the Information tab to choose the days and times that you would like willSub® to call and/or send a text message.
 - i. Select ‘Update’ to save changes.
2. Select ‘Worksite Choices’, and ‘District Choices’ to choose available districts.
 - i. Listed are all districts available to you. Click into each district that you would like to work in, check the box for ‘Select for work’, and click ‘Update’.
3. Select ‘School Preferences’ to choose the specific buildings that you would like to be available for jobs.
 - i. Change the drop down box from ‘Buildings I Work At’ to ‘All Available Buildings’ to see all buildings available for you to work in.
 - ii. Click on the name of the building you want to work in, which will bring up the specifics of the building.
 - iii. For the position(s) you would like to be available as a substitute, change the drop-down boxes from No to Yes.
 - iv. Click ‘Update’ to save. **Repeat this process for all buildings that you would like to be available to work in.**