

GCS WILLSUB – ADDITIONAL INSTRUCTIONS

~ updated 9/15/17 ~

GCS uses Willsub to request subs for teachers and paras who need them, and also to record absences for all salaried employees (Personal, Professional, PTO, Sick, Vacation, etc.). After logging in, you can always access general How To documents under the Information menu > Employee How To.

Your building secretary is your key link for Willsub matters, so pay attention to additional Willsub information from them.

Below are GCS details on the following items:

1. **Activate** your Willsub account
 2. Set up/ Update **Voice Signature & Job Notes** (if your position needs a sub)
 3. **Paras Only**
 4. **Request Subs ASAP**
 5. **No-Sub Absences:** enter in advance
 6. **Sick Day/family illness** – requesting a sub
 7. **After the school day has started** (call secretary, do not email)
 8. Personal Leave
 9. **Professional Day** – must be approved in Willsub before sub request goes out
 10. **Sub Plans** – Upload, and leave at school
 11. **Half Day** sub request (with half or full day absence)
 12. **“Prearranged”** Sub Requests
 13. **“Exempt”** Subs
 14. Online Chat for **Help**
 15. Leave Balances & HR Portal
 16. Recovering **User ID or PIN**
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1. If you have not activated your WillSub account, please do that **BEFORE** your 1st day of school.
 2. If you are a **Teacher or Para** who requests subs, also set up your **Voice Signature & Job Notes** promptly, **BEFORE** your 1st day of school. (Those who do not need subs can skip this.) Sub needs are filled at a much higher rate for employees who provide this information. The Voice Signature is heard by subs who choose telephone contact, and Job Notes are read by subs who choose web or text message contact.
 - **If your job changed**, you will need to **update** these.
 - a. **Job Notes:** in Willsub, go to Information > My Information, write in the box, and click Update below.
 - b. **Voice Signature** takes approx. 45 seconds to do and allows the sub to hear your voice and know which class (or student) they will be teaching that day. An example of a voice signature would be: "Greta Montvoy, 3rd grade Art" -- it's basically like a voice mail header.
 - i. You will need your pin and user id.
 - ii. Dial the Willsub number 1-877-945-5782 (WILLSUB)
 - iii. Enter your user id followed by #

- iv. Enter your pin followed by #
 - v. Press #9 to record voice signature
 - vi. Record at the beep
 - vii. To accept: Press #
 - viii. Hang up
3. **Paras Only:** when you enter a sub Request, the only Leave Type you can choose is “Timeforce Absence.”
 - a. When you submit the Request, Willsub immediately begins looking for a sub.
 - b. You still need to list your PTO or Sick time in Timeforce, the way you normally do.
 - c. You can skip the rest of this document, which relates to other staff.
4. **Request Subs ASAP:** submitting sub Requests as soon as possible helps ensure that we have adequate substitute coverage. When absences are not covered, building secretary and administrators need to figure out who will cover each period, and they will send a lot of e-mails throughout the school year looking for in house coverage.
5. **No-Sub Absences:** Enter your “Requests” in advance, entering “No” in the Sub Required field.
 - a. This allows administrators to accurately see overall staffing levels each day in the school, which improves ability to manage situations that arise.
 - b. You cannot enter or edit absences after the fact yourself. If an entry or correction is needed, this must be done by a secretary or other Willsub manager.
6. To request a sub for a **Sick Leave/family illness**, just submit it through WillSub as soon as possible, to increase the chances of finding a sub. If you don’t feel well at supertime and think you might need a sub, request one. You can always cancel the request by 7:00 a.m. the next morning if you feel better. Willsub communicated very clearly that staff should not feel bad about canceling a sub the morning of, as long as it is by 7:00 a.m.
7. If you are ill **after the school day has started**, please call the building secretary in the main office ... do not e-mail. They will need to start working right away on covering your classes with other subs or teachers in the building, and are not always at their computer to see the e-mail. In this case, they will enter your absence in WillSub.
8. **Personal Leave:**
 - a. Schedule promptly in WillSub, so the sub call goes out;
 - b. Fill out the paper request form. Check with your building office, as procedures vary by school.
9. **Professional Day:**
 - a. Schedule ASAP in WillSub, and in the box for “Notes for Administrator” explain what the Professional Day is for and where it is being held. This is vital, since sub calls will not go out until the Request is approved in Willsub by an administrator (or secretary at their direction).

- b. Also fill out the paper request form. Check with your building office, as procedures vary by school.
10. **Sub plans can be uploaded** to WillSub, so that subs can download them and familiarize themselves in advance. **Subs have told us how much it helps them be prepared** for the class when they can read the plans at home the night before – but that almost no teachers uploaded plans last year.
- a. Schools still require that your plans be placed in your sub folder or left in your classroom, since the substitute may not have a chance to print them.
 - b. If you know ahead of time that you are taking time off, please place your sub plans in your sub folder.
 - c. The only time that it is ok to leave them in your room is when you are in the same room all day. Otherwise, they need to be in the office.
 - d. If it's a last minute absence, please email your sub plans to the secretary – if you are unable to come in and place them in your folder or room yourself.

11. Half Day sub request (with half or full day absence)

- a. The **cut off time** for an AM and PM sub is **Elementary-11:15; GMS-12:00; GHS-11:45**.
 - i. If you need an AM sub only, choose *employee will be arriving late* and enter your time as returning at 11:45 a.m. You need to make sure that you are back by that time.
 - ii. If you need a PM sub only, choose *employee will be leaving early* and enter that you are leaving at 11:45 a.m. Your sub should then check in by that time.
- b. **If you will be gone for a full day but only need a sub for half day:**
 - i. **FIRST create a Request for ONLY the time that you need a sub.**
 - ii. **THEN** email the building secretary to say that you put in a request for am/pm sub but will actually be absent the full day. The secretary will later edit the Request to reflect that you were absent the full day but only needed a half day sub. (This reflects your absence properly without affecting the sub schedule and pay.)

12. “Prearranged Sub” Request

- a. Please **DO NOT** use the prearranged feature **unless** you have actually *talked to* the sub **and** they **agreed** to work for you on the specified dates.
- b. **DO NOT** schedule any sub with “-EXEMPT” attached to the last name. This is a separate sub account used only for long term subbing arrangements, only to be entered by Willsub managers.

13. “EXEMPT” Subs – please do not use any sub with “-EXEMPT” attached to the name, in “Prearranged” or in “My Preferred Subs”. These accounts are only for long term absences (15 days or more), and these are entered only by Central Office.

14. Online Chat for Help – there is now an online Chat feature in Willsub, at the bottom right. Click on that for live Help on how to use the system accurately. From your login

they know who you are, your school, and your role – to help solve your problems quickly. To start your Help session, click Chat, enter your basic question, and click “Send Chat Request”. (You can also phone Willsub Technical Support at 800-319-4278. This number is on the Employee How To documents available under the Info menu.)

15. Willsub Leave Balances and HR Portal Accrual Information

- a. Leaves are counted in full/half days for administrators and teachers, and in hours for classified staff.
- b. You can see Willsub’s count of your Leave Type balances under Reports > Request Summary (*current year*). Below the summary is a list of all Requests for the year.
 - i. *At the start of the school year these balances may not be accurate. New numbers will be imported from our HR system in late August for teachers, and in late July for classified salaried staff.*
 - ii. The Available column shows how many days or hours remain available to you (if there is a specific limit), taking into account future absences you have already scheduled in Willsub.
- c. In the GCS HR Portal you can see the Ending Balance of your Leave types under MyHR > Accrual Information, updated in the last biweekly payroll process.
 - i. This includes all Leaves entered or edited in Willsub during the 14 day pay period prior to pay day, including for future days.
 - ii. If you later cancel a planned absence in Willsub, that change will be reflected in HR Portal balances after the next payroll processing.
 - iii.
- d. For teachers with partial FTE, the system does not handle the day counts perfectly. If you think something needs corrected, please email GCS_Payroll@goshenschools.org.

16. Recovering User ID or PIN

- a. In the Willsub Sign-In section, click the “**Lost ID/PIN?**” link.
- b. The three key items are **Last Name**, account **Type**, and **email** address, as the system looks to match those three in its records.
 - If you get one wrong, it will send an email saying “I’m sorry, there was not a (*Type*) record associated with this email and last name combination.”
- c. For account **Type**, choose “**School Employee**.” (Those with a District or Building Manager or Substitute account should choose the relevant option to recover those credentials.)
- d. **Email address**: enter the email listed on your Willsub account. If you are not sure, this is likely your work email or the personal address you gave HR at the time you applied to GCS. (After you log in, you can change this under Information > My Information.)
- e. To recover User ID, simply click “**Send User ID**”. To recover PIN, insert your User ID in that field, then click “**Send PIN**”.
- f. If the combinations you try do not work for you, your Building Manager or GCS_SubCoordinator@goshenschools.org can confirm the User ID, Last Name and Email on your Willsub account.

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