



Use this Tip-sheet to get ready for a successful Red Rover School Year!
Print it out, and keep it handy.



-  Absence
-  Day off
-  Modified schedule
-  Teacher work day

Wed, Sep 23

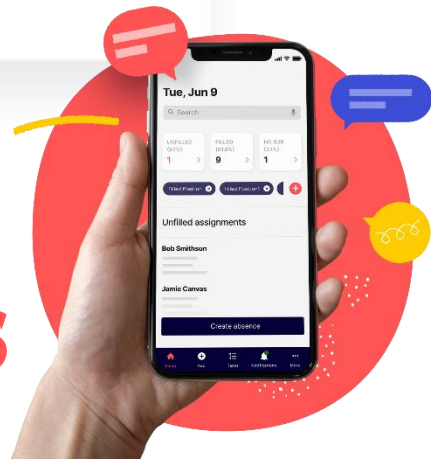
Substitute Details



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Shoreline High School

Tip-Sheet:

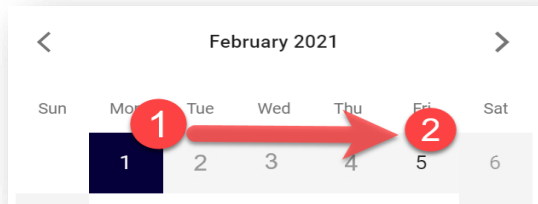
Absence Quick Tips



Absence Quick Tips

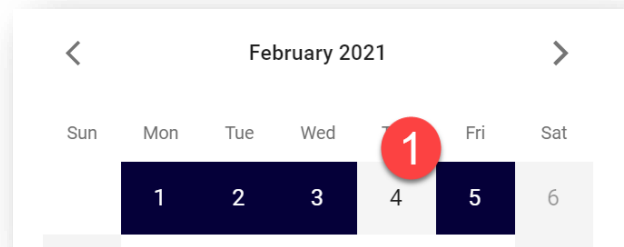
Long Term Absences

- Click the first date of your absence.
- Hold the SHIFT key on your keyboard
- Click the last date of your absence



Add & Remove Days

- Go to the absence or vacancy
- To add a date, click on the date you'd like to add (the day will turn dark blue)
- To remove a date, click on the date you'd like to remove (the day will turn white)
- Click SAVE



Different Times on Different Days

- Go to the absence or vacancy
- On the absence, Uncheck the **Same Time for all days** box
- Choose times for each date
- Click SAVE.

Times

Full Day (8:15 AM - 4:15 PM) ▾

Same reason for all days Same time for all days

Assign a Sub to part of a multi-day absence

- Go to the absence or vacancy
- Click **ASSIGN**
- In the Pop-up window, choose **SELECT DETAILS**.
- Check the box(es) next the date(s) you wish to assign the sub to.
- Click the **ASSIGN** button.
- Find the sub in the list, and click the **ASSIGN** button next to their name

Assign

Would you like to assign a substitute for all of the following details or only select ones?

Select details All details

<input checked="" type="checkbox"/>	Wed, Sep 8	8:45 AM -2:45 PM	Midwest Middle School
<input type="checkbox"/>	Thu, Sep 16	8:45 AM -2:45 PM	Midwest Middle School
<input type="checkbox"/>	Mon, Sep 20	12:30 PM -2:45 PM	Midwest Middle School

[No go back](#) **ASSIGN**

Absence Quick Tips

Remove a Sub from part of a multi-day absence

- Go to the absence or vacancy
- Click **REMOVE** button next to the sub
- In the Pop-up window, choose **SELECT DETAILS**.
- Check the box(es) next the date(s) you wish to remove the sub from.
- Click the **REMOVE** button

Remove Sandra Substitute

Would you like to remove Sandra from the entire assignment or only select details?

Select details All details

<input type="checkbox"/>	Wed, Sep 8	8:45 AM - 2:45 PM	Midwest Middle School
<input checked="" type="checkbox"/>	Thu, Sep 16	8:45 AM - 2:45 PM	Midwest Middle School
<input type="checkbox"/>	Mon, Sep 20	8:45 AM - 2:45 PM	Midwest Middle School

[No..go back](#) **REMOVE**

Assign a Sub to half a full day absence

- Go to the absence or vacancy
- Click **EDIT SUB DETAILS**
- Click **ADD ROW**
- Adjust times of each row to represent the two half day portions.
- Click **SAVE**

Mon, Sep 20 - GSRP Parapro

September 20, 2021

8:45 AM - 2:45 PM	School	Accounting Code	Pay Code
8:45 am 11:30 am	Midwest Middle School	Special Ed Sub Teacher	Teacher Standard Rate (\$...)
11:30 am 2:45 pm	Midwest Middle School	Special Ed Sub Teacher	Teacher Standard Rate (\$...)

[Add row](#) **CANCEL** **SAVE**

- Click **SAVE** on the absence.
- Now, click the **ASSIGN** button
- In the Pop-up window, choose **SELECT DETAILS**.
- Check the box(es) next the day-half you wish to assign the sub to.
- Click the **ASSIGN** button.
- Find the sub in the list, and click the **ASSIGN** button next to their name

Assign

Would you like to assign a substitute for all of the following details or only select ones?

Select details All details

<input type="checkbox"/>	Mon, Sep 20	8:45 AM - 11:30 AM	Midwest Middle School
<input checked="" type="checkbox"/>	Mon, Sep 20	11:30 AM - 2:45 PM	Midwest Middle School

[No..go back](#) **ASSIGN**

Absence Quick Tips

Choose which part of an absence needs a sub

- Go to the absence or vacancy
- Make sure the **Requires a substitute** box is checked
- Uncheck the **for the entire absence** box.
- You'll see this employee's schedule details appear to the right. Check or uncheck the schedule portions that will or won't need a sub.

The screenshot shows a calendar with dates 24 through 31. Below the calendar is a legend: Absence (black dot), Day off (red dot), Modified schedule (yellow dot), and Teacher work day (blue dot). A table shows the absence balance:

Balance	Used	Remaining
SICK LEAVE	3.75 days	60.5 days

Below the table, the 'Details for all days' section is shown. The 'Reason' is 'SICK - PERSONAL (SICK LEAVE)' and the 'Times' are 'Full Day (8:45 AM - 2:45 PM)'. The 'Requires a substitute' checkbox is checked. Underneath, there are three time slots with checkboxes: 'for the entire absence' (unchecked), '8:45 AM - 12:00 PM' (checked), '12:00 PM - 12:30 PM' (unchecked), and '12:30 PM - 2:45 PM' (unchecked). Red boxes highlight the 'for the entire absence' checkbox and the '12:00 PM - 12:30 PM' checkbox.

Choose which days need a sub on a multi-day absence

- Go to the absence or vacancy
- Make sure the **Requires a substitute** box is checked
- Uncheck the **Same substitute requirement for all days**.
- You'll see this the dates of the absence appear below. Uncheck the **Requires a Substitute** box for each date that will not require a sub.
- Click **SAVE**

The screenshot shows a calendar with dates 24 through 31. Below the calendar is a legend: Absence (black dot), Day off (red dot), Modified schedule (yellow dot), and Teacher work day (blue dot). The 'Mon, Oct 4' section is shown. The 'Reason' is 'SICK - PERSONAL (SICK LEAVE)' and the 'Times' are 'Full Day (8:45 AM - 2:45 PM)'. The 'Requires a substitute' checkbox is checked. Below it, there are three checkboxes: 'for the entire day' (checked), 'Same reason for all days' (checked), and 'Same time for all days' (checked). The 'Same substitute requirement for all days' checkbox is unchecked and highlighted with a red box. The 'Tue, Oct 5' section is shown with the 'Requires a substitute' checkbox unchecked and highlighted with a red box. The 'Thu, Oct 7' section is shown with the 'Requires a substitute' checkbox checked and 'for the entire day' checkbox checked.

Why a Sub isn't getting notified?

Do they have the right attributes?

- Go to the sub's profile, and scroll to the **Position types & Attributes** section
- Make sure they have the correct attributes to see the correct jobs.
- Click **EDIT** to add new **Attributes** to qualify them for positions

Position types & Attributes EDIT

Qualified for position types **Attributes**
Not defined Not defined

Have they hidden the school?

- Go to the sub's profile, and scroll to the **School Preferences** section
- Check to make sure the school hasn't been marked as **Hidden** by the sub
- Click **EDIT** to edit which schools are Hidden by the sub

School preferences EDIT

Favorite
Eastern Elementary School
Midwest Middle School
North High School

Hidden
Transportation
Central Office

Have they turned off notifications?

- Go to the sub's profile, and click on the **VIEW Notifications Preferences** link in the first section.
- Check to make sure they haven't unchecked the **When an assignment becomes available** box.
- **NOTE:** Admins cannot make adjustments to these notifications for subs, they must do it themselves.

Information EDIT

Permissions
Default Substitute

Address
Not specified

Email
carsten@emailemail.com

Phone
1 (617) 555-5555

Date of Birth
Jun 5, 1990

Badge Number
Not specified

Username
carsten@emailemail.com

Last Login
Not available

Temporary Password •
Nur51542

Mobile Phone
1 (617) 555-5555

Mobile Devices
0

[View notification preferences](#)

Notification reason	Email	Mobile
When someone assigns me	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
When I accept an assignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
When I cancel an assignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
When I'm removed from an assignment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
When my assignment is changed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
When someone requests me	<input type="checkbox"/>	<input checked="" type="checkbox"/>
When an assignment becomes available	<input type="checkbox"/>	<input checked="" type="checkbox"/>
When a bulletin board post is published	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
When timesheet submission deadline is approaching	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
When a job I'm assigned to starts soon	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Why a Sub isn't getting notified?

Are they in Reduced Message Mode?

- Go to the sub's profile, and scroll to the **Assignment Notifications** section
- If the sub is in Reduced Message mode / Disengaged mode, their notification section will look like this:

Assignment Notifications

Current method: Text message

Red Rover has identified this sub as disengaged and has shifted to sending weekly summaries to try to reengage. The sub can resume real time notifications at any time by sending the word RESUME to 360-777-5767.

Recent			History			
Absence/Vacancy	Sent	Status	Week	# Available	# Messages	# Assignments
	not sent	Sub not engaged	Sep 5 - Sep 12	118	128	0
	not sent	Sub not engaged	Aug 29 - Sep 5	117	120	0
	not sent	Sub not engaged	Aug 22 - Aug 29	99	101	0
	not sent	Sub not engaged	Aug 15 - Aug 22	10	10	0
	not sent	Sub not engaged				
	not sent	Sub not engaged				

Check the Absence Notification Log for Clues

- Go to an absence the sub should have been notified of.
- Click on the **"three dots"** button in the upper right, and select **NOTIFICATION LOG**
- Find the sub's name, and check the **"status"** column for why the sub didn't receive a notification.

Name	Record Created	Actually Sent At	Status As Of	Status
	Sep 14, 8:01:19 PM	Not sent	Sep 14, 8:01:19 PM	Sub stopped messages
	Sep 14, 8:01:19 PM	Not sent	Sep 14, 8:01:19 PM	Sub does not prefer school
	Sep 14, 8:01:19 PM	Sep 14, 8:01:19 PM	Sep 14, 8:01:24 PM	Delivered
	Sep 14, 8:01:19 PM	Not sent	Sep 14, 8:01:19 PM	Sub stopped messages
	Sep 14, 8:01:19 PM	Sep 14, 8:01:19 PM	Sep 14, 8:01:19 PM	Nothing to send
	Sep 14, 8:01:19 PM	Sep 14, 8:01:19 PM	Sep 14, 8:01:22 PM	Delivered
	Sep 14, 8:01:19 PM	Sep 14, 8:01:20 PM	Sep 14, 8:01:21 PM	Delivered
	Sep 14, 8:01:19 PM	Not sent	Sep 14, 8:01:19 PM	Sub stopped messages
	Sep 14, 8:01:19 PM	Not sent	Sep 14, 8:01:19 PM	Sub not engaged

- **SUB STOPPED MESSAGES:**

Sub has texted **STOP** to Red Rover. Sub **MUST** text **START** to Red Rover to start receiving messages again.

- **SUB DOES NOT PREFER SCHOOL:**

Sub has **Hidden** jobs from this school location.

- **NOTHING TO SEND:**

Sub has turned of notifications in their notification preferences.

- **SUB NOT ENGAGED:**

Sub is in reduced message mode.