



**Caldwell County Schools
SmartFind Express
Substitute Quick Reference Card**

System Phone Number 1-828-394-2715

Help Desk Phone Number 828-728-8407 Ext. 140130

Write your Access ID here _____

Write your Password here _____

Write your PIN here _____

Web Browser URL <https://caldwell.eschoolsolutions.com/>

TELEPHONE ACCESS INSTRUCTIONS

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	Starts at 5:00 am	4:00 - 9:00 pm
Saturday	None	None
Sunday	None	4:00 - 9:00 pm
Holidays	None	4:00 - 9:00 pm

DECLINE/CANCEL REASONS:

1. Illness
2. No Transportation
3. Working in another district

Before any features are available, you must register with the system and create a PIN. The Access ID and PIN are used for interactions using the phone.

REGISTRATION

1. Enter your **Access ID** followed by the star (*) key
2. Enter your **Access ID** again when it asks for your PIN followed by the star (*) key
3. Record your name followed by the star (*) key
4. Hear your callback #. Correct if necessary.
5. You will be asked to select a new PIN. Enter a PIN at least six (6) digits in length followed by the star (*) key.

TELEPHONE ACCESS INSTRUCTIONS

1. Enter your **Access ID** followed by the star (*) key
2. Enter your **PIN** followed by the star (*) key

THE SYSTEM CALLS

HEAR THE JOB OFFER

1. **PRESS 1** to Hear the job offer
PRESS 2 to Set temporary Do Not Call
2. If you **pressed 1** to Hear the job offer
PRESS 1 to Hear the job description
PRESS 2 to Decline the job (without hearing the description)
Enter the decline reason from page 1 followed by the star (*) key
3. If you **pressed 1** to Hear the job description

PRESS 1 to Accept this job

Record the Job Number. You are successfully assigned to the job.

PRESS 2 to Repeat the job description

PRESS 3 to Decline the job

Enter the decline reason from page 1 followed by the star (*) key

PRESS 1 to Accept

4. If you **pressed 2** to Set temporary Do Not Call, hear a time offered

PRESS 1 to Accept the time offered

PRESS 2 to Enter an earlier time in HH:MM format.

HEAR THE CANCELLATION

1. Hear "This assignment has been cancelled" and the job information
2. **PRESS 1** to Repeat the job information

CALLING THE SYSTEM

MENU OPTIONS

- 1 - Review or Cancel Assignments**
- 2 - Hear Available Jobs**
- 3 - Change your Callback Number**
- 4 - Review or Modify Temporary Do Not Call Time**
- 5 - Review or Modify Unavailability Dates**
- 6 - Review or Modify Daily Availability**
- 7 - Change PIN or Re-record Name**
- 9 - Exit and hang-up**

REVIEW OR CANCEL ASSIGNMENTS

1. Hear assignments in chronological order
 - PRESS 1** to Hear assigned job information again
 - PRESS 2** to Cancel this assigned job
2. If you **pressed 2** to Cancel assignment
 - PRESS 1** to Confirm cancellation (Enter cancellation reason followed by the * key)

HEAR AVAILABLE JOBS

1. Hear assignment information
 - PRESS 1** to Repeat assignment
 - PRESS 2** to Accept assignment
 - PRESS 3** to Decline assignment
2. If you **pressed 3** to Decline assignment
 - Enter decline reason from page 1 followed by the star (*) key

CHANGE YOUR CALLBACK NUMBER

1. Hear the Callback telephone number
 - PRESS 1** to Modify callback telephone number
2. Enter a new telephone number followed by the star (*) key.

TO CHANGE PIN or RE-RECORD NAME

1. **PRESS 1** to Change your PIN
 - PRESS 2** to Change the recording of your name

WEB BROWSER ACCESS INSTRUCTIONS

SIGN IN

Open your browser **XXXXX.sfe.powerschool.com** and access the SmartFindExpress Sign In page. Enter your Access ID and PIN. You will be prompted to create a new password. Follow the New Password Requirements to create a password. After login using Access ID / Password you will be prompted to validate your email address and callback number.

FORGOT PASSWORD

The “Forgot Password?” link supports users who want to log into the system but have forgotten their Password. When this link is selected, the system displays the Password Reminder Request page. The user’s Access ID must be entered on this page. Instructions will be sent to the email address on your profile.

Note: *You must be registered with the system to use this option.*


FIND AVAILABLE JOBS


Job search is your start page

1. From the **Available** list, view a summary of all jobs matching your qualifications and preferences.
2. To view the job schedule and details, expand the row.
3. To take a job assignment, click **Accept**.

- OR -

To hide a job from the list, click **Decline**. Select a **Reason for Declining**, then click **Confirm**.

 **Caution:** If the system determines that a substitute is in the process of accepting the job via telephone, the job will not be assigned. If the job assignment is successful, a job number is provided.

 **Tip:** Occasionally refresh your search results. The list of available jobs can change as other substitutes accept assignments and jobs are added.

Calendar View

View jobs available to you and your active jobs in one place.

Click **My Calendar**. Click any job to view its details.


MANAGE ACTIVE JOBS

Manage jobs you have accepted or that have been assigned to you.

1. From **Job Search**, select **Active**.
2. To view the job schedule, details, and instructions, expand the row.
3. To remove a job assignment, click **Cancel**. Select a **Reason for Canceling**, then click **Confirm**.

If you have been canceled from an assignment by someone else, you should acknowledge the cancellation.

1. From **Job Search**, select **Canceled**.
2. Click a job flagged as **Action Required**.
3. Click **Acknowledge Cancellation**.

 **Note:** If you cancel an assignment, you may be disqualified from being offered other jobs via telephone that day.

Calendar View

View jobs available to you and your active jobs in one place.

In the web app, click **My Calendar**. Click any job to view its details.


MANAGE AVAILABILITY

You can manage your availability for substitution jobs in two ways.

- **Manage Schedule** - Define your working and contact hours for each day of the week.
 1. Select **Profile Icon > Settings**.
 2. Click **Schedule**.
 3. For each day of the week, click **Edit (pencil)** to define **Available Times** and **Do Not Call Times**.
 4. Click **All Day, Unavailable**, or **Custom**.
 5. If custom, enter **Start Time** and **End Time**.
 6. Click **Save**.
- **Manage Unavailable Dates** - Define specific dates you cannot work.

1. From **Job Search**, select **Unavailable**.
2. Click **Add Unavailability**.
3. Enter the unavailability details.
4. Click **Save**.

MANAGE OTHER SETTINGS

- [Manage Notifications](#) - Opt in to or out of automated communications from the system.
 1. Select **Profile Icon > Settings**.
 2. Click **Notifications**.
 3. Turn notifications on or off for email, push (in-app), and SMS (text) delivery.
 4. If you elect to receive SMS notifications, enter **Mobile Number** and select **Mobile Provider**.
 - [Manage Locations](#) - Select the locations where you would like to find substitute jobs.
 1. Select **Profile Icon > Settings**.
 2. Click **Locations**.
 3. Click **Add** for **My Locations** or **My Groups**.
 4. Select appropriate locations and location groups.
 5. Click **Apply**
 - [Manage Classifications](#) - Select the classifications for which you would like to find substitute jobs.
 1. Select **Profile Icon > Settings**.
 2. Click **Classifications**.
 3. Click **Add** for **My Classifications** or **My Groups**.
 4. Select appropriate classifications and classification groups.
 5. Click **Apply**.
 - [Manage Profile Settings](#) - Update your contact and account information.
 1. Select **Profile Icon > Settings**.
 2. Click **Personal**.
 3. Update your email address, password, PIN, contact information (for calls), or physical address.
-  **Caution:** Your password is not the same as your PIN. You must change your PIN using the web app.
- [Manage Auto Accept](#) - Set location and classification criteria to automatically accept jobs.
 1. Select **Profile Icon > Settings**.
 2. Click **Auto Accept**.
 3. Choose your **Minimum Acceptance Window**. This setting applies to all locations.
 4. Turn **Auto Accept** on or off for each location.
 5. For each location set as on, click **Classification Setup**.
 6. Select desired classifications for the location.
 7. Click **Apply**.

SIGN OUT AND WEB BROWSER INFORMATION

At any time during the session, the *Sign Out* link can be selected to end the session and disconnect from SmartFindExpress. Selecting the browser's back button or going to another site on the Internet does not disconnect the session from SmartFindExpress.

To ensure security and privacy of information, use the *Sign Out* link to disconnect from SmartFindExpress, and close the web browser when you finish with your session.

You can click the Help link to access Help Guides and How-to videos.

Important Note: Do NOT use the browser's BACK button to navigate to screens. Navigation buttons are on the bottom of SmartFindExpress screens, such as the Return to List and Continue buttons.