eSchool SOLUTIONS SmartFindExpress

SAN JOAQUIN COUNTY OFFICE OF EDUCATION

Quick Reference Card for Temp Employees or substitutes in long term assignments

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System Phone Number **209-636-0590**

Help Desk Phone Number **Kelley Bennett - 209-468-4863**

Write your Access ID here _____

Write your PIN here _____

Web Browser URL http://www.sjcoe.net/smartfind

TELEPHONE ACCESS INSTRUCTIONS

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	**Future Jobs**
Weekdays	Starts at 5:00 am	5:00 pm - 9:30pm
Saturday	None	None
Sunday	None	5:00 pm - 9:30 pm
Holidays	None	5:00 pm - 9:30 pm

DECLINE/CANCEL REASONS:

1. Use Available Sick Leave
2. Illness
3. Family Emergency
4. Working Elsewhere/other committments

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

REGISTRATION – Access SmartFind by phone at (209) 636-0590

Enter your **Access ID** followed by the star (*) key

(As a new substitute/temp employee you will be entered into the system using **your 7 digit phone number** as your Access ID and PIN)

1. Enter your **Access ID** again when it asks for your PIN followed by the star (*) key
2. Record your name followed by the star (*) key
3. Hear your callback #. Correct if necessary.
4. You will be required to change your Pin, the system may or may not ask you to change your PIN. Enter a PIN at least six (6) digits in length followed by the star (*) key.

PLEASE NOTE:

After your first day of employment you will be entered into Escape at that time you will be assigned your Payroll ID#, which becomes your Access ID number for SmartFind, you will be notified by HR at the time of this change as you will need this number to log into the system. If you have questions contact HR at (209) 468-4863

TELEPHONE ACCESS INSTRUCTIONS

1. To access the system – dial (209) 636-0590 and enter your **Access ID** followed by the star (*) key
2. Enter your **PIN** followed by the star (*) key

THE SYSTEM CALLS

Currently the SmartFind system is not being used to call temporary employees to offer positions; the offer of employment will come from the San Joaquin County Office of Education Human Resources Department.

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.

The system may call you to cancel a position……

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

If you are in a long term assignment and would like to use your available sick leave for a day that you will not be at work, you must review available assignments, locate the correct work day and CANCEL the absence. The System will ask you for a cancellation reason, enter 929 - Use available sick leave if you choose to receive your accrued sick leave for your absence, you also have other reasons to choose from if you do not wish to use sick leave.

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) - **a cancellation reason must be entered**

Use this menu to cancel your absence

When prompted for an absence reason enter the number listed below for the reason of your absence (do not use absence reasons 1-928)
929 Use Available Sick Leave (Long Term Substitute only)
930 Illness (Long Term Substitute only)
931 Personal Leave or Family Emergency (Long Term Substitute only)

CHANGE YOUR CALLBACK NUMBER

1. Hear the Callback telephone number
   PRESS 1 to Modify callback telephone number
2. Enter 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 and access the SmartFind*Express* Sign In page. http://www.sjcoe.net/smartfind Enter your Access ID and PIN.

PIN REMINDER

The "Forgot your PIN?" link supports users who want to log into the system, but have forgotten their PIN. When this link is selected, the system displays the PIN Reminder Request page. The user's Access ID and the security code being displayed must be entered on this page. **Note:** *You must be registered with the system to use this option.*

PROFILE

Information - Review profile status and address information.
Update Email - Enter or change email address
Callback Number – View/update callback number; specify a Do Not Call time.
Change Password - Enter your current PIN followed by a new PIN twice and click Save

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SCHEDULE

General

- **Modify an Availability Schedule**
  - Choose day or days of the week you want to delete by checking the boxes by that day and select the *Delete* button
  - Select the *New* button to add a new day of week or time. Follow the steps for "Create a New Availability Schedule" as outlined above

Temporary Do Not Call

- Enter the telephone number where you can be contacted by the system. Include the '1' (long distance indicator) and area code.
- Specify a temporary "Do Not Call Until" time if you do not want to be called by the system.

Unavail Dates Tab

- **Create Unavailability Schedule**
  - Select the *New* button
  - Enter Start and End Date Range (MM/DD/YYYY) or use the calendar
  - Select the *All Day* check box or enter the time range in HH:MM am or pm format
  - Select the *Call for Future Assignments* checkbox, if during the unavailable time period entered you would still like to receive calls for future assignments. Leave box unchecked if you do not want any calls during this time
  - Select *Save* button

REVIEW ASSIGNMENTS – If you are in a long term assignment and would like to use your available sick leave for a day that you will not be at work, you must review available assignments, locate the correct work day and CANCEL the absence. The System will ask you for a cancellation reason, enter 929 - Use available sick leave if you choose to receive your accrued sick leave for your absence, you also have other reasons to choose from if you do not wish to use sick leave.

Choose the *Review Assignments* link to review past, present and future assignments or to cancel an assignment
Follow these steps:

- Select format for Assignment display. List or Calendar view
- Search for assignments
- Press the *Search* button to display the list of assigned jobs
- Choose the *Job Number* link to view job details
  - Select the *Return to List* button to review other jobs assigned to you

TO CANCEL AN ABSENCE:

- Select the *Cancel Assignment* button to cancel your assignment. Enter a reason for canceling from the pull down list. Wait for the "Job was cancelled successfully" notification. You cannot cancel an assignment **within 1 hour of the start time.**

Use these reasons to cancel an absence:

929 Use Available Sick Leave (Long Term Substitute only)
930 Illness (Long Term Substitute only)
931 Personal Leave or Family Emergency (Long Term Substitute only)
(do not use absence reasons 1-928)

- An assignment may contain file attachments. To view or download a file attachment, click on the file name.

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 SmartFind*Express*. Selecting the browser's back button or going to another site on the Internet does not disconnect the session from SmartFind*Express*.

To ensure security and privacy of information, use the *Sign Out* link to disconnect from SmartFind*Express,* 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 SmartFind*Express screens, such as the Return to List and Continue buttons.*