**Substitute Quick Reference Card**
For Questions Please Contact, Shaunna Wood: 218-336-8700 ext. 1205

**System Phone Number:** (218) 461-4437  
**Help Desk Phone Number:** (218) 336-8700 ext. 1059

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**System Calling Times to Substitutes**

<table>
<thead>
<tr>
<th>Week Day</th>
<th>Today’s Jobs</th>
<th>Future Jobs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekdays</td>
<td>Starts at 06:00 a.m. – 12:00 p.m.</td>
<td>4:00 p.m. – 9:30 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Sunday</td>
<td>None</td>
<td>3:00 p.m. – 9:30 p.m.</td>
</tr>
<tr>
<td>Holidays</td>
<td>None</td>
<td>3:00 p.m. – 9:30 p.m.</td>
</tr>
</tbody>
</table>

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**Decline/Cancellation Reasons**

<table>
<thead>
<tr>
<th>Number - Description</th>
<th>Number - Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 PERSONAL ILLNESS</td>
<td>9 UNCOMFORTABLE WITH GRADE LEVEL</td>
</tr>
<tr>
<td>2 FAMILY ILLNESS</td>
<td>10 UNCOMFORTABLE WITH SUBJECT</td>
</tr>
<tr>
<td>3 CHILD CARE PROBLEMS</td>
<td>11 UNCOMFORTABLE WITH STAFF</td>
</tr>
<tr>
<td>4 SUB OTHER DISTRICT</td>
<td>12 UNCOMFORTABLE WITH CLASSROOM</td>
</tr>
<tr>
<td>5 WORKING OTHER JOB</td>
<td>13 OPERATOR CANCELLED</td>
</tr>
<tr>
<td>6 DISTANCE</td>
<td>14 NO SHOW</td>
</tr>
<tr>
<td>7 CAR PROBLEMS</td>
<td>15 OTHER</td>
</tr>
<tr>
<td>8 WEATHER PROBLEMS</td>
<td></td>
</tr>
</tbody>
</table>
Substitute Call-in Registration
Enter your Access ID, followed by star (*) key.
Enter your PIN, followed by star (*) key. If you do not have a PIN, enter your Access ID followed by the star (*) key.

Name does not exist
Record your name, press star (*) key when done.
1. Accept
2. Re-enter
9. Exit and hang-up

1. Hear your telephone number
1. Modify
9. Exit to next step

1. Modify, enter telephone, star (*) key
1. Correct
5. Re-enter
9. Exit to next step

PIN is not valid
Enter a PIN at least xx digits in length, followed by the star (*) key.

Hear your PIN
1. Correct
8. Re-enter
9. Exit and hang-up

System Call-Out (for Job Offers and Cancellation Notifications)
Enter your Access ID, followed by star (*) key. Enter your PIN, followed by the star (*) key, or Enter the star (*) key to make the system wait for 2 minutes to enter your Access ID. After 2 minutes, the system will hang-up.

Job Offer
1. To hear job offer
2. Set Do Not Call
9. Exit and hang-up

1. Job Offer
1. To Hear Job Description
2. Decline Job

1. Hear Job Description
1. Accept Assignment
2. Repeat Job Description
3. Decline Assignment

1. Accept Job Assignment
Hear Job Number
1. Hear Job Number again
2. Repeat Job Description
9. Exit

Job Cancellation Notification
Hear Cancellation Notification
1. Repeat job cancellation
9. Exit and hang-up

2. Set Do Not Call
1. Accept time offered
2. Enter earlier time HHMM, 1 =am 2=pm
9. Exit and hear the job offer

2/3. Decline Assignment
Enter decline reason, star (*) key. A list of reasons is played.
1. Accept
2. Re-enter
9. Exit and repeat this step
Substitute Call-in:
Enter Access ID, followed by the star (*) key, Enter PIN, followed by the star (*) key, then listen to announcements.

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

- The Review / Cancel and Available Jobs list is played in job number order
- You may enter as many Unavailable periods as needed
- Each day of the week is played

1. Review/Cancel
   1. Repeat assignment
   2. Cancel assignment
   8. Hear next assignment
   9. Exit to menu options

2. Cancel Assignment
   1. Accept cancellation
   2. Accept assignment
   8. Hear next assignment
   9. Exit (Do not cancel)

3. Decline Assignment -
   Enter Decline Reason, star (*) key
   A list of reasons is played
   1. Accept
   2. Re-enter
   9. Exit and hear next assignment

4. Review or Modify Do Not Call Times
   1. Monday thru Friday
   2=pm
   1=am
   1. Enter time
   2. Enter Time
   Start time (HHMM)
   1=am
   2=pm
   Receive Calls?
   1. Receive calls for future job offers
   2. Do not receive future calls
   9. Exit (without saving unavailability period)

5. Unavailable Period
   1. Review or delete
   2. Add dates
   9. Exit to menu options

6. Daily Availability
   1. Review or delete
   2. Add time period
   3. Review or delete time period to not receive calls
   4. Add new time period to not receive calls
   9. Exit to menu options

7. Modify PIN, Re-record Name, or Change Language Preference
   1. Modify PIN
   2. Change recording of name
   3. Change language preference
   9. Exit to menu options
   *If multiple languages are configured

1. Review or Cancel Assignments
   1. Repeat assignment
   2. Cancel assignment
   8. Hear next assignment
   9. Exit to menu options

2. Hear Available Jobs
   1. Repeat Assignment
   2. Accept assignment
   8. Hear next assignment
   9. Exit to menu options

3. Change callback number
   Hear callback #
   1. Modify
   9. Exit to menu options

4. Do Not Call
   1. Enter a time
   2. Remove setting
   9. Exit to menu options

5. Unavailable Period
   1. Review or delete
   2. Add dates
   9. Exit to menu options

6. Daily Availability
   1. Review or delete
   2. Add time period
   3. Review or delete time period to not receive calls
   4. Add new time period to not receive calls
   9. Exit to menu options

7. Modify PIN, Re-record Name, or Change Language Preference
   1. Modify PIN
   2. Change recording of name
   3. Change language preference
   9. Exit to menu options
   *If multiple languages are configured

1. Change PIN
   Enter new PIN at least xx digits in length followed by the star (*) key.
   PIN is played:
   1. Correct
   8. Re-enter
   9. Exit to menu options

2. Your name is recorded as “recorded name.”
   1. Hear your name again
   2. Change recording of name
   9. Exit to menu options

Record your name; press the star (*) key when done.
   1. Correct
   2. Re-record
   9. Exit to menu options
DULUTH PUBLIC SCHOOLS, ISD709
SUBSTITUTE BROWSER ACCESS

Browser Access Instructions
Web Browser URL:  https://duluth.eschoolsolutions.com  Help Desk Phone Number (218) 336-8700 ext. 1059

Sign In

Open your web browser and access the SmartFindExpress Sign In page. Review the welcome message. Enter your User ID and Password. Review additional announcements on your home page, if any.

Language Selection

If multiple languages are present, the language choice is offered on the Sign In page. Selecting the language choice on the Sign In page will immediately refresh the page and all screens are displayed in the selected language after you successfully log into the system. The language choice must be made before clicking the Submit button on the Sign In page.

PIN/Password Reminder

The “Trouble Signing in?” link supports users who want to log into the system, but have forgotten their PIN/password. When this link is selected, the system displays the PIN/password request page. Your User 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.

If the submitted information is valid, the system sends the user an email containing their PIN/password. This information will enable the user to successfully log into the system. The email is sent to the email address on the user’s profile. If the submitted information is invalid, the system will return an error message and allow new information to be entered, or refer the user to their system administrator for assistance.

Profile

Click the Profile option to view and update profile information.

- **Information**
  Review profile status and address information.
- **Update Email**
  Enter or update your email address
- **Change Password**
  Enter your current PIN followed by a new PIN twice and click Save
- **Callback Number**
  Enter the telephone number where you can be contacted by the system. Include the ‘1’ (long distance indicator) and area code only if required for the system to call you from the district office

Schedule

Click the Schedule option to view, add and update schedule information.

General:

- **Create a New Availability Schedule**
  - Select New button
  - Select days of the week for the schedule by leaving boxes checked by that day
  - Select the times you are available to work or do not want to be called. (Choose only one option)
    - Check box for all day or
    - Enter a start and end time range in HH:MM am or pm format
  - Select Save button
  - To Exit without saving changes, select the Return to List button

- **Modify your Availability Schedule**
  - Choose day or days of the week you want to delete by checking the boxes by that day
  - Select the Delete button
  - Select the New button to add a new day of week or time. Follow the steps for “Creating a New Availability
Schedule” as outlined above.

- **Delete an Availability Schedule**
  - Select day(s) of the week you want to delete by checking the boxes by that day
  - Select *Delete* button

**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 only if required for the system to call you from the district office
- Enter a time in HH:MM am or pm format for the system to resume calling (The maximum is 24 hours from the current time)

**Classifications and Locations Tab**
- Review classifications and locations you have chosen for possible assignments

**Unavail Dates**
- **Create Unavailability Schedule**
  - Select the *New* button
  - Enter Start and End Date Range (MM/DD/YYYY) or use the calendar icon
  - 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

- **Delete Unavailability Schedule**
  - Place a checkmark in the desired date range box
  - Select the *Delete* button

**Available Jobs**
Click the *Available Jobs* option to view and accept assignments.

To view and accept jobs
- You must be available to work all days and times of the job
- You have specified that you will work at the location
- You are specified for the job

Follow these steps:
- Select the date range for your search entering in the dates with forward slashes (MM/DD/YYYY) or using the Calendar icon. Leaving dates blank will return all data
- Press the *Search* button to display the list of jobs
- Press the *Details* link to view the job details. Review the specifics and choose one of the following
  - Select the *Accept Job* button. A job number will be assigned to you if the job has been successfully assigned to you. Please record this Job Number.
  - Select the *Decline Job* button. Select a reason for decline from the drop-down list, and then select the *Decline Job* button.
  - Select the *Return to List* button to return to the job listing

**Review Assignments**
Click on the *Review Assignments* option 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
  - Enter the date range with forward slashes (MM/DD/YYYY) for your search or use the calendar icon. Leaving dates blank will return all data
  - Enter a specific job number (date range will not be used)
- 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
  - 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 that has already started.
  - An assignment may contain file attachments. To view or download a file attachment, click on the file name.