SmartFind*Express*
FCPS Substitute Calling System

Employee User Guide

System Phone Number		**301-644-5106**
Help Desk Phone Number		**301-644-5120**
Your FCPS ID is your User ID		_____
Choose a numeric password (4-9 digits)		_____
Web Browser URL		sfexpress.fcps.org

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	6:00 am to 11:00 am	5:00 pm to 10:30 pm
Saturday	None	None
Sunday	None	5:00 – 10:30 pm
Holidays	None	7:30 - 9:00 pm

REASONS FOR ABSENCE: THERE ARE 83 REASONS FOR ABSENCE. THE COMPLETE LIST IS PRINTED SEPARATELY.
1. **Personal illness**
2. **Family illness**
3. **Personal leave**
4. **Bereavement leave**
5. **FCTA Association leave**
6. **MD State meetings**
7. **Non-FCPS workshop or conference**
8. **CASI**
9. **Jury duty or school-related court**

TELEPHONE ACCESS INSTRUCTIONS

1. Dial the system phone number and wait for the prompts.
2. Enter your **User ID** (FCPS Employee ID) followed by the star (*) key
3. Enter your **Password** followed by the star (*) key

(If you do not yet have a password, enter your User ID again, when prompted for your password. You will then be able to create a new password to use.)

REGISTRATION-If you have not yet registered in the system, you will be required to do so before you can continue.

1. You will be asked to record your name and press the star (*) key.
   PRESS 1 to Accept
   PRESS 2 to Re-enter
   PRESS 9 to Exit and hang-up

2. Hear your work locations and job descriptions. If they are not accurate, contact the help desk

3. If your Password is the same as your User ID, enter a new Password followed by the star (*) key.

Your password must be between 4 and 9 digits in length.
PRESS 1 if Correct
PRESS 8 to Re-enter
PRESS 9 to Exit and hang-up

MENU OPTIONS
1 – Create an Absence
2 – Review, Cancel Absence or Modify Special Instructions
3 – Review Work Locations and Job Descriptions
4 – Change PIN/Re-record Name
9 – Exit and hang-up

WORK AT MULTIPLE LOCATIONS?

If you **pressed 1** to Create an absence

1. Enter the location code followed by the star (*) key or wait to hear a list of locations

2. **PRESS 1** to Accept location choice
   PRESS 2 to Re-enter
   PRESS 9 to Exit to menu options

1- TO CREATE AN ABSENCE

1. Enter dates for the absence
   PRESS 1 if the Absence is only for today
   PRESS 2 if the Absence is only for tomorrow
   PRESS 3 to Enter the dates and times for the absence
   PRESS 9 to Exit to menu options

2. If you pressed 3 to enter dates and time
   Enter Start Date
       PRESS 1 to Accept the date offered
       PRESS 2 to Enter start date
           Enter two digits for the month and two digits for the day (MMDD)

       PRESS 9 to Exit to menu options

   For all options
   Enter Start Time
   PRESS 1 to Accept offered time
   PRESS 2 to Enter time
     Enter two digits for the hour and two digits for the minutes in HH:MM format. Enter 1 for am or
     2 for pm
   PRESS 9 to Exit to menu options
   Repeat procedure for end date and time

3. Enter the reason from page 1 followed by the star (*) key or wait for a list of reasons
   PRESS 1 if Correct
   PRESS 2 to Re-enter
   PRESS 9 to Exit to menu options

4. Record Special Instructions
   PRESS 1 to Record special instructions. Press the star (*) key when done
   PRESS 2 to Bypass this step

5. Is a Substitute Required?
   PRESS 1 if a substitute is required
   PRESS 2 if a substitute is not required
   PRESS 9 to Exit to menu options

6. If you **pressed 1**, a substitute is required
   PRESS 1 to Request a particular substitute
       Enter the substitute's User ID, followed by the star (*) key
          PRESS 1 to Accept requested substitute
              PRESS 1 if the Substitute should be called
              PRESS 2 if the Substitute has already agreed to work and does not need to be called
              PRESS 9 to Exit to menu options
                       PRESS 2 to Re-enter
   PRESS 2 to Bypass requesting a substitute

7. Complete Absence
       PRESS 1 to Receive the job number
       Write down the Job Number. The Job Number is your confirmation that your absence has been recorded. Keep it for future reference.

                   PRESS 1 to Hear the job number again
                   PRESS 9 to Exit to menu options
       PRESS 2 to Review absence information

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2 - TO REVIEW/CANCEL ABSENCE OR MODIFY SPECIAL INSTRUCTIONS

1. Hear the job information
   PRESS 1 to Hear absence information again
   PRESS 2 to Modify special instructions
   PRESS 3 to Cancel the absence
   PRESS 8 to Hear the next absence
   PRESS 9 to Exit to menu options

2. If you **pressed 2** to Modify special instructions
   PRESS 1 to Delete
   PRESS 2 to Re-enter
       Record instructions. Press the star (*) key when done
       Hear the new instructions
          PRESS 1 if Correct
          PRESS 2 to Re-enter
          PRESS 9 to Exit
   PRESS 9 to Exit and hear next absence

3. If you **pressed 3** to Cancel the job
       PRESS 1 to Confirm the cancellation request
       If a substitute is assigned to the absence
          PRESS 1 for the System to call the assigned substitute
          PRESS 2 to Not have the system call the substitute
          PRESS 9 to Exit and hear next absence
       PRESS 9 to Exit and hear next absence (without canceling)

Once you confirm a request to cancel the job, you **MUST** wait for the system to say *"Job Number has been cancelled."*

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4 - TO CHANGE PASSWORD OR RE-RECORD NAME

1. **PRESS 1** to Change your Password
   PRESS 2 to Change the recording of your name
   PRESS 9 to Exit to menu options

2. If you **pressed 1** to Change your Password
   Enter a new PIN from 4 to 9 digits in length, followed by the star (*) key
       PRESS 1 if Correct
       PRESS 8 to Re-enter
       PRESS 9 to Exit to menu options

3. If you **pressed 2** to Change the recording of your name
   Record your name. Press the star key (*) when done
       PRESS 1 to Accept
       PRESS 2 to Re-record name
       PRESS 9 to Exit to menu options

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WEB BROWSER ACCESS INSTRUCTIONS

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SIGN IN

Open your browser and access the SmartFind*Express* Sign In page at <u>sfexpress.fcps.org</u> . Review the messages above the Sign In. Enter your User ID and Password. Review additional announcements on your home page, if any.

TO CREATE AN ABSENCE

Choose the *Create an Absence* link
Important Note: Items in Bold are <u>required</u> to complete an Absence and receive a Job Number.

- **Select the Location**

- **Select the Classification**
  - Choose from the drop-down menu

- **Select the Reason for this absence from the drop-down menu**

- **Indicate if a substitute is required for this absence**
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  - Choose Yes or No

- **Select Start and End Dates for your absence**
  - Enter the dates with forward slashes (MM/DD/YYYY) or use the calendar icon

- **Select Start and End Times for your absence. Default times are listed**
  - To change defaults, enter time in HH:MM am or pm format
  - Ensure that the correct time is entered. If the times for the substitute are different than the absence times, please enter the adjusted times.

- Multiple Day (Recurring) Absence. Select the *Modify Schedule* button.

- o Your default work schedule is shown. Remove the checkmark(s) from the Work Days boxes that do not apply to this absence
  - o Modify daily schedule and/or times for absence and substitute
  - o Select the *Continue* button

- Request a particular substitute
  - o Enter the substitute's User ID number or use the Search feature to find the substitute by name

- Indicate if the requested substitute has accepted this job
  - o Yes = substitute is prearranged and will not be called and offered the job
  - o No = call will be placed and the substitute will be offered the job

- Enter special instructions for the substitute to view

- Upload text or picture files for the substitute to use

- **Select the Continue button**

- **Select the Create Absence button to receive a Job Number. Please record this Job Number.**

TO REVIEW/ CANCEL ABSENCE OR MODIFY SPECIAL INSTRUCTIONS

Choose the *Review Absences* link to review past, present and future absences or to cancel an absence.

Follow these steps
- Select the format for absence display: List or Calendar view
- Search for Jobs: Enter specific date range (MM/DD/YYYY) or Calendar icon, or enter job number or leave blank to return all your absences
- Select the *Search* Button
- Select the *Job Number* link to view job details on future jobs

From the Job Details screen
- Special instructions can be updated on future jobs. Modify the special instructions and select the *Save* button
- To cancel your job, select the *Cancel Job* button
- If a substitute is assigned to your absence and you want the system to notify them of the job cancellation (by calling them), place a checkmark in the box prior to the question "Notify the Substitute of Cancellation?"
- Select *Return to List* button to return to the job listing

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Log out:
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.

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.*