



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 - 9:30 pm
Saturday	None	None
Sunday	None	5:00 pm - 9:30 pm
Holidays	None	5:00 pm – 9:30 pm

REASONS FOR ABSENCE:

- 1) Employee Illness
- 2) Family Member Illness
- 3) Personal Necessity
- 4) No Tell Day (CTA and Unrepresented only)
- 5) Doctor Appointment
- 6) Dental Appointment
- 7) Vacation (Classified Employees only)
- 8) Non Workday
- 9) Jury Duty – Court Witness
- 910) Bereavement
- 911) Workers Comp
- 912) IEP
- 913) Conference
- 914) Quest
- 915) Comp Time Used
- 916) FMLA – CFRA Leave
- 917) Observations
- 918) Training
- 919) Union Leave - CTA Sub Rate
- 920) Summer – Intersession
- 921) Other – Must have prior approval
- 922) Union Release CTA full rate
- 923) Work Elsewhere – Sub or Daily Rate Due
- 924) Mandated Costs – Reimbursements
- 925) Consulting Teacher PAR
- 926) Induction
- 927) Negotiation/Association Leave
- 928) Unpaid Leave – Dockage

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

1. Enter your **Access ID** followed by the star (*) key. (Your Access ID is your Escape payroll ID # found on your pay stub or ID badge)
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 work schedule. If this information is incorrect, complete the registration and then contact Human Resources at (209) 468-4863 to correct.
5. You will be required to change your PIN, the system may or may not prompt you to change your 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

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

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
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 (MMDD)
3. Enter the reason from page 1 followed by the star (*) key or wait for a list of reasons
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
6. If you **pressed 1**, a substitute is required
PRESS 1 to Request a particular substitute
Enter the substitute access ID, followed by the star (*) key
PRESS 1 to Accept requested substitute
PRESS 1 if the Substitute should be called
7. Complete Absence
PRESS 1 to Receive the job number
Record the Job Number. The Job Number is your confirmation.

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

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

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

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 SmartFindExpress Sign In page at <http://www.sjcoe.net/smartfind> or by accessing the link on www.sjcoe.org Quick Links at the bottom of the page.

Enter your Access ID and PIN.

PIN REMINDER

The “Trouble Signing In” 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 and have a valid email address in your profile to use this option.*

PROFILE

Information

- Review profile status and address information.

Change Password

- Enter your current PIN followed by a new PIN twice and click Save.

SELECT ROLE – This function is for those that are in SmartFind in as an Administrator, Employee or Substitute. If in a long term assignment use this function, to select employee in order to report an absence.

- For multi-role employees, click on the desired icon to access another profile. No need to log out of the system and back in again!

TO CREATE AN ABSENCE

Choose the *Create an Absence* link

Important Note: *Items in Bold are required to complete an Absence.*

- **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**
 - 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.
 - Your default work schedule is shown. Remove the checkmark(s) from the Work Days boxes that do not apply to this absence
 - Modify daily schedule and/or times for absence and substitute
- Request a particular substitute
 - Enter the substitute’s access ID number or use the Search feature to find the substitute by name
- Enter special instructions for the substitute to view
- Add File Attachment(s) to the job record, if desired. Up to 3 files can be added. The attachments can be lesson plans, slides, images or other file types. Files cannot exceed the maximum per file size limit.
- **Select the Continue button**

COMPLETE! You **MUST** receive a **Job Number** for your absence to be recorded in the system and to receive a substitute.

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 the system must 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

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.