

SmartFindExpress
Substitute User Manual

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Getting Started

The Substitute main menu enables you to perform the following functions:

- Find and Accept or Decline jobs
- View/Modify Work Schedule
- Review/Cancel Assignments
- Review important Announcements
- View/update Profile information

Log In Page

You do not need a new User ID or PIN/Password for SFE Mobile. Just enter your existing SmartFindExpress ID and PIN and click Submit to access the system.

Trouble signing in? Link

Click on the 'Trouble signing in?' link if you have forgotten your password. The following screen displays.

Enter your User ID and the security code shown on the screen. Click Submit. Your password will be sent to the email address on your profile.

Home Page

After successfully signing in the system, the SmartFindExpress Home page displays. Any Substitute announcements are displayed. Click on the 'Main Menu' icon to display the menu options.

Menu Option	Description
Home	Displays the Home page. Announcements are displayed.
Scheduling	Provides access to the General page, Do Not Disturb page, and Unavail Dates page for setting work schedule options.
Available Jobs	Displays all of the available jobs in the system. Jobs can be searched by date range.
Review Assignments	Displays all assignments. Assignments can be searched by job number or date range.
Profile	Review/update Profile information, email address, password, and callback number.
Help	Displays the User Guide.
Sign Out	Exits the user out of the system.

Scheduling

Select the Scheduling option to review or update work schedule information.

- General Page – View/update your daily work schedule
- Do Not Disturb – Specify a temporary ‘Do Not Call Until’ time to not receive calls from the system for jobs
- Unavail Dates – Setup unavailable periods for when you are not available to work

General

Select this option to view/modify your daily work schedule.

To modify your work schedule:

1. On the Schedule List, click in the Delete field next to the day(s) in your schedule that you want to modify.
2. Once selected, click the Delete button to remove those days from your existing schedule.
3. Click the New button to display the New Schedule page.
4. Under ‘New Schedule,’ leave the boxes checked only for the days you are creating a new schedule for.
5. To create the new schedule for ‘all day’ availability, click in the ‘All Day’ field, *or* enter the schedule times in the Start Time and End Time fields.
6. If desired, set up Temporary Do Not Call times for the schedule. Select either ‘All Day’ or enter in the times.

Note: *You will not receive calls for assignments during the time period you specify.*

7. Click Save to save your new work schedule.

Do Not Disturb

Select this option to view/update your Call Back number and set a temporary ‘Do Not Call until’ time.

Note: *This feature is also available from the Profile menu.*

To view/update Call Back # and specify a temporary ‘Do Not Call until’ time

1. The number should include the long-distance indicator and area code (if required) for the system to call from its location.
2. The following characters can be used in the Call Back # field: (), -, *, #.
3. Specify a temporary ‘Do Not Call Until’ time if you do not want to be called by the system during the regular calling periods.
4. Click Save.

Unavail Dates

Select this option to add unavailable dates for when you are not available to work, or to modify unavailable dates.

To add new Unavail dates:

1. Click the New button. The New Unavailable Date screen displays.
2. Tap 'All Day' if your unavailability will be all day.
3. Or, to add specific unavailable dates and times:
 - Tap the 'Start' field to display the calendar and choose the start date for the unavailability. The date is added in the field. Tap the 'End' field to display the calendar and choose the end date for the unavailability. The date is added in the field.
 - Tap in the Time fields to enter the start/end times for the unavailable dates.
4. Multiple unavailability times can be entered for a single day. All unavailability times are displayed on your calendar.
5. To receive calls for future assignments during the date/time specified for unavailability, check the "Call for future assignments" box.
6. Click Save to save the Unavail date(s).

To Modify/Delete Unavail dates:

Unavailable dates can be deleted or modified.

1. To modify an unavailable date, on the Unavailable Date List, click on the Start Date link for the date you want to modify. The Modify Unavailable Date screen displays.
2. Make any updates to the date/times fields.
3. If desired, modify the setting for the 'Call for future assignments' field.
4. Click Save to save the changes to the Unavail date.

Available Jobs

Select this option to search for available jobs, review the details of the job, and accept or decline a job.

To see available jobs:

1. Click Search to display all available jobs or enter a date range for the job search and then click Search.
2. The list of jobs is displayed. The list of available jobs can change at any time as other substitutes are accepting assignments and jobs are being created. Job listings have either a 'Details' or 'In Callout' heading.

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3. To view the details of the job, click the Details link. The Available Jobs Detail screen displays. You can also accept or decline the job.
4. To accept a job, click the Accept Job button.
5. The Available Jobs Confirmation screen displays. If the system determines that a substitute is in the process of accepting the job on the IVR, the job will not be assigned. If the job assignment is successful, a job number is displayed.
6. To decline a job, click the Decline button. A 'Decline Successful' message is displayed.
7. Upon returning to the Jobs list, after clicking the Return to List button, the following changes may have occurred:
 - Details links may show as 'In Callout' for those jobs that are now available and in callout.
 - In Callout links may show as 'Details' links for those jobs still available, but no longer in callout.
 - Additional jobs may have become available and now display on the list.
 - Jobs that are no longer available have been removed from the list.
8. To review the details of a job currently being called on by the IVR, click the "In Callout" link for the job. The following message is displayed, *"This job is currently being offered to a substitute. You may retry later."* Click Return to List to return to the jobs list.

Review/Cancel Assignments

Select this option to review assignments, access assignment details and cancel assignments.

To review/cancel assignments:

1. Click the Review Assignments option on the Main Menu. The Review Assignments page displays. Click Search to display all assignments or enter a date range or job number to display specific assignments.
2. The list of accepted assignments by assignment date is displayed. The start and end times of the job are shown along with the location, classification, 'employee in for' information and the work days. Select one from the list to review the details.
3. Click on a job number to view additional assignment details or to cancel an assignment. The Review Assignments Detail page is displayed.
4. If you can no longer work this assignment and need to cancel, click the Cancel Assignment button
5. The system displays a 'canceled successfully' message.

Profile

From the **Profile** menu, you can view Profile information, update your email address, change your password and update Callback Number.

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Information

View your current status in the system and your address. Contact your system administrator with any changes.

Update Email

Type in your new email address and then re-enter the new email address. Click Save.

Change Password

Enter your current password and then the new password. You can enter up to 9 digits. Click Save.

Callback Number

View/modify your callback number or specify a temporary 'Do Not Call Until' time.

1. View/update your callback number. The number should include the long-distance indicator and area code (if required) for the system to call from its location.

Note: The following characters can be used in the Call Back # field: (), -, *, #.

2. In the Do Not Call Until field, enter a time for when you do not want to be called by the system during the regular calling periods. If a time is not entered, you will be called during regular calling periods.