SCHOOL DISTRICT NO. 8 (Kootenay Lake)
SmartFind Express Automated Dispatch
Teacher Substitute - Quick Reference Card
System Phone Number   1-844-802-5286

Help Desk Operator – Kristen Skriver   250-505-7065   tabsence@sd8.bc.ca

Write your User ID here _____(*employee number*)

Write your PIN here _____(*e-serve number*)

Web Browser URL   **kootenay.eschoolsolutions.com**

*link can be accessed directly via the right hand side of SD8 website www.sd8.bc.ca

TELEPHONE ACCESS INSTRUCTIONS

THE SYSTEM CALLS SUBSTITUTES (TEACHERS ONLY) DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	Starts at 6:00 am	7:00 pm – 9:00 pm (Mon-Thurs)
Saturday	None	None
Sunday	None	7:00 pm – 9:00 pm
Holidays	None	7:00 pm – 9:00 pm

DECLINE/CANCEL REASONS:

Code	Name
1	Illness
2	Vacation
3	Already Working
4	Medical/Dental
5	Home Childcare
6	Bereavement
7	Classification doesn't match
8	Scheduling Challenge
9	Transportation

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

REGISTRATION
1. Enter your **Access ID (employee #)** followed by the star (*) key
2. Enter your **Access ID** again followed by the star (*) key.
3. Listen and verify your personal information.
4. When asked to update your **PIN #** please set it to your five-digit e-Serve number. Do not change this again.

WEB BROWSER ACCESS INSTRUCTIONS
SIGN IN
Open your browser and access the SmartFind*Express* Sign In page. Click the SD8/Microsoft Sign In button. Sign in using your SD8 email and password.
Note: *You must be registered with the system to use this option.*

SUBSTITE PROFILE
Personal Information - Review profile status and address information. View/update callback number; specify a Do Not Call time.

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.
  - Select "All Day" for available assignments

    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.

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

    Unavailable 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

AVAILABLE JOBS

Choose the *Available Jobs* link 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

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, then select the *Decline Job* button
  - Select the *Return to List button* to return to the job listing

---

REVIEW ASSIGNMENTS

Choose the *Review Assignments* link to review past, present, and future assignments or to cancel an assignment (cannot cancel less than 24 hours prior to 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
  - Select the *Cancel Assignment* button to cancel your assignment. Enter a reason for canceling from the pulldown list. Wait for the "Job was cancelled successfully" notification. You cannot cancel an assignment within 1 hour of the start time.
  - 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 & How-to videos (please do not change your PIN # after the initial registration process).

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.*

TELEPHONE ACCESS INSTRUCTIONS
1. Enter your **Access ID** followed by the star (#) key
2. Enter your **PIN** followed by the star (#) key

THE SYSTEM CALLS
The system has a feature that is designed to provide up to two minutes in order for you to get to the phone and enter your Access ID and PIN. As soon as the call is answered, the individual who answers must press the star (*) key. Therefore, you should advise all members of your household that if the system calls, they need to press the star (*) key. When you get to the phone simply say "Hello" or some other form of greeting to activate the system to continue.

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.

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 – Re-record Name
9 – Exit and hang-up

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)

HEAR AVAILABLE JOBS
1. Hear assignment information
   PRESS 1 to Repeat assignment
   PRESS 2 to Accept assignment
   PRESS 3 to Decline assignment
2. If you **pressed 3** to Decline assignment
   Enter decline reason from page 1 followed by the star (*) key

---

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 RE-RECORD NAME
1. **PRESS 2** to Change the recording of your name

May, 2021