



SMARTFINDEXPRESS: EMPLOYEE QUICK REFERENCE GUIDE

Baltimore County Public Schools (BCPS) uses SmartFindExpress (SFE) substitute management system. Below are instructions for employees on using the SmartFindExpress system. For assistance with SFE contact the SFE Helpdesk at 443-809-8954 or send an [email](#).

Important Information

System Phone Number: 410-427-3031

SmartFindExpress Help Desk Phone Number: 443-809-8954

SmartFindExpress Website: The browser address is <https://baltimorecounty.eschoolsolutions.com>

Please make a note of your SmartFindExpress Access ID and PIN. Additionally, please note your web-based password. You will not be able to register for SmartFindExpress until you have been provided the registration instructions.

General Information

System Call Times:

The system calls substitutes during the times below

	Today's Jobs	Future Jobs
Weekdays	Starts at 5:30AM and continues until 50% of completion of Job	5:00-10:00PM
Saturday	None	5:00-10:00PM
Sunday	None	5:00-10:00PM
Holidays	None	5:00-10:00PM

Reasons for Absence:

Reason Number	Reason
1	Personal Illness
2	Illness in Family

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Reason Number	Reason
3	Vacation (used by 12 month employees)
4	Urgent Business - requires pre-notification
5	Religious Holiday - requires pre-notification
6	Death in Family
7	Legal Summons - requires pre-approval
8	Other Board Business - requires pre-approval
9	Other Board Business -LDPR Required
10	Worker's Comp
11	Resignation
12	Military Leave
13	Unapproved/Unpaid
50	IEP Team Coverage
51	Local School Staff Development
52	Field Trip

Registration:

You must register using the phone, you cannot register over the website.

1. Enter your Access ID (same as your employee ID minus all leading zeros) followed by the star (*) key. Your employee ID can be found on your paystub or in employee self service.
2. Enter your Access ID again when it asks for your PIN followed by the star (*) key.
3. Record your name and grade level followed by the star (*) key.
4. Hear your work schedule. If this information is incorrect, complete the registration and then contact your Help Desk to correct.
5. You will be asked to select a new PIN. Enter a PIN from four (4) to nine (9) digits that does not begin with a zero followed by the star (*) key. Your PIN should not begin with a zero.

Telephone Access Instructions

Calling the System:

1. Enter your Access ID (same as you employee ID) followed by the star (*) key
2. Enter your PIN followed by the star (*) key

Telephone Menu Options:

Number	Option
1	Create an Absence
2	Review, Cancel Absence or Modify Special Instructions
3	Review Work Locations and Classification
4	Change PIN, Re-Record Name
9	Exit and hang-up

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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/ the list below followed by the star (*) key or wait for a list of reasons

Reason Number	Reason
1	Personal Illness
2	Illness in Family
3	Vacation (used by 12 month employees)
4	Urgent Business - requires pre-notification
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6	Death in Family
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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 (same as the subs employee 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 2 to Bypass requesting a substitute
7. Complete Absence
PRESS 1 to Receive the job number
Record the Job Number. The Job Number is your confirmation.

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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
2. 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
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/ Re-Record Name

- PRESS 1** to Change your PIN
PRESS 2 to Change the recording of your name

Web Browser Access Instructions

Sign In Instructions:

Open your browser and access the SmartFindExpress Sign In page. Enter your Access ID (same as your employee ID) and PIN.

For security purposes SmartFind Express also requires an (8) digit password to sign on to the SFE website. Once you create a new PIN, by phone, you will be able to enter your Access ID and the NEW PIN to sign in. You will then be prompted to create an eight (8) digit PASSWORD.

Note: Your Active Directory account login and password can be used to sign in on the Web browser. This is the same login used to access your BCPS computer.

Password Reminder:

The "Forgot Password" link supports users who want to log into the system but have forgotten their password. When this link is selected, the system displays the Password reminder. *Note: You must be registered with the system and have a valid email address in your profile to use this option.*

Sign Out Instructions:

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.

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Navigation buttons are on the bottom of SmartFindExpress screens, such as the Return to List and Continue buttons.

Profile:

Information

Review profile status and address information

Update Email

Enter or change email address

Change Password

Enter your current PIN followed by a new PIN twice and click save

Select Role:

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!

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 (same as the sub's employee ID) or use the Search feature to find the substitute by name
- Indicate if the requested substitute has accepted this job
 - Yes = substitute is prearranged and will not be called and offered the job
 - No = call will be placed and the substitute will be offered the job
- 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**

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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 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