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.

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.

General Information

System Call Times:
The system calls substitutes during the times below

<table>
<thead>
<tr>
<th></th>
<th>Today's Jobs</th>
<th>Future Jobs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekdays</td>
<td>Starts at 5:30AM and continues until 50% of completion of Job</td>
<td>5:00-10:00PM</td>
</tr>
<tr>
<td>Saturday</td>
<td>None</td>
<td>5:00-10:00PM</td>
</tr>
<tr>
<td>Sunday</td>
<td>None</td>
<td>5:00-10:00PM</td>
</tr>
<tr>
<td>Holidays</td>
<td>None</td>
<td>5:00-10:00PM</td>
</tr>
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</table>

Reasons for Absence:

<table>
<thead>
<tr>
<th>Reason Number</th>
<th>Reason</th>
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<tbody>
<tr>
<td>1</td>
<td>Personal Illness</td>
</tr>
<tr>
<td>2</td>
<td>Illness in Family</td>
</tr>
<tr>
<td>3</td>
<td>Vacation (used by 12 month employees)</td>
</tr>
</tbody>
</table>
### Reason Number | Reason
--- | ---
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.
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.

**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:**

<table>
<thead>
<tr>
<th>Number</th>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Create an Absence</td>
</tr>
<tr>
<td>2</td>
<td>Review, Cancel Absence or Modify Special Instructions</td>
</tr>
<tr>
<td>3</td>
<td>Review Work Locations and Classification</td>
</tr>
<tr>
<td>4</td>
<td>Change PIN, Re-Record Name</td>
</tr>
<tr>
<td>9</td>
<td>Exit and hang-up</td>
</tr>
</tbody>
</table>
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

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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.

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. 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.

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.

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.
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**

**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