



## **SMARTFINDEXPRESS: SUBSTITUTE QUICK REFERENCE GUIDE**

Baltimore County Public Schools (BCPS) uses SmartFindExpress (SFE) substitute management system. Below are instructions for substitutes 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

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

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### Registration:

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

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. **Please refer to the Network Credentials task within the SilkRoad Onboarding system for your 10 digit employee ID number.**
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 callback #. Correct if necessary.
5. You will be asked to select a new PIN. Enter a PIN from four (4) to nine (9) digits in length followed by the star (\*) key. **NOTE: Your PIN cannot begin with a zero.**

### 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.**

Once you have registered and set up your password, you can also use your BCPS active directory login (which is your BCPS email excluding the @bcps.org) when logging into the 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

#### Callback Number

View/ update callback number; specify a Do Not Call Time

#### Change Password

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

### **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. Follow the steps for "Create a New Availability Schedule" as outlined above

#### 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 and modify classifications and locations you have chosen for assignments

#### Unavail 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

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- 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 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

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. Wait for the "Job was cancelled successfully" notification.
  - An assignment may contain file attachments. To view or download a file attachment, click on the file name.

## Telephone Access Instructions

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

### The System Calls:

#### 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)
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

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**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:**

#### Telephone Menu Options:

Number	Option
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	Change PIN or 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

### 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

### 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 Change PIN or Re-Record Name:

3. **PRESS 1** to Change your PIN
4. **PRESS 2** to Change the recording of your name.