Substitute Quick Reference

System Phone Number	**480-730-3009**
Help Desk Phone Number	**480-730-7395**
Write your Access ID here	
Write your PIN here	
Web Browser URL	**https://tempe.eschoolsolutions.com**

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	Starts at 5:00 am	6:00 am - 10:00 pm
Saturday	None	None
Sunday	None	6:00 am - 10:00 pm
Holidays	None	6:00 am - 10:00 pm

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

REGISTRATION
1. Enter your **Access ID** 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 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 at least six (6) digits in length followed by the star (*) key.

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

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
       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	**5 - Review or Modify Unavailability Dates**
2 - Hear Available Jobs	**6 - Review or Modify Daily Availability**
3 - Change your Callback Number	**7 - Change PIN or Re-record Name**
4 - Review or Modify Temporary Do Not Call Time	**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

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. Always put a 1 before number

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

WEB BROWSER ACCESS INSTRUCTIONS

SIGN IN

Open your browser and access the SmartFind*Express* Sign In page at https://tempe.eschoolsolutions.com . Enter your Access ID and PIN. Review additional announcements on your home page, if any

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PIN REMINDER

The "Forgot your PIN?" 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 to use this option.*

PROFILE
   Information - Review profile status and address information.
   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

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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 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
- 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

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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. 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 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 SmartFind*Express screens, such as the Return to List and Continue buttons.*