

SmartFindExpress Absence Management

IMPORTANT NOTES & TIPS FOR USING THE SYSTEM EFFICIENTLY

** Reminder: **Phone registration is required** before you can access the Web or Mobile App **

** See separate confirmation email with instructions and assigned Access ID# **

3 Ways to Find and Accept Job Assignments:

- Telephone: 855-255-1805 (you may call or receive calls from SFE at this toll-free number)
- Website: <https://starkcountyesc.sfe.powerschool.com>
- Mobile APP for your SmartPhone (Stark County ESC District Code is DNLZ)

Login Terms:

- ACCESS ID/DISTRICT USERNAME (inter-changeable terms): 6-digit ID # that we assign to you
- PIN #: You will choose this 6-digit number when registering with SFE (to be used via telephone)
- PASSWORD: When you login to the website for the first time, you will create a password (at least 8 characters including at least 1 alpha character and at least 1 number or special character; expires every year; you will be prompted to change it via email): Password is used for the website AND mobile app.
 - When you login to the website you will be asked to validate your email address and your call-back number. Please follow the instructions (via email) and prompts (on phone call) to validate.
 - The email used by SFE will be your @subs.sparcc.org gmail account.

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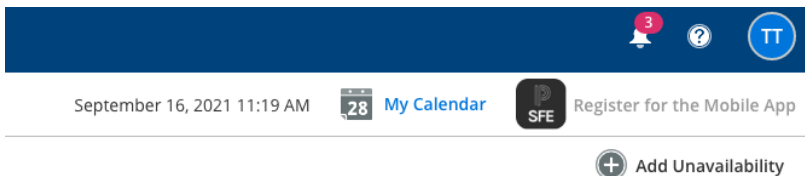
**SmartFindExpress WEBSITE:** <https://starkcountyesc.sfe.powerschool.com>

After login . . . Substitute Main Page: Enables you to perform the following functions:

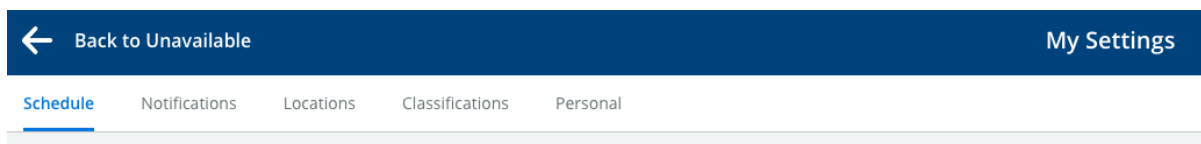
- Accept or Decline Available Assignments
- Review/Cancel Assignments
- View/Modify Work Schedule
- Review Important Announcements
- View Profile Information

Substitute Main Menu:

- Click **\*Take a Tour** to see all the features on the newly designed webpage!
- Click **Available** to see what jobs are available to you for the future.
  - You can accept or decline or see more information about the assignment on this screen.
  - Keep refreshing/searching for jobs - the list of available jobs can change as other substitutes accept assignments and additional jobs are added.
  - Please note you do not have the job until you receive a Job #. Please take that Job # with you to your substitute assignment.
- Click **Active** to view upcoming assignments that you have already accepted
- Click **Finished** to see past jobs – you can use this data to also track your pay
- Click **Cancelled** to see assignments that have been cancelled
- Click **Unavailable** to see a list of dates where you have added your unavailability.
- Click **My Calendar** for an overall view of your available dates and jobs assigned
- Click **Register for the Mobile App** to use the free app on your smartphone
  - SFE will send an email to your @subs.sparcc.org gmail account with district code and user guide.



- To Manage Unavailable Dates (define specific dates you cannot work)
  - Click **Add Unavailability**
  - Enter the unavailability details
    - If you are UNAVAILABLE to sub on a particular day or period of time FOR ANY REASON, please mark yourself “unavailable” so you won’t receive phone calls for those dates, and so the system won’t call/notify you.
  - Click **Save**



- To Manage Your Schedule (define your working and contact hours for each day of the week)
  - Select **Profile Icon** (blue circle with your initials/photo) and choose **Settings**
  - Click **Schedule**
  - For each day of the week, click **Edit** (pencil) to define **Available Times** and **Temporary Do Not Call Times**
  - Click **All Day, Unavailable, or Custom**
  - If custom, enter **Start Time** and **End Time**
  - Click **Save**
- To Manage Your Notifications (opt in to or out of automated communications from the system)
  - Select **Profile Icon** (blue circle with your initials/photo) and choose **Settings**
  - Click **Notifications**
  - Email notifications are set to **ON** using your @subs.sparcc.org gmail account
  - Push Notifications (mobile app) are turned **ON** which will allow you to see available jobs
  - If you elect to receive SMS notifications (text), enter **Mobile Number** and select **Mobile Provider**
  - Click **Locations to View** your locations.
    - If you wish to change your locations, please email: [substitute@apps.sparcc.org](mailto:substitute@apps.sparcc.org)

- To Manage Your Notifications . . . continued . . .
    - Click **Personal** to update your Password or PIN or call-back number; you can choose to block your phone calls here as well. (NOTE: Your password is not the same as your PIN. You must change your PIN using the web.)
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**If you are not seeing available jobs . . .**

- You might need to add additional locations. To request additional locations, email: [substitute@apps.sparcc.org](mailto:substitute@apps.sparcc.org)
- Certain parameters are set in SFE:
  - During morning callout (for that day's jobs), you will be offered a maximum of 3 different jobs; you will be disqualified after 5 hang-ups or no answers
  - During evening callout, you will be disqualified after 10 hang-ups or no answers
  - Keep refreshing/searching for jobs - the list of available jobs can change as other substitutes accept assignments and additional jobs are added.

**For the system to work efficiently . . .**

- It is best to answer and either accept or decline the assignment (via phone, app, or web) OR mark yourself unavailable so SFE can contact substitutes who ARE available

**If you do NOT wish to receive phone calls from SmartFind . . .**

- You are allowed to block them (settings/personal); however, you will NEVER receive a call from SmartFind, even cancellations (although you will receive an email cancellation and can always view your assignments on the app or web).
- If you do block your phone calls, you must either download the mobile app or use the website to accept or decline job assignments: <https://starkcountyesc.sfe.powerschool.com>

**Assignment Cancellation:**

- If you can no longer work an assignment and it is within 2 hours before the start of the job, you can cancel online, under the "Active" tab.
  - You will be asked to select a reason for cancelling an assignment.
  - If you must cancel closer than 2 hours before, you must call the school building where you were assigned.
  - Choosing to cancel a sub assignment in order to then accept a different assignment is considered "job shopping" and is NOT an acceptable practice.
  - On occasion, an assignment will be cancelled and the sub will no longer be needed.
    - Subs will be required to ACKNOWLEDGE jobs that have been cancelled.
      - This is in your best interest -- the system is making sure subs are aware that the job has been cancelled so they don't waste their time driving to the school and find out there is no assignment.

**Late Call:**

- If you receive a job opportunity that is very close to the start of the school day, you can still accept the job; just call the school to let them know you will arrive past the start of the school day. We would rather have a late sub in the classroom than none at all!

**What if I forget my PIN# when the system calls?**

- You can pause the system if you need a little extra time to retrieve or remember your PIN#. A substitute can press the star (\*) key for the system to wait up to 2 minutes.

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 If you are having any system issues or if you want your location preferences changed, please contact the Stark County ESC substitute office at 330-492-8136, ext. 1312 or by email at substitute@email.sparcc.org.
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