



SMARTFINDEXPRESS FREQUENTLY ASKED QUESTIONS

Welcome to *SmartFindExpress (SFE)* for Annville-Cleona School District. Your service for the district is valuable and appreciated. If you have any questions regarding the information provided, please contact Dr. Andrea Flocken, Assistant Superintendent or Tianna Jackson, Human Resources.

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SMARTFINDEXPRESS (SFE) **FREQUENTLY ASKED QUESTIONS**

ACCESSING SFE

1. **HOW DO I ACCESS SFE?**

SFE is accessible through the internet at www.acschools.org. Scroll down the page and choose “Substitute Opportunities” on the left side and then SmartFindExpress. Two identifiers are required: Your User ID (Access ID) Number and Password (PIN). You will choose your own Personal Identification Number or PIN when you register with SFE (see Personal Identification Number section).

2. **WHAT OPTIONS DO I HAVE USING SFE?**

You can search for available jobs which you are eligible to accept.

You can review and print past, current and future assignments. Assignments can be cancelled.

You can modify your profile, which includes callback number, period of unavailability, daily availability and set your “Do Not Disturb” time.

You can view the locations and classifications you chose.

ACCESS ID

3. **WHAT IS THE “ACCESS ID?”**

The Substitute “Access ID” is your 7 digit phone number (no area code).

AVAILABLE JOBS OVER THE PHONE

4. **CAN I HEAR ALL JOBS THAT ARE AVAILABLE?**

You will be able to hear jobs after they are offered to a school’s preferred list and specified substitutes. You will hear a maximum of three jobs per call.

AVAILABLE JOBS ONLINE

5. **CAN I VIEW ALL JOBS THAT ARE AVAILABLE?**

You will able to view jobs after they are offered to a school’s preferred list and specified substitutes. The list of jobs may change at any time as other substitutes are accepting assignments, assignments may be canceled by substitutes, and new jobs are being created.

CALL TIMES

6. **WHAT ARE THE CALLING TIMES?**

	<u>Today’s Jobs</u>	<u>Future Jobs</u>
Weekdays	5:30 am – 1:00 pm	6:00 pm – 9:30 pm
Sunday PM	No call-out	6:00 pm - 9:30 pm
Weekends	No call-out	10:00 am – 12:00 pm
Holidays	No call-out	6:00pm – 9:30 pm

CANCELING

7. WHAT IS THE PROCEDURE FOR CANCELLATION?

Call SFE immediately and cancel following the necessary prompts. Follow through until you hear **Cancellation Verified**. You may also cancel online using the internet. SFE will then start calling for another substitute. Refer to the Substitute Quick Reference Card to cancel a job.

8. ARE CANCELLATIONS USED AGAINST ME?

Emergencies do occur, and we realize the need for cancellations. However, late and/or excessive cancellations are reviewed. You should not be accepting jobs unless you are sure you will be able to work.

9. WILL SFE CALL TO OFFER ME A JOB FOR A DATE I HAVE CANCELLED?

After canceling a job for a specific date, SFE will not call again to offer you jobs for that date.

10. DOES SFE CALL ME IF THE TEACHER CANCELED THE JOB?

The teacher has the option of having the substitute notified of the cancellation. There are cases when the teacher will not have the substitute notified due to an entry error. Therefore, if you are getting a call for a date you were already assigned, accept the assignment and call SFE to verify.

SFE will send notification of any canceled jobs to your e-mail address we have in the system.

DECLINES

11. DOES IT MATTER WHICH DECLINE REASON I USE?

There are several reasons for declining a job. You may use the reason that best serves you. The decline list is for statistical purposes only.

12. SHOULD I DECLINE A POSITION OR HANG UP?

It is your decision if you wish to hang up instead of declining and entering a reason. It will be reflected as a hang up on district reports. If you do not enter a decline reason, SFE may call you again for the same position.

13. HOW MANY DECLINES ARE TOO MANY?

Keep in mind the reason for declining. There are some parameters within your profile that can prevent you from receiving calls you do not want. For example, if you are declining all positions for a specific school, call us to remove that school. Or if you are declining all positions for Mondays, call to remove Monday from your daily availability.

There are other reasons for declining that cannot be prevented. For example, if you are declining the job because it is in a subject area you have not chosen.

DIRECTIONS

14. WHAT DO I DO IF I NEED DIRECTIONS TO A SCHOOL?

School locations and hours are listed on the internet at www.acschools.org.

DO NOT DISTURB FEATURE

15. WHAT IS THE DO NOT DISTURB FEATURE?

It is a way to stop SFE from calling you for a certain amount of time.

16. HOW DO I SET THE DO NOT DISTURB FEATURE?

During a call from SFE, press the “2” key. If you are using the internet, you may set a Do Not Disturb time. You can only set a Do Not Disturb for a maximum of twelve hours or one call-out period.

17. WHY SHOULD I SET THIS FEATURE INSTEAD OF NOT ANSWERING OR DECLINING THE JOBS?

For the following reasons we ask that you use this feature instead of not answering or declining every job that comes through:

- a) You are not bothered with unnecessary phone calls.
- b) Unnecessary declines do not appear on your calling history.
- c) SFE can utilize the time to call someone who is available to work.

Remember the district’s objective is to get a substitute in the classroom as quickly as possible. The Do Not Disturb feature is very easy to set.

18. WHAT IF I DECIDE TO WORK AFTER SETTING THE DO NOT DISTURB?

To remove the Do Not Disturb, call SFE and press the “4” key and then the “2” key. In the internet, you can delete the time shown in the Do Not Disturb field.

DO NOT USE

19. CAN THE DISTRICT PREVENT ME FROM RECEIVING OFFERS FOR CERTAIN SCHOOLS?

Yes, the system administrator has the option of removing you from a school’s substitute list.

E-MAIL NOTIFICATION

20. All substitute email addresses that were provided during the registration process are in SFE. If you forget your PIN number, you can access it through the internet. The PIN number will be sent to your e-mail address.

21. If a teacher cancels an assignment, the notification will be sent to your e-mail.

FILLING JOBS

22. WHAT IF SFE CANNOT FILL A JOB BEFORE SCHOOL STARTS?

The administrator will cover the classroom until a substitute teacher accepts the position. Therefore, you will receive calls after the start of the school day. Even if the start time is prior to your call from SFE, accept the job and call the school to let them know when you will arrive.

JOB ASSIGNMENTS

23. WHAT ASSURES ME THAT I HAVE AN ASSIGNMENT?

1. SFE will give you the job number for all confirmed assignments.

You may always call SFE to review current assignments. If you are using the internet, your job number and assignment will be displayed.

24. **WHAT IF THERE ARE TWO SUBSTITUTES FOR THE SAME ASSIGNMENT?**
The administrator will decide who will take the assignment. Even though you have the job number, the teacher may have spoken to another substitute to discuss lesson plans. We will try to place you in another assignment. If no assignment is available, we will pay you for one-half day for your inconvenience.
25. **WHAT IF I BECOME ILL ON THE JOB?**
If you become ill while on the job, notify the school administrator/office immediately. If you become ill and cannot report for a job you have already accepted, follow the instructions to REVIEW OR CANCEL ASSIGNMENTS and call the school immediately.

JOB NUMBERS

26. **WHAT IF I HANG UP BEFORE GETTING A JOB NUMBER?**
If you hang up before getting the job number, SFE will record this as **declining** the job. Even if you use the internet, you must accept the job and receive a job number.
27. **WHY IS A JOB NUMBER NECESSARY?**
A Job Number is REQUIRED for every job. The job number is what generates your pay record for payroll.

JOB OFFERING

28. **WHY AM I GETTING JOB OFFERS FOR SUBJECTS I DID NOT CHOOSE?**
During secondary steps of the call-out process, SFE will move through the list of all substitutes who have requested to work for that specific school regardless of subject.

Therefore, when you get a call from SFE for a subject that you have not chosen, you know SFE has moved through all subject/grade level certified staff for that assignment.

LATE

29. **WHAT IF I AM RUNNING LATE?**
If you have an emergency or are running behind schedule and cannot arrive at school at the designated time, you are responsible for calling the school and letting them know you will be late. This will forestall the school from calling in a "no show." The school will also know how long to cover that classroom.

MODIFY MY PROFILE

30. **WHAT IF I NEED TO CHANGE MY PROFILE?**
By phone or on the internet, you can change your temporary or daily availability dates, the phone number for SFE to call you and set the Do Not Disturb feature. Call the HR Office to change locations, email address or classifications.

NO SHOW

31. WHAT IF I AM UNABLE TO SHOW UP FOR THE JOB?

Call SFE IMMEDIATELY to cancel the job and allow SFE to call another substitute. If you are canceling after 7:00 am, call the school so classes can be covered until another substitute arrives.

PERSONAL IDENTIFICATION NUMBER

32. HOW IS MY PIN (PERSONAL IDENTIFICATION NUMBER) ASSIGNED?

You can choose your PIN when you call and register for the first time.

33. WHY DO I NEED A PIN?

You will need your PIN in order to access SFE, both by telephone and the internet. The PIN is directly attached to your file.

You do not need your PIN to be “pre-arranged” or “specified”-- for that you will need your Access ID (7-digit phone number).

34. DO I NEED A NEW PIN EACH YEAR OR FOR HOW LONG IS IT GOOD?

Your PIN is valid as long as you are employed as a substitute.

“SPECIFIED” JOBS VS “PRE-ARRANGED”

35. WHAT IS A “SPECIFIED” SUBSTITUTE?

SPECIFIED – SFE WILL CALL YOU. A teacher can call SFE and, using your access ID, will “specify” you. The teacher has not confirmed the job with you. SFE will call every hour during the evening call out up to 9:30 pm the night prior to the absence. SFE is set up to make every attempt to reach you as the “specified” substitute. If you call SFE to review jobs (option 1), you will also be able to hear jobs for which you have been “specified.” You may accept or decline the job(s). The job number will be assigned to you by SFE.

REMEMBER – If you are the “specified” substitute for a job and SFE does not reach you or you decline the job, SFE will start calling other substitutes after 9:30 pm the night prior to the absence.

36. WHAT IS A “PRE-ARRANGED” SUBSTITUTE?

PRE-ARRANGED - The district is not utilizing this feature of SFE at this time. If this changes in the future, substitutes and teachers will be advised.

PREFERRED LIST

37. HOW DO I GET ON A SCHOOL'S PREFERRED LIST?

Schools will add substitute names to a preferred list after substitutes have worked a few times in the building and have demonstrated competency.

38. WHAT IS THE ADVANTAGE OF BEING ON A PREFERRED LIST?

Substitutes on a preferred list are called first for that site.

PROFILE

39. WHAT IF MY PROFILE INFORMATION HAS CHANGED?

Call the HR Office to inform them of changes needed as soon as possible. We want to make sure SFE has the correct information before the next calling time.

40. WHAT IF I HAVE A CHANGE IN PHONE NUMBER?

You may change the SFE callback number at any given time through the telephone or internet.

41. WHAT IF SFE IS STILL SAYING MY OLD NAME?

You must re-record your name in SFE.

REGISTRATION PROCESS

42. WHAT DO I DO TO REGISTER WITH SFE?

After orientation, call SFE and follow the prompts via the phone.

43. WHAT IF I HAVE COMPLETED THE ORIENTATION BUT HAVE NOT REGISTERED?

If you do not call and register, SFE will not be able to call to offer you jobs.

If you do not register within one month of the orientation, it will be assumed you have found other employment. Your profile will be removed from SFE.

44. WHAT IF I HAVE DIFFICULTY RECORDING MY NAME WHEN REGISTERING?

Please remember to be clear, understandable and record your whole name. The recording time is short; make sure you review the recording to verify your full name is there. Both the teacher and the school administrator/substitute contact will be hearing this information to identify you. Use your full first and last names.

REPORTING TO SCHOOL

45. WHAT IF I REPORT TO SCHOOL AND THEY TELL ME THEY DON'T NEED ME?

This should not happen if you are reporting with a job number. But if it does, please work with the building principal to see if there is another job that is vacant/available or contact the HR Office.

46. SHOULD I BE COMPENSATED FOR REPORTING AND BEING SENT HOME?

If the teacher types special instructions and the job is accepted via telephone, the typed message will be voiced. If the teacher leaves special instructions on the telephone and the substitute accepts the assignment on the internet, the instructions will be voiced on the internet.

TRAINING

56. IS TRAINING AVAILABLE FOR SUBSTITUTE TEACHERS?

In services are offered

to attend LQVHU YLFH S e g i s e r L Q D G Y D e z w k w k h r i i l f h r i w k h s v l v w d q w
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R I W K H z e v l w h

TWO SUBSTITUTES IN SAME HOUSEHOLD

57. HOW WILL WE KNOW WHO SFE IS CALLING?

When SFE calls your home, it states the name of the person it is calling to substitute. 3OHDVH
O L V W H Q F D U H I 0 \

UNAVAILABLE

58. HOW DO I MAKE MYSELF TEMPORARILY UNAVAILABLE?

Follow the process on the green Substitute Quick Reference, under REVIEW OR MODIFY
UNAVAILABILITY DATES.

59. IF I NEED TO MAKE MYSELF UNAVAILABLE FOR DATES THAT I HAD ALREADY ACCEPTED JOB(S), DO I NEED TO CANCEL THOSE JOBS PRIOR TO MAKING MYSELF UNAVAILABLE?

YES. If you make yourself unavailable, this does not automatically cancel jobs you have already accepted for those days. If you are not able to work these jobs, you are responsible for cancellation. Please follow cancellation procedures on your green Substitute Quick Reference or refer to CANCELLING question.

60. WHY IS SFE CALLING ME WHEN I HAVE MADE MYSELF UNAVAILABLE?

Unavailable means that you will not be called for a job for that date(s). You are being called for future jobs, for those days that you are available. (Example: You made yourself unavailable for a week. During that week, SFE will not call you in the morning, but it will call you in the evening for future jobs beyond your week's unavailability.) You can request SFE not call during your unavailability period for future jobs.

61. WHY WOULD SFE CALL ME IF I ALREADY HAVE A JOB FOR THAT DATE?

If SFE calls you, then you DO NOT have a job for that time. This is for one of the following reasons:

- a) The teacher who made a verbal arrangement with you did not complete a pre-arrangement transaction in SFE.
- b) The job was cancelled.
- c) The teacher entered the absence using your Access ID number as a "specified" substitute (SFE will call you) instead of "pre-arranged" (SFE will not call you.)

Remember: Verify your jobs by following the green Substitute Reference, under REVIEW OR CANCEL ASSIGNMENTS, or on the internet under REVIEW ASSIGNMENTS.

62. WHAT IS THE DIFFERENCE BETWEEN TEMPORARY UNAVAILABLE AND DAILY AVAILABILITY?

Temporary Unavailable is used for a period of time using specific dates. For example, if you are going on vacation for a week, you would enter the start date and end date of your unavailability.

Daily availability is a day of the week that you may not be able to work. For example, if you attend school on Mondays, then your daily availability will exclude Mondays.

63. **I'M UNABLE TO WORK TODAY, HOW DO I STOP THE CALLS?**

Refer to THE SYSTEM CALLS on the green Substitute Quick Reference. You may enter a Do Not Disturb time. This time is only good through one callout period.