



SMART FIND EXPRESS **SUBSTITUTE REFERENCE MANUAL**

SMART FIND Phone Number

**(519) 822-0255
1-877-797-7771**

SMART FIND URL

<https://smartfind.ugdsb.on.ca>

SMART FIND Help Desk

**(519) 822-4420 ext. 803
(Mon. – Fri. 8:30 am – 4:30 pm)**

Access ID (Employee #): _____

PIN: _ _ _ _ _

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SMART FIND CALLOUT TO SUBSTITUTES

	TODAY'S JOBS	FUTURE JOBS
Monday - Friday	6:15 am – Start of Job	6:00 pm – 10:00 pm
Sunday	None	6:00 pm – 10:00 pm
Holidays	None	6:00pm – 10:00 pm

TO REGISTER AS A NEW USER

- Call Smart Find (519) 822-0255 or 1-877-797-7771.
- **Enter** your **ACCESS ID**, followed by the **STAR (*) KEY**.
- **Enter** your **ACCESS ID** (when asked for your **PIN**), followed by the **STAR (*) KEY**.
- **Enter** a **new PIN** (at least 6 digits in length), followed by the **STAR (*) KEY**.
- Your PIN will be repeated to you, please write it down on the front of this manual.
- If there has been no voice recording of your name, you will be asked to record your name.
- You will be told the telephone number on file that the system will call you on.

WHEN SMART FIND CALLS YOU...

Enter your **ACCESS ID**, followed by the **STAR (*) KEY**.
Enter your **PIN**, followed by the **STAR (*) KEY**.

PRESS the **STAR (*) KEY**, to ask *SMART FIND TO WAIT UP TO 2 MINUTES*.

- If someone else answers the telephone and has to locate you or you have to locate your login information, the system can be told to wait for approximately 2 minutes.
- If, at that time no Access ID is entered, the system will disconnect.

JOB OFFERS

- When the system calls you about an open job, the job information will play, including the absent employee's name, the location, the classification, and the dates and times of the job.
- Also, if special instructions were recorded for the job, they will be played for you.
- You can accept or decline the job.

ASSIGNMENT CANCELLATION

- Substitute cancelled assignment notification calls are made **EVERY 30 MINUTES** during callout periods.
- The details of the cancelled job are played.
- You will automatically be made available for other jobs during the time period that was held by the now cancelled job.

WHEN YOU CALL SMART FIND...

Smart Find will ask you to **Enter** your **Access ID**, followed by the **STAR (*) KEY**, and **Enter** your **PIN**, followed by the **STAR (*) KEY**.

MAIN MENU

1. REVIEW OR CANCEL ASSIGNMENTS
3. REVIEW OR MODIFY CALLBACK (TELEPHONE) NUMBER
4. REVIEW OR MODIFY TEMPORARY DO NOT CALL TIME
5. REVIEW OR MODIFY UNAVAILABLE DATES
6. REVIEW OR MODIFY DAILY AVAILABILITY
7. CHANGE PIN OR NAME RECORDING

1. REVIEW OR CANCEL ASSIGNMENTS

- Information played about the job includes the absent employee's name, the location, the classification, the dates and times of the job, and special instructions if recorded.
- Current and future jobs are played in job number order.
- There is no option to hear past assignments (review of past assignments can be done through the website).
- After each job is played, you will be given the option to cancel the assignment.
- When canceling an assignment, you will be asked to enter a Cancellation Reason.
 1. Unavailable
 2. Illness
 3. Inclement Weather
- Canceling an assignment on the day of the job will result in being disqualified from being offered other jobs that day.

3. REVIEW OR MODIFY CALLBACK (TELEPHONE) NUMBER

- The telephone number currently in your profile will be played.
- Telephone numbers must be 10 or 11 digits in length.
- If your telephone number is long distance from Guelph, include the 1 prior to the area code.
- Please contact the Smart Find Express Help Desk if you would like to change your 'PERMANENT' telephone number.

4. REVIEW OR MODIFY TEMPORARY DO NOT CALL TIME

- Enter a time Smart Find can resume calling you.
- The maximum Do Not Call Time that can be entered is 24 hours.

5. REVIEW OR MODIFY UNAVAILABLE DATES

- Your current and future unavailable dates are played in start date order.
- You will not be offered jobs that occur during these time periods.
- The unavailable periods do not restrict you from being called for future jobs.
 - For example, if you have indicated you are unavailable on September 10, Smart Find will not offer you jobs for September 10, but will still call you the evening of September 10 for future jobs.

6. REVIEW OR MODIFY DAILY AVAILABILITY

- You will be given the following options:
 - To review or delete time periods you are available to work.
 - To enter a new time period you are available to work.
 - To review or delete a time period that you do not want to receive calls.
 - To enter a new time period you do not want to receive calls.

7. CHANGE PIN OR NAME RECORDING

- **PRESS 1**, to *CHANGE YOUR PIN.*
- **PRESS 2**, to *CHANGE THE RECORDING OF YOUR NAME.*

SMART FIND EXPRESS ONLINE

<https://smartfind.ugdsb.on.ca>

UPPER GRAND DISTRICT SCHOOL BOARD SMART FIND EXPRESS

Welcome to the Upper Grand District School Board's Smart Find Express. Smart Find Express is an upgrade to the Substitute Employee Management System (S.E.M.S.).

Your connection to Smart Find Express will timeout after 10 minutes of inactivity.

SIGN IN

Access ID

PIN [Forgot your PIN?](#)

- Your **Access ID** is your Employee Number, which is printed on all pay stubs.
- Your **PIN** is the same 6 digit Personal Identification Number (PIN) you used in SEMS.
- You **must Register as a New User** before you will be able to access Smart Find Express online. (instructions to register are on page 3 of this manual).

FORGOT YOUR PIN?

UPPER GRAND DISTRICT SCHOOL BOARD SMART FIND EXPRESS

Forgot your PIN?

Please enter your Access ID and the security code shown below.
Your PIN will be sent to the email address on your profile.

*Access ID:

X T C B E J

*For security, please enter
the code shown above:

- You must have an email address in your profile to use this feature.

HOME PAGE

UPPER GRAND DISTRICT SCHOOL BOARD SMART FIND EXPRESS

Welcome, Smith, Jennifer L. Today is July 29, 2008 11:12 am

[Sign Out](#)

SmartFindExpress

Home Welcome Smith, Jennifer L.

Substitute Please review your notifications, then select a menu item to continue.

[Profile](#) Your connection to Smart Find Express will timeout after 10 minutes of inactivity.

[Available Jobs](#)

[Review Assignments](#)

Substitute Announcements
Substitute Announcements will be posted in this section soon...

SUBSTITUTE PROFILE

UPPER GRAND DISTRICT SCHOOL BOARD SMART FIND EXPRESS

Welcome, Smith, Jennifer L. Today is July 29, 2008 11:13 am

[Sign Out](#)

SmartFindExpress

Home **Substitute**

Substitute [Profile](#) | [Schedule](#) | [Classifications](#) | [Locations](#) | [Unavail Dates](#) | [Email](#)

[Profile](#) **Profile**

[Available Jobs](#) Status: Active/Registered

[Review Assignments](#) Address:

Call Back #

Do Not Call Until: (hh:mm am)

Note: Enter a time that is up to 24 hours from now. If a time is not entered, you will be called during regular calling periods.

- Click on **Profile** (left menu).
- The **Call Back #** is the telephone number Smart Find will use to offer you jobs.
- All **Local** telephone numbers must be entered as a 10 digit number.
- Long distance telephone numbers (from Guelph) must be entered as an 11 digit number with the 1 prior to the area code.
- The **Do Not Call Until** option allows you to indicate a time up to 24 hours from now that you would not like to receive any calls until.
- If any changes have been made, please click on **Save**.

SUBSTITUTE PROFILE - SCHEDULE

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[Substitute](#) [Profile](#) [Schedule](#) [Classifications](#) [Locations](#) [Unavail Dates](#) [Email](#)

[Profile](#)
[Available Jobs](#)
[Review Assignments](#)

[New](#)

Schedule List

Delete ?	Day		
<input type="checkbox"/>	Monday	Available	All Day
<input type="checkbox"/>	Tuesday	Available	All Day
<input type="checkbox"/>	Wednesday	Available	All Day
<input type="checkbox"/>	Thursday	Available	All Day
<input type="checkbox"/>	Friday	Available	All Day

[Delete](#)

- Click on **Schedule** (top menu).
- Your Daily Availability (the days of the week and times you are available to work) will appear.
- Place a (checkmark) in the Day of the Week you would like to change.
 - Click on **Delete**.
- Click on **New**, to make changes to your Daily Availability.

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[Substitute](#) [Profile](#) [Schedule](#) [Classifications](#) [Locations](#) [Unavail Dates](#) [Email](#)

[Profile](#)
[Available Jobs](#)
[Review Assignments](#)

[New](#)

New Schedule

* Sun Mon Tue Wed Thu Fri Sat

All Day * Start Time (hh:mm am) * End Time (hh:mm am)
Available for assignments: Or

[Save](#) [Return To List](#)

Schedule List

Delete ?	Day		
<input type="checkbox"/>	Monday	Available	All Day
<input type="checkbox"/>	Tuesday	Available	All Day
<input type="checkbox"/>	Wednesday	Available	All Day
<input type="checkbox"/>	Thursday	Available	All Day
<input type="checkbox"/>	Friday	Available	All Day

[Delete](#)

- You are able to indicate you are Available All Day or only during a particular time period for each day of the week.
- If any changes have been made, click on **Save**.

SUBSTITUTE PROFILE - CLASSIFICATIONS

UPPER GRAND DISTRICT SCHOOL BOARD SMART FIND EXPRESS

Welcome, Smith, Jennifer L. Today is July 29, 2008 11:13 am [Sign Out](#) **SmartFindExpress**

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[Profile](#)
[Available Jobs](#)
[Review Assignments](#)

Classifications
Classification List

Code	Name
100	GRADE KDGN
102	GRADE KDGN/1
123	FRIMM - GRADE 4/5
126	FRIMM - GRADE 5

- Click on **Classifications** (top menu).
- The Classifications in your profile will appear.
- To make changes to your Classifications, please contact the Smart Find Express Help Desk.

SUBSTITUTE PROFILE - LOCATIONS

UPPER GRAND DISTRICT SCHOOL BOARD SMART FIND EXPRESS

Welcome, Smith, Jennifer L. Today is July 29, 2008 11:14 am [Sign Out](#) **SmartFindExpress**

[Home](#) **Substitute**

Substitute [Profile](#) | [Schedule](#) | [Classifications](#) | [Locations](#) | [Unavail Dates](#) | [Email](#)

[Profile](#)
[Available Jobs](#)
[Review Assignments](#)

Locations
Location List

Code	Name
101101	ABERFOYLE P.S.
101104	ALMA P.S.
101106	ARTHUR P.S.
101110	BRISBANE P.S.

- Click on **Locations** (top menu).
- The locations in your profile will appear.
- You will not receive any job offers for locations not in your profile.
- To make changes to your Classifications, please contact the Smart Find Express Help Desk.

SUBSTITUTE PROFILE – UNAVAIL DATES

UPPER GRAND DISTRICT SCHOOL BOARD SMART FIND EXPRESS

Welcome, Smith, Jennifer L. Today is July 29, 2008 11:14 am [Sign Out](#) **SmartFindExpress**

Home **Substitute**

Substitute [Profile](#) | [Schedule](#) | [Classifications](#) | [Locations](#) | [Unavail Dates](#) | [Email](#)

Profile
Available Jobs
Review Assignments

Unavailable Dates

[New](#)

Unavailable Date List

Delete?	Start Date	End Date	Start/End Time
<input type="checkbox"/>	09/10/2008	09/10/2008	All Day

[Delete](#)

- Click on **Unavail Dates** (top menu).
- Place a (checkmark) beside the date range you would like to delete.
 - Click on **Delete**
- Click on **New**, to make changes to your Unavailable Dates.

UPPER GRAND DISTRICT SCHOOL BOARD SMART FIND EXPRESS

Welcome, Smith, Jennifer L. Today is July 29, 2008 11:15 am [Sign Out](#) **SmartFindExpress**

Home **Substitute**

Substitute [Profile](#) | [Schedule](#) | [Classifications](#) | [Locations](#) | [Unavail Dates](#) | [Email](#)

Profile
Available Jobs
Review Assignments

Unavailable Dates

[New](#)

New Unavailable Date

Note: Times apply to every unavailable day in the date range.

* Date Range: (mm/dd/yyyy) * Time: **All Day** (hh:mm am)

Start: - Or -

End:

Call for future assignments

[Save](#) [Return To List](#)

- Select the **Start and End Dates** you are unavailable.
- Place a (checkmark) beside **All Day** or type in the **Start and End Times** you are unavailable.
- If any changes have been made, click on **Save**.
- If no changes have been made, click on **Return to List**.

SUBSTITUTE PROFILE - EMAIL

UPPER GRAND DISTRICT SCHOOL BOARD SMART FIND EXPRESS

Welcome, Smith, Jennifer L. Today is July 29, 2008 11:15 am [Sign Out](#) **SmartFindExpress**

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[Substitute Profile](#) | [Schedule](#) | [Classifications](#) | [Locations](#) | [Unavail Dates](#) | [Email](#)

[Profile](#)
[Available Jobs](#)
[Review Assignments](#)

Email

Email: _____

New email:

Re-enter email:

PLEASE IGNORE THE AVAILABLE JOBS ICON IN THE LEFT MENU.

SUBSTITUTE PROFILE - REVIEW ASSIGNMENTS

UPPER GRAND DISTRICT SCHOOL BOARD SMART FIND EXPRESS

Welcome, Smith, Jennifer L. Today is July 29, 2008 00:22 pm [Sign Out](#) **SmartFindExpress**

[Home](#) **Review Assignments**

[Substitute Profile](#) | [Schedule](#) | [Classifications](#) | [Locations](#) | [Unavail Dates](#) | [Email](#)

[Profile](#)
[Available Jobs](#)
[Review Assignments](#)

Display Format: List Calendar

(mm/dd/yyyy) (mm/dd/yyyy)

Search From: To:

Job Number: Note: Search by job number will not use the date range

- Click on **Review Assignments** (left menu).
- Past, present and future assignments can be reviewed in Smart Find.
- Past assignments that were 'originally' recorded in SEMS can be reviewed in Smart Find.
- Assignments can be displayed in a **List** format or a **Calendar** format (both are shown below).
- You are able to indicate the dates you would like to **Search From** and **Search To**.
- You are also able to search by **Job Number**.
- To review all assignments in Smart Find, click on **Search** without indicating a date range and/or job number.

REVIEW ASSIGNMENTS – DISPLAY FORMAT - LIST

UPPER GRAND DISTRICT SCHOOL BOARD SMART FIND EXPRESS

Welcome, Smith, Jennifer L. Today is July 29, 2008 01:14 pm

[Sign Out](#)

SmartFindExpress

[Home](#)

Review Assignments

[Substitute](#)

Display Format: List Calendar

[Profile](#)

(mm/dd/yyyy)

(mm/dd/yyyy)

[Available Jobs](#)

Search From: To:

[Review Assignments](#)

Job Number: Note: Search by job number will not use the date range

Job #	Start Date/Time	Location	Employee in for
	End Date/Time	Classification	Work Days
151543	07/29/2008 08:30 AM	ABERFOYLE P.S.	SMITH, JENN
	07/29/2008 03:00 PM	GRADE 1	Tue

REVIEW ASSIGNMENTS – DISPLAY FORMAT - CALENDAR

UPPER GRAND DISTRICT SCHOOL BOARD SMART FIND EXPRESS

Welcome, Smith, Jennifer L. Today is July 29, 2008 01:14 pm

[Sign Out](#)

SmartFindExpress

[Home](#)

Review Assignments

[Substitute](#)

Display Format: List Calendar

[Profile](#)

(mm/dd/yyyy)

(mm/dd/yyyy)

[Available Jobs](#)

Search From: To:

[Review Assignments](#)

Job Number: Note: Search by job number will not use the date range

< Prev Month

July 2008

Next Month >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 Avail 12:00 AM	2 Avail 12:00 AM	3 Avail 12:00 AM	4 Avail 12:00 AM	5
6	7 Avail 12:00 AM	8 Avail 12:00 AM	9 Avail 12:00 AM	10 Avail 12:00 AM	11 Avail 12:00 AM	12
13	14 Avail 12:00 AM	15 Avail 12:00 AM	16 Avail 12:00 AM	17 Avail 12:00 AM	18 Avail 12:00 AM	19
20	21 Avail 12:00 AM	22 Avail 12:00 AM	23 Avail 12:00 AM	24 Avail 12:00 AM	25 Avail 12:00 AM	26
27	28 Avail 12:00 AM	29 151543 08:30 AM	30 Avail 12:00 AM	31 Avail 12:00 AM		

REVIEW ABSENCES – TO CANCEL A JOB

UPPER GRAND DISTRICT SCHOOL BOARD SMART FIND EXPRESS

Welcome, Smith, Jennifer L. Today is July 29, 2008 01:24 pm

[Sign Out](#)

SmartFindExpress

[Home](#)

Review Assignment Detail

[Substitute](#)

Job Number: **151544**

[Profile](#)

Job Status: Active/Pre Arranged

[Available Jobs](#)

Employee in for: SMITH, JENN

[Review Assignments](#)

Location: ABERFOYLE P.S.

Address: 16 OLD BROCK RD.

RR3

GUELPH, ON N1H 6H9

Telephone: (519)763-7040

Classification: GRADE 1

Voice Instructions: None

Text Instructions: None

File Attachments: None

Date: 07/30/2008 - 07/30/2008

Weekly Schedule: Wednesday 08:30 AM - 03:00 PM

A Cancellation Reason is required to cancel this assignment

Cancellation Reason:

- Click on the **Job Number** that appears on the List and Calendar searches to Review Assignment Detail.
- Select a **Cancellation Reason** from the pull-down menu.
 - Click on **Cancel Assignment**.
- Click on **Return to List** if no changes are required.

PLEASE NOTIFY THE SCHOOL AS A COURTESY IF YOU CANCEL AN ASSIGNMENT CLOSE TO THE START DATE OF THE JOB.