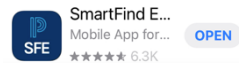


SmartFindExpress Absence Management

IMPORTANT NOTES & TIPS FOR USING THE SYSTEM EFFICIENTLY

1. Before you can use the system for the first time and before a district can use you as a substitute, **phone registration is required**. Registration instructions and your assigned Access ID# are included in your substitute confirmation email.
 - a. During phone registration, you will record your name, enter a “call-back” number, and choose a 6-digit PIN# to be used via telephone.
 - b. When SFE calls you on the phone, you only need to enter your PIN#.
2. After you register by phone, you will need to **login to the website** <https://starkcountyesc.sfe.powerschool.com> and create a password (the password reset link will be sent to your ESC assigned sub gmail account).
 - a. When you access the website or mobile app, you will use your assigned Access ID/District Username and the password that you created.
3. There are **four ways to find and accept job assignments**:
 - a. Telephone: 855-255-1805 (you may call SFE or receive calls from SFE - toll-free)
 - b. Text Option: 833-416-7549 (text OPT to this number to opt in for text message job offers)
 - c. Website: <https://starkcountyesc.sfe.powerschool.com>
 - d. Mobile APP for your SmartPhone:
(Stark County ESC Mobile App District Code is **DNLZ**)
4. The email used by SFE will be your ESC assigned gmail (firstname.lastname@subs.sparcc.org).



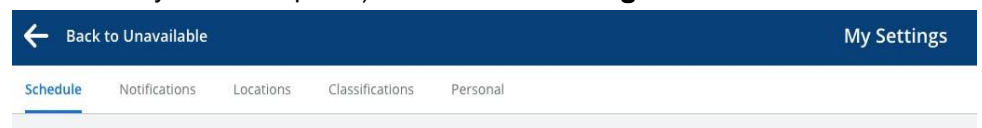
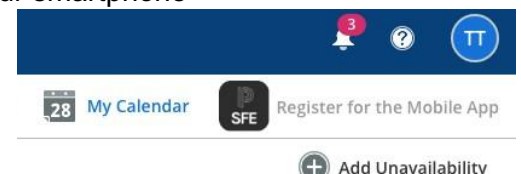
SmartFindExpress WEBSITE: <https://starkcountyesc.sfe.powerschool.com>

See screenshot below of the SFE Substitute Main Page

The screenshot shows the SmartFind Express web application. The header includes the 'Unified Talent SmartFind Express' logo and navigation links like 'Job Search', 'My Calendar', and 'Register for the Mobile App'. The main content area is titled 'Job Search' and shows a message: 'You have no active or upcoming jobs.' The interface includes a filter sidebar on the left and a table header for job listings with columns: Job ID, Date, Time, Employee, Classification(s), and Location(s).

After login . . . Substitute Main Page enables you to perform the following functions (see screenshot on previous page):

- Accept or Decline Available Assignments
 - Click **Available Jobs** to see what jobs are available to you for the future (default is for the next 14 days; use filter to search more specifically).
 - 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.
- Review/Cancel Assignments
 - Click **My Current/Active Jobs** to view upcoming assignments that you have already accepted
 - If you can no longer work an assignment and it is within 2 hours before the start of the job, you can cancel online.
 - You will be asked to select a reason for cancelling an assignment.
 - NOTE: If you must cancel closer than 2 hours before, you must call the school building where you were assigned.
 - 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.
- Review Previous Assignments
 - Click **My Finished Jobs** to see past jobs – you can use this data to also track your pay
 - Districts will “verify” your assignment before the payroll date
- Click **Canceled Jobs** 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 ESC assigned sub gmail account with our district code (DNLZ) 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



To Manage Schedule (continued) . . .

- Click **All Day, Unavailable, or Custom**
- If custom, enter **Start Time** and **End Time**
- Click **Save**
- To Manage Your Notifications (opt in 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 ESC assigned sub 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 your **Mobile Number** and select **Mobile Provider** - be sure to turn ON Job Offers
 - Click **Locations** to **View** your locations.
 - If you wish to change your locations, please email: substitute@apps.sparcc.org
 - Click **Personal** to update your Password or PIN or call-back number; you can choose to block or unblock your phone calls here as well.
 - NOTE: If you choose the text option, you will need to UNBLOCK your calls -- you will receive a text instead of a phone call -- except cancellations calls.

OTHER IMPORTANT SUBSTITUTE INFORMATION



PURCHASING • SHARED SERVICES • INSURANCE

If you are not seeing available jobs . . .

- You might need to add additional locations.
 - To request additional locations, email: substitute@apps.sparcc.org
- Certain parameters are set in SFE:
 - During morning callout via telephone (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, text, 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 phone calls (settings/personal); however, you will NEVER receive a call from SmartFind, even cancellations (you will; however, 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>

TEXT option to replace phone calls. . .

- If you choose the TEXT option, this will replace telephone call offers.
 - For this feature to work, you must UNCHECK the “block phone calls” box – you will not receive phone call offers, but you will receive a text message in place of phone call offers.
- You will still need to accept or decline that job offer either via text or check the website or mobile app to see if the job is still available. Remember, if it’s not picked up pretty quick, the job will be offered to another available sub.
- To accept or decline, you must reply with the Y or N and the number they give you.
 - Please note that **there is a space** between the Y (to accept) or N (to decline) and the number. (i.e., Y 3456 or N 6543; it is not just a Y or N; and not just the number)

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. We just ask that you call the school to let them know you will arrive past the start of the school day. In most cases, 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.

What if I am no longer available to sub during the school year?

- Please let the sub office know if you are no longer available to sub or if your location preferences change.
- Your name will need to be updated accordingly in the County Sublist Master Database.
 - Email the sub office at: substitute@apps.sparcc.org OR
 - Call and leave a message at 330-492-8136, ext. 1312.

If you are having any system issues or if any updates need to be made in the County Sublist Master Database, please contact the Stark County ESC substitute office by email at substitute@apps.sparcc.org or by calling 330-492-8136, ext. 1312.