Maryville City Schools Substitute Teacher Guide

2026-2027

Maryville City Schools
520 S. Washington Street
Maryville, TN 37804
Fax (865) 263-8878
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INTRODUCTION

This handbook is designed to assist you in becoming a successful MCS substitute teacher. All MCS substitute teachers are required to familiarize themselves with the contents of this guide and the MCS Employee Handbook. For additional information on district policies, the Board of Education Policy Manual is available on the district website HERE. Any questions should be addressed to the school administration

We welcome you to the Maryville City School District and wish you success in your assignment as a substitute teacher.

DISTRICT CONTACTS

School	Administrator & Email Address	Phone Number	School Hours
Foothills Elementary 520 Sandy Springs Rd Maryville, TN. 37803	Kristin Bosco kristin.bosco@maryville-schools.org	865-681-0364	7:40a – 2:40p
John Sevier Elementary 2001 Sequoyah Ave Maryville, TN 37804	Lucas Vagnier lucas.vagnier@maryville-schools.org	865-983-8551	7:50a – 2:50p
Sam Houston Elementary 330 Melrose St Maryville, TN 37803	Molly Rice molly.rice@maryville-schools.org	865-983-3241	7:50a– 2:50p
Coulter Grove Intermediate 2025 Sevierville Rd Maryville, TN 37804	Ramona Best ramona.best@maryville-schools.org	865-982-6345	7:40a – 2:40p
Montgomery Ridge Intermediate 835 Montgomery Lane Maryville, TN 37803	Kevin Myers kevin.myers@maryville-schools.org	865-980-0590	7:40a – 2:40p
Maryville Junior High School 805 Montvale Station Rd Maryville, TN 37803	David Combs david.combs@maryville-schools.org	865-983-2070	8:20a – 3:20p
Maryville High School 825 Lawrence Ave Maryville, TN 37803	Heather Hilton heather.hilton@maryville-schools.org	865-982-1132	8:25a – 3:25p
Maryville Virtual School 520 S. Washington St Maryville, TN 37804	Deana Bishop deana.bishop@maryville-schools.org	865-681-2289	8:00a – 3:00p
Central Office Transportation 520 S. Washington St Maryville, TN 37804	Joe Pinkerton joe.pinkerton@maryville-schools.org	865-982-7121	7:30a – 4:30p
Little Nest 2025 Sevierville Rd Maryville, TN 37803	Patricia Jones patricia.jones@maryville-schools.org	865-982-6345	
Central Office 520 S. Washington St Maryville, TN 3803	Gina Holland gina.holland@maryville-schools.org	865-982-7121	7:30a – 4:30p

SUBSTITUTE TEACHER EMPLOYMENT INFORMATION

ANNUAL REQUIREEMNTS

Each year returning substitute employees will be required to review this guide and complete the required annual training for all school employees through Safe Schools. These requirements may be completed at the convenience of the substitute while on campus (an ideal time would be during the scheduled planning period). The training must be accomplished prior to receiving the first paycheck of the school year.

PAY

The administrative staff at each school will submit your hours to the Central Office for compensation. The pay period begins on the 16th of the month and ends on the 15th of the following month. For example, pay received on February 3rd payday reflects the days worked from December 16th – January 15th.

If you have any questions about pay, please contact the district's payroll specialist, Ellen Passmore at (865) 982-7121 or ellen.passmore@maryville-schools.org.

Substitutes Pay Scales – 2026-2027

ASSIGNMENT	RATE OF PAY
Substitute (day-to-day) – To replace absent regular employees on a day-to-day basis.	**$78.00 (High School Diploma)** **$88.00 (Bachelor Degree)** **$103.00 (TN licensed teacher)**
Half-Day Assignment	**$39.00 (High School Diploma)** **$44.00 (Bachelor Degree)** **$51.50 (TN licensed teacher)**
Certified Subs/Interims greater than 30 days	**Teacher Rate on New Scale**
MJHS/MHS and SpED Incentives: 1st Incentive: An additional $10.00 per day added to the regular rate of a substitute who fills an assignment at MJHS or MHS 2nd Incentive: An additional $10.00 per day added to the regular rate of a substitute who fills a Special Education assignment at any school	**$10.00/day** **The incentives will be combined for a total additional daily rate of $20.00 for any sub who fills a Special Education assignment at MJHS or MHS**
40% or Greater 1.5 Pay Incentives: Eligible employees are substitutes who complete more than 40% of available days in a pay period. The days beyond 40% would be paid at 1.5 times their regular daily rate.	Schedule for School Year 26-27: o September: 10 available days (4 is the 40% mark) o October: 21 available days (8.5 is the 40% mark) o November: 15 available days (6 is the 40% mark) o December: 20 available days (8 is the 40% mark) o January: 19 available days (7.5 is the 40% mark) o February: 11 available days (4.5 is the 40% mark) o March: 19 available days (7.5 is the 40% mark) o April: 17 available days (7 is the 40% mark) o May: 18 available days (7 is the 40% mark) o June: 21 available days (8.5 is the 40% mark) o July: 4 available days (1.5 is the 40% mark)

NOTES:

- **Certified Subs on board as of 1 July 2019 will be grandfathered. All new Certified subs must have a TN License within the last 5 years**
- **Nurse Subs: Substitute nurses receive $150/day. MCS nurses who sub for another MCS nurse receive their regular hourly pay.**
- **TA's who Sub: Paid at their regular hourly rate at their assigned school.**

NON-MONETARY INCENTIVES

Free School Lunch: The district will cover the cost of school lunches on the day they are working

Access to the Employee Health Clinic: Access will be granted to the clinic for all substitutes in a given month who completed more than 40% of available days for that month's pay period. For example, a sub who completed 8 days of the available 19 for the January pay period would receive access to the clinic for the month of January. A monthly report will be provided to the clinic for reference.

Access to MCS Sporting events free of charge: Free access will be granted to all MCS sporting events for all substitutes in a given month who completed more than 40% of available days for that month's pay period. For example, a sub who completed 8 days of the available 19 for the January pay period would receive access to all MCS sporting events in the month of January. A monthly report will be provided to each of the schools for gate admission.

HOW TO BE A SUCCESSFUL SUBSTITUTE TEACHER

ROLE OF THE SUBSTITUTE TEACHER

The substitute teacher is the employee in charge of the classroom in the absence of the regular teacher. The substitute teacher is responsible for delivery of the instructional program to the class. While the substitute teacher is there to ensure the education of each student, the first responsibility is to maintain the care, welfare, safety and security of students in the classroom.

A substitute teacher needs to work closely with the Teacher Assistant (TA) and/or regular staff to maintain the continuity and routine of the regular classroom program. Teacher Assistants work closely with the classroom teacher every day. They are an invaluable resource who will assist and support you throughout your service. The substitute teacher is responsible for providing for the needs of the class, and for ensuring that established rules, procedures, and all assigned responsibilities are performed in an effective and professional manner.

DRESS CODE

All employees are expected to be neat, clean, and to wear appropriate dress for work that is in good taste and suitable for the job. Employees should not have piercings in any areas visible to students other than the ears. Dress or attire from school employees that the district leadership considers to be disruptive, inappropriate, or which adversely affects the educational atmosphere will not be tolerated. More information and examples of inappropriate attire can be found in the Maryville City Schools Employee Handbook.

REPORTING TO THE SCHOOL

You should arrive at the school 15 minutes prior to the beginning of class. The following must be done immediately upon your arrival:

- Sign in at the front office to make the administration aware of your arrival.
- Review lesson plans and secure necessary materials and resources.
- Locate and review emergency plans, as well as specific behavior intervention plans, IEP accommodations, and health care plans for students.
- **Put your personal belongings in a secure place when you arrive. (**Do not leave your belongings out. It is your responsibility to keep them secured, preferably in a locked desk or cabinet.**)**
- Make sure that the physical conditions of the room are conducive to learning. Check the lighting, ventilation, and temperature.

CLASSROOM CHECKLIST
Review the following:
____ Daily lesson plans
____ Classroom Rules & Policies
____ Materials and resources referenced in the lesson plan
____ Attendance directions
____ Procedural guidelines: seating charts, transitions, student helpers, etc.
____ Notes regarding specific students (e.g., special education, individual health problems, and behavior problems)
____ Emergency plans
____ Name(s) and hours of the teacher assistant(s)

SUBSTITUTE RESPONSIBILITIES

The following are applicable to all substitute assignments:

- Introduce yourself to the class; write your name on the board.
- Establish your authority as their teacher for the day. Let students know your expectations. A positive, but firm attitude will help to make your day successful.
- Start class promptly; this helps to reduce discipline problems.
- Record attendance.
- Supervise students at all times. Circulate the classroom and offer assistance.
- Doing personal business during a substitute assignment is prohibited. Following are some examples of unacceptable behavior: reading the newspaper, magazines, etc.; personal phone calls on school or cellular phone; and using the internet for non-school related purposes.
- If you need assistance resolving a problem, call the school office or principal.

CLASSROOM INSTRUCTIONAL TECHNIQUES

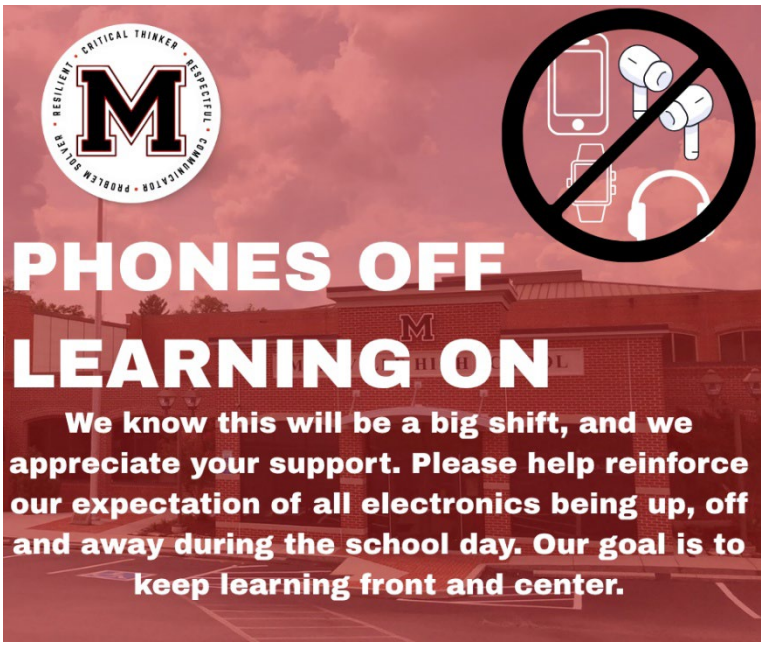
Follow the teacher's lesson plans as closely as you can. If you find it necessary to deviate, be sure to leave a note for the teacher, capturing that information. It is a good idea to have some plans and activities of your own that can be used if there are limited lesson plans, or if the class covers the planned material before the end of the day (or period). Use clear, consistent instructions in directing every activity. Ask questions to check for understanding.

CLASSROOM MANAGEMENT

- Begin the lesson promptly and keep smooth pacing to eliminate long transitions.
- Be pleasant. Appear confident. Set limits. Your first words and actions usually go a long way to set the expectations for your discipline response.
- You are legally responsible for the students' safety. While on campus, students are **NOT** to be left unattended at any time. Do not release a student to anyone without approval from the parent and school administration.
- Maintain established routines and schedules.
- Have students who seek attention help you – even the smallest tasks can put them on your side.
- With any group, smile, be friendly, show enthusiasm, and be positive.
- Maintain the use of conservative, non-controversial, acceptable language when in the classroom.
    - Foul, vulgar, or sexually suggestive language is strictly prohibited.
- Student dress codes prohibit gang related, vulgar, or drug/alcohol related clothing. Students must wear clothing that covers the body.
- Expect students to help maintain a clean and organized classroom. Make sure everything is tidy and returned to the condition of your arrival.

WIRELESS COMMUNICATION DEVICE POLICY IMPORTANT UPDATE:

School Board Policy now requires cell phones, smart watches, and any portable wireless device that has the capability to provide voice, messaging, or other data communication between two (2) or more parties to be turned off and stored during the school day. **This means that from the time students arrive on campus until dismissal, cell phones, smart watches and other devices fitting this definition will not be used at any time during the school day. This includes break, lunch and passing period from one class to another.**



Board Policy

Students may possess wireless communication devices so long as such devices **are turned off and stored for the entirety of the school day.** Such devices include any portable wireless device that has the capability to provide voice, messaging, or other data communication between two (2) or more parties, such as wearable technology, cell phones, laptops, tablets, and gaming devices.

A student may, however, be permitted to utilize a wireless communication device under the following circumstances:

1. In case of emergency;
2. When authorized by a teacher for educational purposes during instructional time;
3. To manage the student's health, as documented in the student's individual healthcare plan;
4. When the possession or use is required by the student's individual education program, 504 plan, or individual learning plan; or

5. When the device is being used by a student with a disability for the operation of assistive technology to increase, maintain, or improve the student's functional capabilities.

If a student's phone, smartwatch or other wireless devices are collected by a staff member, parents will be contacted to pick up the device from school. They will not be returned to the student.

DISCIPLINE

The goal of discipline is to help students build their own self-control. Discipline techniques must be positive and rely on a problem-solving approach. It is important to be patient and consistent. A few discipline techniques that may be used include the following:

- A positive approach to discipline is encouraged. Be pleasant, yet firm.
- Discipline problems tend to be minimized in a classroom where the substitute is prepared, organized, adaptable and demonstrates understanding.
- Retaining student attention can be a challenge; however, the manner of presentation can make a difference.
- District policy does not permit corporal punishment.
- Deal with the individual student, not the group, when corrections are necessary. Have all the facts. Listen to both sides of a story. Focus attention on the problem. Give the child the benefit of the doubt.
- Whenever talking to a student, provide eye contact. However, do not get in their "personal space."
- The only time it is legal to physically restrain a student is when you determine the student will injure him/herself or others. The amount of restraint that can be applied is the absolute minimum to control the situation. **Once order is maintained, immediately report the matter to the principal**.
- Encourage students to think of alternative solutions to the conflict. Help the student see the consequences of his/her actions. Don't get into a power struggle with the student. Attempt to give the student(s) options, which will allow him/her to maintain dignity.
- Remind students of the rules. Help them understand why their behavior may not be acceptable. Use words that a student can understand. Be consistent in your responses to situations and with students.
- Reward good behavior. Praise behavior that you like. Again, tell the student what you want instead of what you don't want.
- It is appropriate to disapprove of a student's behavior, but never the student. You may say, "That is not a good thing to do," but never, "You are not a good person."
- If the student has special education eligibility, check to see if a behavior intervention plan has been developed. This plan must be followed in addressing inappropriate behaviors of the student.
- Be a positive role model. Students learn by example.
- If serious discipline problems arise or have the potential to escalate, contact the school office or principal immediately.

AT THE END OF THE DAY

Complete a final written report to the teacher. Be sure to include:

- From the lesson plans, what were you able to accomplish, what were you not able to accomplish and why, and, if you added anything, what was it and why
- Which students were helpful and which were problems (be specific and give details).
- Leave completed student work
- Return supplies and equipment to their proper storage areas
- Re-lock any cabinets that were locked when you arrived
- Logout of all computers and turn off all equipment
- Once all students have left, close and lock all windows and doors, turn off lights, and double check that the site is secure
- Return all keys to the appropriate staff

IN AN EMERGENCY
TAKE ACTION



HOLD! In your room or area. Clear the halls.

STUDENTS
Clear the hallways and remain in room or area until the "All Clear" is announced
Do business as usual

ADULTS
Close and lock the door
Account for students and adults
Do business as usual



SECURE! Get inside. Lock outside doors.

STUDENTS
Return to inside of building
Do business as usual

ADULTS
Bring everyone indoors
Lock outside doors
Increase situational awareness
Account for students and adults
Do business as usual



LOCKDOWN! Locks, lights, out of sight.

STUDENTS
Move away from sight
Maintain silence
Do not open the door

ADULTS
Recover students from hallway if possible
Lock the classroom door
Turn out the lights
Move away from sight
Maintain silence
Do not open the door
Prepare to evade or defend



EVACUATE! (A location may be specified)

STUDENTS
Leave stuff behind if required to
If possible, bring your phone
Follow instructions

ADULTS
Lead students to Evacuation location
Account for students and adults
Notify if missing, extra or injured students or adults



SHELTER! Hazard and safety strategy.

STUDENTS
Use appropriate safety strategy for the hazard

Hazard	Safety Strategy
Tornado	Evacuate to shelter area
Hazmat	Seal the room
Earthquake	Drop, cover and hold
Tsunami	Get to high ground

ADULTS
Lead safety strategy
Account for students and adults
Notify if missing, extra or injured students or adults

K12 2021
STANDARD RESPONSE PROTOCOL

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DELAYED FIRE ALARM EVACUATIION PROCEDURE

Public Chapter 563 requires that each LEA have a procedure for determining the cause of a fire alarm including the potential for an active shooter event. Considering that requirement, our schools will utilize the following protocol when a fire alarm sounds:

Fire alarm sounds

A designated person or team of people (SRO, Administrators, Site Responders) will go to the alarm panel to identify the alarm area.

A designated person or team of people (SRO, Administrators, Site Responders) will respond to the alarm area to determine the cause of the alarm.

Until the cause is determined, students and staff will remain in place until further instructed through the intercom.

Once the cause is determined, the designated person or team will use the intercom to release students from the hold. At that time, staff and students will report outside and remain there until the Fire Department clears the building and allows staff and students to return.

MEDICATION ADMINISTRATION

No teacher shall routinely dispense medication to students. All Maryville City Schools have a nurse on site. If under exceptional circumstances a child is required to take oral medication during school hours, send them to the school nurse.

PLANNING PERIOD TIME

The purpose of a planning period is to plan for effective instruction, meet with instructional team members, to participate in curriculum alignment with standards and assessments, evaluate student work and progress, data analysis, improvement initiatives, classroom observations, teacher mentoring, and staff development. Planning period is also a good time at the beginning of the year to complete your safeschools training online. This training needs to be completed before your first substitute pay period.

Employees are not to leave the building during school hours without prior approval from the principal and signing the personnel checkout and check-in sheet in the main office.

Director of Schools
Mike Winstead, Ph.D.
mike.winstead@maryville-schools.org

833 Lawrence Avenue, Maryville, Tennessee 37803
Tel (865) 982-7121 | Fax (865) 977-5055

Assistant Director of Schools
Josh Oliver.
josh.oliver@maryville-schools.org

ALL MCS EMPLOYEES:

Monthly payroll detail (commonly known as a pay stub) is accessible online. You can view and print your pay stub from any desktop or mobile device via the MCS EMPLOYEE ACCESS PORTAL. Employee Access is a module of our payroll software, **Skyward**. With your ability to print a pay stub as needed, we will no longer provide a printed copy.

You may utilize the following features:

- CHECK HISTORY
  - At the home screen, select Employee Information tab, and under Payroll, select Check History
  - On the right, you can select SHOW CHECK
  - Or you can select the check number to reveal and print your own pay stub
- CHECK ESTIMATOR (allows you to set up different payroll scenarios to estimate your monthly pay, based on deduction changes you could make)
  - Select the Employee Information tab
  - Under payroll, select the Check Estimator
  - Alter any available fields and select the Continue Check Estimator Process button on the right
  - Include or exclude any deductions or benefits and select the Calculate Check button on the right
  - You can then see your simulated check detail and compare that to a current check stub

- Let's Get Started
  - LINK HERE →https://skyward.iscorp.com/scripts/wsisa.dll/WService=wsfinmaryvilletn/seplog01.w
  - Or, you can navigate to the Skyward link by going to the Maryville City Schools webpage under District Office, Human Resources, and Current Staff (menu on left).
  - UserID →FIRSTNAME.LASTNAME (**MUST USE ALL CAPS** - Example: JENNA.SMITH)
  - Password →LASTNAME, then birth month (XX), then birth year (XXXX) (**MUST USE ALL CAPS** - Example: SMITH081992).
  - You will be immediately be prompted to change your password.
- *MOBILE APP **You must first sign in using the instructions above **BEFORE** you are able to access the Skyward App.*
  - You can download the mobile app from the applicable APP STORE for your mobile device. Just search for SKYWARD MOBILE ACCESS.
  - Once installed, you can search the organization by ZIP Code or our district name, which is listed as MARYVILLE.
  - This is an easy way to quickly check for a deposit, with details. The date at the top of the check history screen is the deposit date.

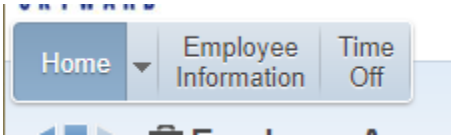
We hope you find this process helpful and convenient. As always, feel free to contact us in the district office at (865) 982-7121 with any questions or concerns.

Skyward Employee Access – How to View/Obtain Check Stubs

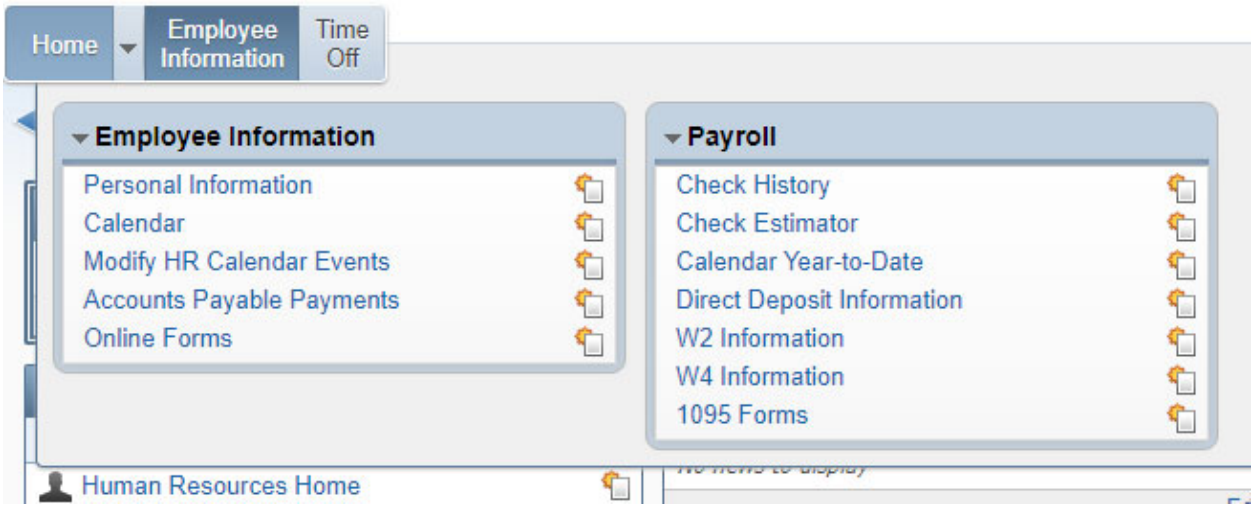
Step #1 – Log into Skyward Employee Access. This is the first screen after logging in.



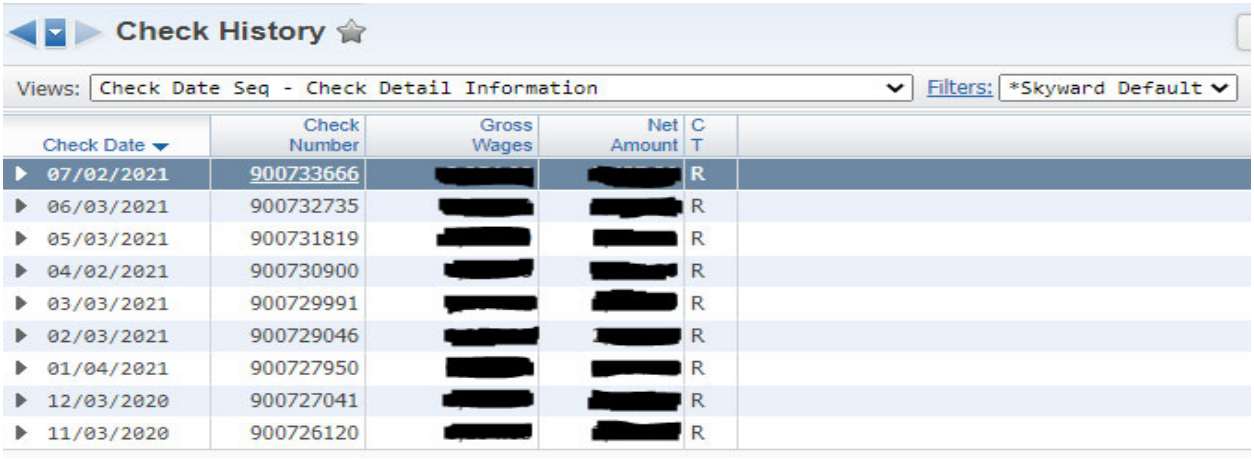
Step #2 – Click on Employee Information



After Clicking on Employee Information the below tabs will open.

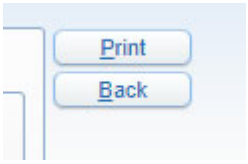


Step #3 – Click on Check History to review or obtain check stubs. Double click on Check Number to open up to full detail check stub.

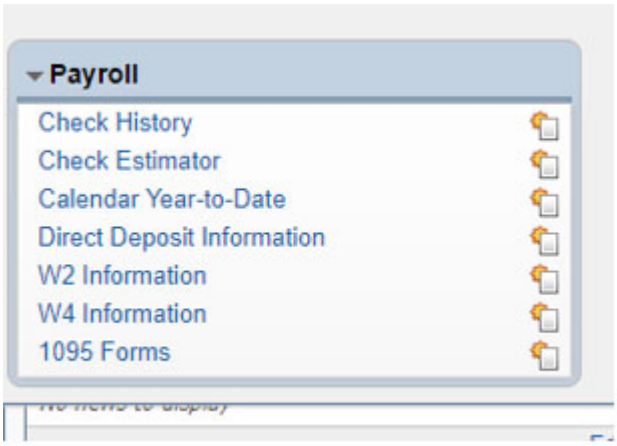


Check Date	Check Number	Gross Wages	Net Amount	C T
07/02/2021	900733666	[redacted]	[redacted]	R
06/03/2021	900732735	[redacted]	[redacted]	R
05/03/2021	900731819	[redacted]	[redacted]	R
04/02/2021	900730900	[redacted]	[redacted]	R
03/03/2021	900729991	[redacted]	[redacted]	R
02/03/2021	900729046	[redacted]	[redacted]	R
01/04/2021	900727950	[redacted]	[redacted]	R
12/03/2020	900727041	[redacted]	[redacted]	R
11/03/2020	900726120	[redacted]	[redacted]	R

Step #4 – Print Check Stub – button on top right of screen next to Employee Information.



Maryville City School Employees may also obtain the following under the Payroll Tab. The check estimator allows an employee to estimate W-4 changes to see how one's paycheck will be affected. Actual changes can only be made by filling out a new W-4 and submitting it to the Payroll Specialist. This is also where our employees go to print their W-2 information for filing taxes.



* Paychecks are distributed on the 3rd of each month unless the 3rd falls on a weekend, and if that this the case the paycheck will be distributed the Friday before the 3rd.

Please contact Ellen Passmore, MCS Payroll Specialist for Log-In Issues or Pay Questions or Concerns. ellen.passmore@maryville-schools.org or 865-982-7121.

Maryville City Schools

Substitute Quick Reference Card

System Phone Number 865-238-4381

Help Desk Phone Number 865-982-7121 ext. 11101

Write your Access ID here _____

Write your PIN here _____

Web Browser URL **https://maryville.eschoolsolutions.com**

TELEPHONE ACCESS INSTRUCTIONS

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	Starts at 5:00 am	4:00 - 9:00 pm
Saturday	None	None
Sunday	None	4:00 - 9:00 pm
Holidays	None	4:00 - 9:00 pm

DECLINE/CANCEL REASONS:

1. Illness
2. No Transportation
3. Working in another District

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 (Call 865-238-4381)

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
   Enter the decline reason from page 1 followed by the star (*) key
   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
2 – Hear Available Jobs
3 - Change your Callback Number
4 - Review or Modify Temporary Do Not Call Time
5 - Review or Modify Unavailability Dates
6 - Review or Modify Daily Availability
7 - Change PIN or Re-record Name
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 (Enter cancellation reason followed by the * key)

HEAR AVAILABLE JOBS

1. Hear assignment information
   PRESS 1 to Repeat assignment
   PRESS 2 to Accept assignment
   PRESS 3 to Decline assignment
2. If you **pressed 3** to Decline assignment
   Enter decline reason from page 1 followed by the star (*) key

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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.

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. Enter your Access ID and PIN.

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.
Update Email - Enter or change email address
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

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 a reason for decline from the drop-down list, then select the *Decline Job* button
  - Select the *Return to List button* to return to the job listing

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. Enter a reason for canceling from the pull down list. 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.*

Substitute SmartFind Express Mobile App

Provided below is your district code for the SmartFind Express mobile application:

School District: Maryville City Schools
District Code: KQKT

Once the mobile app has been downloaded and installed, you will need to enter the district code in the mobile app.
A different district code is required for each district where you are currently an active substitute.

SmartFind Express Mobile App Download links:

iPhone: https://apps.apple.com/us/app/smartfind-express/id1441480371?ls=l - Download on the AppStore

Android: https://play.google.com/store/apps/details?id=com.powerschool.sfng - Get it on Google Play

User Guide: https://video.eschoolsolutions.com/mobileapp/SubstituteGuideSmartFindExpressMobile.pdf

Substitute User Guide – SmartFind Express Mobile App

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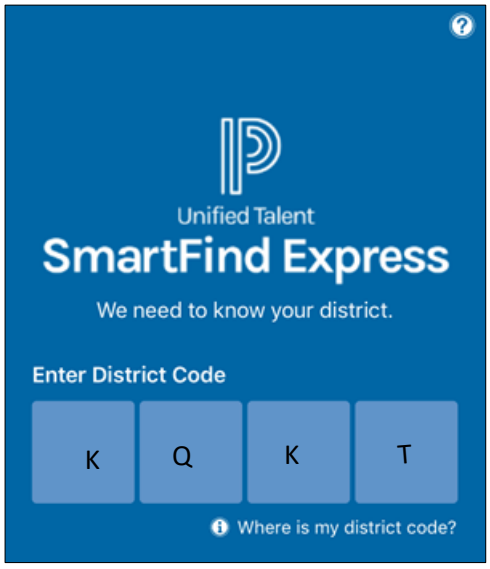
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Get Started

Access the App

Each district will provide you instructions and a district unlock code. Open the app and enter the code.



Maryville City Schools
District Code for
Substitutes - **KQKT**

After unlocking, select the district. Enter your login credentials for the selected district.



Main Navigation



A. **Jobs** – Find and accept jobs available to you and manage jobs you have accepted in a list view.

B. **Calendar** – Find and accept jobs available to you and manage jobs you have accepted in a calendar view.

C. **Settings** – Set your availability and notification preferences.

D. **Logout**

NOTE: The mobile app has multi-lingual support. It translates to the selected language of your device.

Manage Jobs – List View

Find & Accept Available Jobs

1. Select **Jobs** from the main navigation.
2. From the **Available** jobs list, select a job to access its details page.
3. To take a job assignment, tap **Accept**.

   -OR-

   To hide a job from the list, tap **Decline**. A confirmation will appear asking you to select a reason.

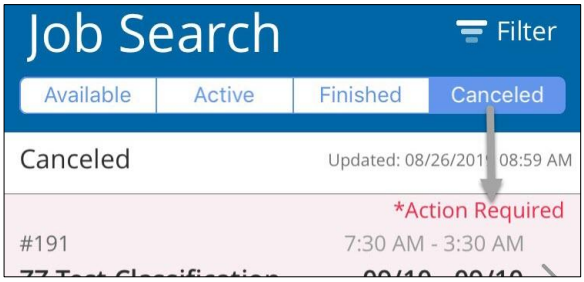
Review & Cancel Active Jobs

1. Select **Jobs** from the main menu.
2. From the **Active** jobs list, select a job.
3. Review the job dates, schedule, and location information.
4. You may have one or more of the following options:
   - **Cancel Assignment** – Only available if you can cancel the job. A confirmation will appear asking you to select a reason.
   - **Play** – Only available if there are audio instructions.
   - **View** – Only available if there are text instructions.
   - **Attachments** – Only available if there are instruction files.

Acknowledge Canceled Jobs

If you have been canceled from an assignment by someone else, you should acknowledge the cancellation.

1. Select **Jobs** from the main menu.
2. From the **Canceled** jobs list, select a job flagged as Action Required.

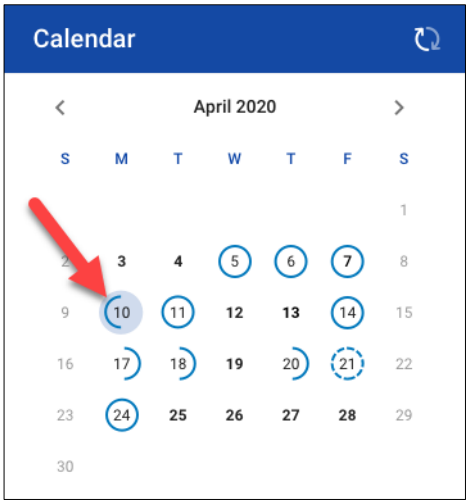


3. Review the job dates, schedule, and location information.
4. Tap **Acknowledge Cancellation**.

Manage Jobs – Calendar View

Jobs available to you and your assigned jobs are displayed together in the calendar.

1. Select **Calendar** from the main navigation.
2. Select a date with a job icon to view jobs for that day.



3. Select a job from the list to review its details.

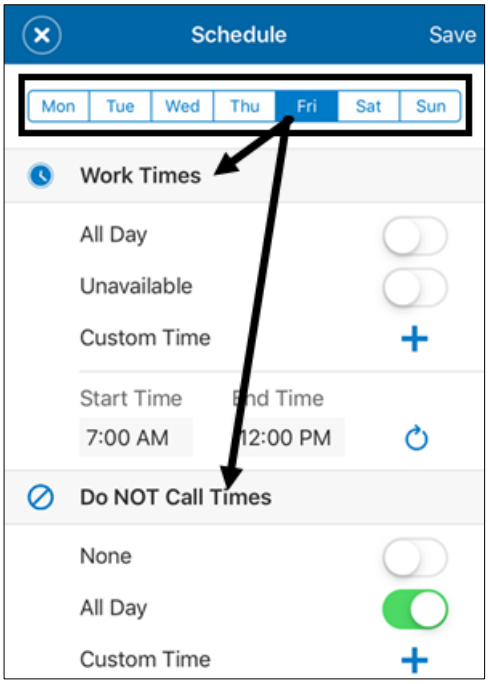
Job icons:



Manage Availability

Manage Schedule

1. Select **Settings** from the main menu.
2. From the **Availability** tab, select **Schedule**.
3. For each day of the week, select your **Work Times** and **Do NOT Call Times** preferences.



4. Tap **Save**.

Set Unavailable Dates

1. Select **Settings** from the main menu.
2. From the **Availability** tab, select **Unavailability**.
3. Tap **Add**.
4. Enter the unavailability details.
5. Tap **Save**.

To remove an unavailability entry:

- For iOS, press from the list and slide left, then tap **Delete**.
- For Android, press from the list and hold, then tap **Delete**.

Manage Notifications

1. Select **Settings** from the main menu.
2. From the **General** tab, select **Notifications**.
3. Turn notifications on or off for both push (in-app) and SMS (text) delivery.
4. If you elect to receive SMS notifications, tap **Enter Mobile Phone Number** to update your preferred mobile number and provider.

Manage Classifications

1. Select **Settings** from the main menu.
2. From the **General** tab, select **Classifications**.
3. Tap **Edit**.
4. Select appropriate classifications and groups from each tab.
5. Tap **Save**.

Manage Locations

1. Select **Settings** from the main menu.
2. From the **General** tab, select **Locations**.
3. Tap **Edit**.
4. Select appropriate locations and groups from each tab.
5. Tap **Save**.

Manage Auto Accept

1. Select **Settings** from the main menu.
2. From the **General** tab, select **Auto Accept Setup**.
3. Select your minimum acceptance window. This will apply to all locations.
4. Turn **Auto Accept** on or off for each location.
5. Tap **Classifications Setup** for each location to choose corresponding classifications.

Manage Profile Settings

1. Select **Settings** from the main menu.
2. Select the **Personal** tab.
3. Select an option to update your email address, password, contact information (for calls), or physical address.

NOTE: Password is not the same as your PIN. You must log in to the web application to change your PIN.

Substitute user guide -Text message job offers

PowerSchool

Text message job offers - Features and Benefits

Introduction

With 'text message job offers', you can opt to receive these job offers via text message notifications (instead of IVR calls) on your mobile number. This will mean that, you can view the job offer on your mobile device at your convenience and decide to accept or decline, making this an easier and quicker way to accept jobs.

Points to note

- For: Unavailability, temporary do not call, block phone calls: you will not receive test message job offers.
- Specified and SCAN (Substitute cancelation) calls will still be on IVR calls
- When you accept a job offer via text notification, if the job is still available, you will get a job confirmation message
- In case the job is not available by the time you accept it, you will be notified through a text message that the job is no longer available.
- If you decide to opt out of text message job offers, you will start receiving calls for job offers.

PowerSchool

Substitute User Guide - Text message job offers

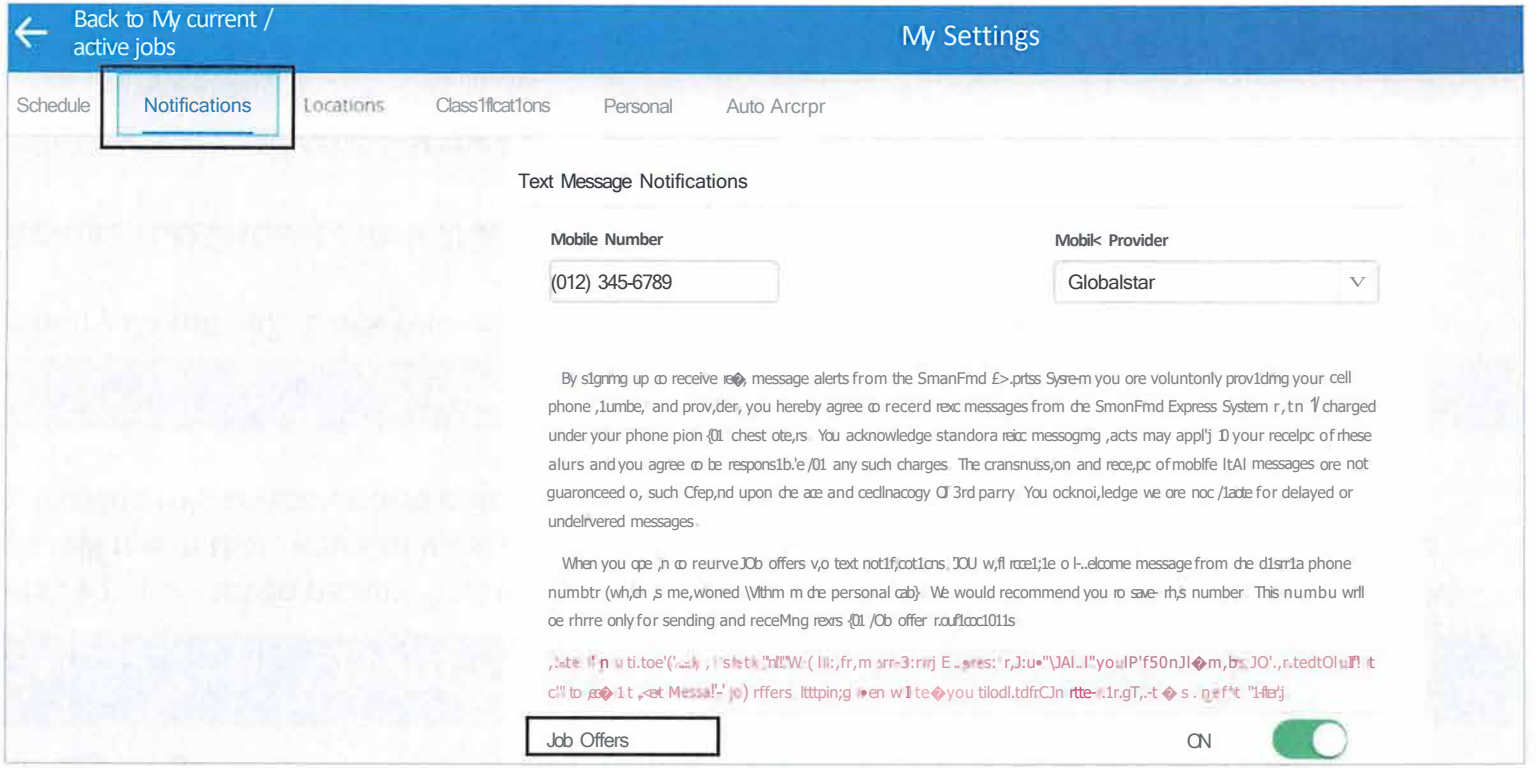
How do opt-in from the website

Steps:

1. Go to Settings (you can find Settings by clicking on the Blue circle with your initials on top right corner) Notifications Text Notification section.

2. Fill in your mobile number (10 digit with area code) and your mobile provider

To enable receiving Text message job offers, toggle the Job offers to Enabled



PowerSchool

Substitute Opt-in : Mobile App/ Text message

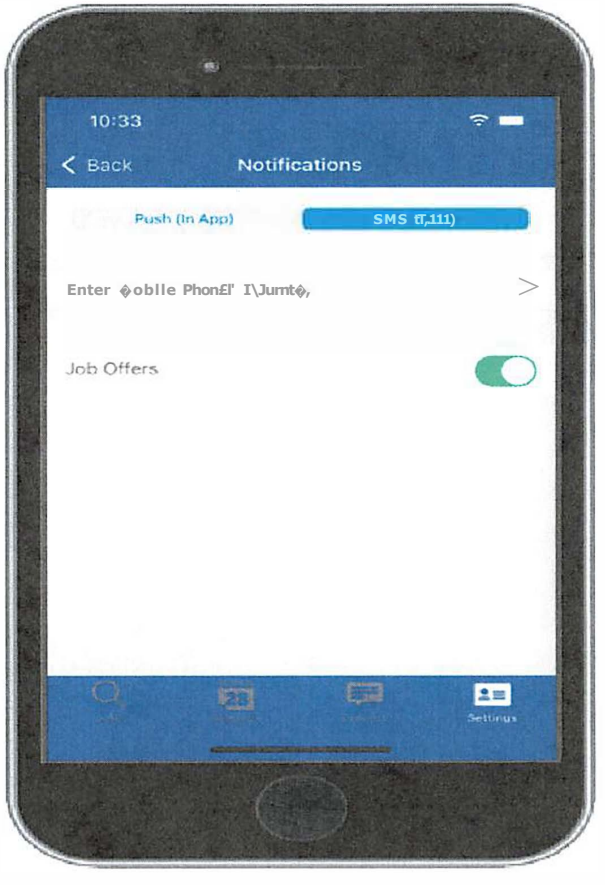
How do I opt-in from the mobile app

Steps:

1. Go to Settings (you can find Settings by clicking on the Blue circle with your initials on top right corner) Notifications Text Notification section.

2. Fill in your mobile number (10 digit with area code) and your mobile provider

To enable receiving Text message job offers, toggle the Job offers to Enabled



How do I opt-in from text message

In case, you wish to opt back after having opted out of text messaging or use this method as a normal opt-in for the first time, you can text your district's mobile number with the word **UNSTOP**

The District mobile number will be displayed within the personal tab in settings on SmartFind Express website.

PowerSchool