

# SmartFind*Express*®

## Employee User Guide



### STATEMENT OF CONFIDENTIALITY

This information has been prepared for the express purpose of providing your organization with information about the functions and use of the eSchool Solutions SmartFind*Express* system. This material contains proprietary product information and may not be reproduced, used by, or disclosed to persons not in the employ of the recipient without the prior written consent of eSchool Solutions. Company Confidential/Do Not Distribute – Do Not Post on Unsecured Web Sites (such as your district web site).

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## Chapter 1 Introduction

*Welcome to SmartFindExpress!*

The Employee module of the SmartFindExpress system allows quick and easy access to the information you need to create and review absences. This guide provides instructions for performing these tasks through an Internet browser or over the telephone.

### **System Overview**

SmartFindExpress is a technology solution that integrates database records with telephone Interactive Voice Response (IVR) and browser-based technology. SmartFindExpress automates the absence entry process for you and finds a substitute to fill the absence.

Telephone IVR and computer browser software (such as Internet Explorer or Netscape), both communicate with SmartFindExpress to update information in the SmartFindExpress database.

SmartFindExpress automates, prioritizes, assigns, and dispatches the most appropriate substitutes for the job. Substitutes have the ability to decline jobs, upon which the system repeats the process for the next selected substitute in sequence. SmartFindExpress records the assignment and tracks the status through completion for record keeping and management reports.

SmartFindExpress selects substitutes to fill absences and places calls to those substitutes during the specified call-out times. Substitutes can also call into the system or use their computer to search for available jobs. SmartFindExpress can be accessed 24 hours a day, 7 days a week by administrators, employees, and substitutes.

### **About this Guide**

This guide contains the following chapters:

Chapter 1, *Introduction*, provides an overview of the SmartFindExpress system and describes the organization of this guide and the conventions used.

Chapter 2, *Internet Browser Access*, describes the browser access features and provides instructions for creating and reviewing absences.

Chapter 3, *Telephone Access*, contains the procedures for accessing and registering with SmartFindExpress over the telephone.

In addition to this guide, all employees receive a Quick Reference card during implementation of the system or upon being hired.

## Conventions Used in this Guide

To help you effectively use your documentation, this guide follows the conventions described in the following topics.

### Guide Identification

The top of every page displays a header that contains the title of the guide and the current chapter name and section name.

The bottom of every page displays the publication month and year of the document.

### Information Alerts

This guide uses "Notes" with the following format:

**Note:** *This is a sample of a note. Notes provide information that will help you with the current task.*

### Typographical formats

The following text format identifies special information:

<b>Italics</b>	Words in <i>italics</i> indicate action buttons such as <i>Save</i> , <i>Continue</i> , <i>Return to List</i> , <i>NEXT</i> , and <i>PREV</i> .
<b>Bold</b>	The name of commands and options are shown in <b>bold</b> . References to links also appear in <b>bold</b> , for example, "and click the <b>Start Date</b> link."

## Chapter 2 Internet Browser Access

This chapter includes information on browser access features and provides instructions for performing the functions on the Employee menu.

### Getting Started

This section describes Internet browser access requirements and system features.

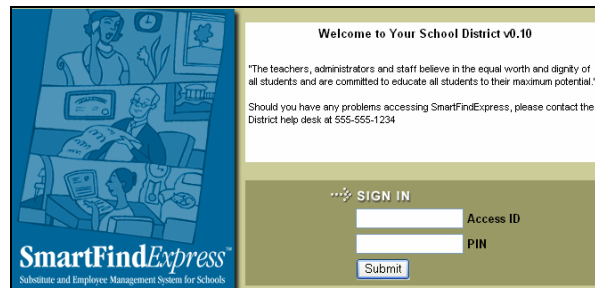
### System Requirements

The minimum Internet Web Browser versions supported are:

- Microsoft Internet Explorer version 5.5 or later
- Netscape Communicator version 6.2 or later
- Mozilla/Firefox 1.0 or later
- Safari 1.0 or later.

### Signing In

Open your Internet browser and access the SmartFindExpress site. Your site can be found at: [www.aps.k12.co.us/hr/sems.html](http://www.aps.k12.co.us/hr/sems.html). The SmartFindExpress Welcome screen displays the welcome message and any "all users" announcements. If multiple languages are present, the **Select Language** option will display on this screen. Two identifiers are required to log on to the system: Access ID and Personal Identification Number (PIN). Only numeric information is allowed in these fields (no dashes). Once both fields are entered, the *Submit* button must be pressed to access the system.



### Privacy and Terms of Use Statements (ASP Service Customers only)

If your district uses SmartFindExpress as a service from eSchool Solutions, the system will require all existing and new users to view and acknowledge acceptance of the legal "Terms of Use" policy. This action is only required the first time a user accesses the system, or if any revisions are made to the policy. The Terms of Use may be viewed from any page in the system.

The Privacy policy explains the data collection and use practices of eSchool Solutions. It can be viewed from any page in the system. Users will be alerted if any revisions are made to this policy.

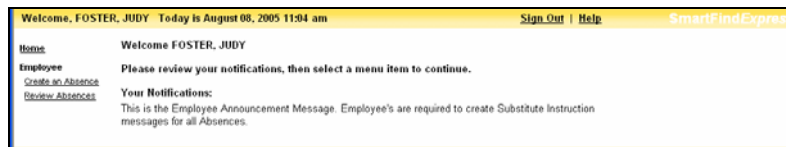
## Signing Out

At any time during the session, the **Sign Out** command can be pressed to end the session and disconnect. Pressing the browser's *Back* button or going to another site on the Internet does not disconnect the session. To ensure security and privacy of information, you should sign out and disconnect or close the browser when finished with your session.

**Note: Do not use the browser's Back button to navigate to a previous screen. There are buttons provided within the program to return you to previously viewed information. For example, the Return to List button, or use the tabs at the top of a screen.**


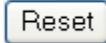

## Employee Home Page


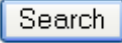

After a successful login, the home page is displayed. It displays your name and any announcements and notifications. Notifications include location announcements and notices of dates that are or have expired.



## Navigation Tools

SmartFindExpress uses *links* to display user screens and various action *buttons* to perform specific functions or to navigate to other screens. Links are indicated by underlined text. All menu items are underlined. When you click on a menu item, the corresponding page is displayed. Navigation tools in SmartFindExpress consist of buttons and icons. The following table describes the common navigation tools.

Button/Icon	Function
	Displays the next screen in the process when completing a task that has multiple processes, such as the process of creating an absence.
	Clears information entered on the screen and redisplay the screen with its default information.
	Takes you to the primary listing for that feature.

Button/Icon	Function
	Updates the database after data entry.
	Searches the database based on the criteria entered on the screen.
	Date icon. Clicking this button displays a calendar. Select a date or use the arrows on the calendar to scroll to the next or previous months and years. Selecting a day closes the calendar and places the date in the Date field.

**Note:** Fields on the screen that are marked with an asterisk (\*) denote required information.

## Using the Employee Menu

This section provides detailed instructions for using each of the options on the Employee menu.

The screenshot shows a web interface with a left-hand menu containing links for [Home](#), [Employee](#), [Create an Absence](#), and [Review Absences](#). The main content area displays a welcome message: "Welcome FOSTER, JUDY" and a prompt: "Please review your notifications, then select a menu item to continue." Below this is a section titled "Your Notifications:" with the text: "This is the Employee Announcement Message. Employee's are required to create Substitute Instruction messages for all Absences."

**Create an Absence** Allows you to enter your absence information, select a substitute, if required, and confirm the absence.

**Review Absences** Allows you to search, review, or cancel absences.

## Create an Absence

To create an absence, you must enter the absence information and then continue with the process until a job number is assigned.

Clicking the **Create an Absence** link displays the Create Absence screen. Complete the absence information and then click *Continue*. If all information is entered correctly, the Create Absence Confirmation screen will display next. If any errors are encountered, a message will display and the information can be corrected. A description of each field is provided in the following table.

The screenshot shows the "Create Absence" form. It includes the following fields and sections:

- Absence Information:** Location (dropdown: VALLEY ELEMENTARY SCHOOL), Classification (dropdown: Mathematics), Reason (dropdown), Budget Code (text input), and "Is a Substitute required?" (radio buttons: Yes, No).
- Dates:** Start and End dates (mm/dd/yyyy) with calendar icons, both set to 08/05/2005.
- Absence Times:** Start and End times (hh:mm am) for both absence and substitute, all set to 12:00 AM.
- REPORTING MULTIPLE DAYS?:** A section with a "Modify Schedule" button.
- Substitute:** "Specify a Substitute? ID:" (text input) and "Name Lookup" button.
- PRE-ARRANGED?:** "If the specified substitute has accepted this assignment and does not need to be contacted, press YES." and "Has the substitute accepted this job?" (radio buttons: Yes, No).
- Substitute Instructions:** A text area with up/down arrow buttons.
- Buttons:** "Continue" and "Reset" at the bottom.

Field Name	Description
Location	<p>Location is a pull-down menu. Your primary location is displayed.</p> <p><b>Note:</b> <i>If you have multiple locations or classifications on your profile, and the absence is being reported for a different location or classification other than the primary location or classification, use the appropriate pull-down menu to change the location and/or classification of the job. Only the locations on your profile will appear in the "Location" pull-down menu. Only the classifications on your profile for the selected location will appear in the "Classification" drop down menu.</i></p> <p><b>Note:</b> <i>If you are an Itinerant schedule teacher, all of the locations and classifications you work are visible on the pull-down menu. Your work schedule and times are obtained from the primary location and classification on your profile.</i></p>
Classification	<p>Classification is a pull-down menu. Your primary classification is displayed.</p> <p><b>Note:</b> <i>If you have multiple locations or classifications on your profile and the absence is being reported for a different location or classification other than the primary location or classification, use the appropriate pull-down menu to change the location and/or classification of the job. Only the locations on your profile will appear in the Location pull-down menu. Only the classifications on your profile for the selected location will appear in the "Classification" drop-down menu.</i></p>
Reason	<p>The pull-down menu displays all absence reasons that can be selected sorted by name or code. Select a reason to assign to this absence.</p>
Budget Code	<p>Enter a budget code for an absence only when the reason code requires a budget code. The budget code field disappears if the reason does not require a budget code.</p>
Is a Substitute required? Yes/No	<p>You can choose if a substitute is required for the absence. The default is Yes.</p> <p>To create the job without entering any substitute information so that the system finds a substitute for the job, click <i>Yes</i>, and then click the <i>Continue</i> button at the bottom of the screen. Otherwise, click <i>Yes</i>, and proceed with specifying/prearranging a substitute if desired. Complete the process of creating the absence.</p> <p>If a substitute is not required to fill the absence, click <i>No</i>. The system creates the job and assigns the job number. No calls will be made by the system for this job.</p> <p><b>Note:</b> <i>The choice of indicating if a substitute is required is only offered if the absence would normally require a substitute.</i></p>
Dates Start/End	<p>The default for entry of an absence is today's date. To edit the dates, click the calendar icon to display the calendar, or type in the new dates in the indicated format. You may not enter an absence for past dates.</p>
Absence Times	<p>The start and end time indicated for the selected location is the default.</p>

Field Name	Description
Substitute Times	<p>The default is the same times of the absence.</p> <p>To edit the times, all four digits of the time must be entered in hh:mm am/pm format.</p>
Reporting Multiple Days?	<p>Your work schedule is displayed and can be modified. If the days are non-consecutive, or if each day of the multiple-day job has a different start/end time, click <i>Modify Schedule</i> to set the times for the absence. The Create Absence - Modify Times screen displays. Using this screen is covered in the following section.</p> <p>The workdays must correspond to the days of the absence being reported.</p>
Specify a Substitute?	<p>You can request a particular substitute for this absence. If you know the substitute's ID number, it can be entered in the substitute ID field. If the ID is unknown, click <i>Name Lookup</i> to display the Substitute Name Lookup screen. Enter the search criteria and click <i>Search</i>. The list of substitutes that match the search criteria is displayed. The following information may be provided for each substitute on the list:</p> <ul style="list-style-type: none"><li>▪ Access ID – The substitute's access ID number.</li><li>▪ Call Back # - The substitute's callback number.</li><li>▪ Reg? – Indicates if the substitute is registered or not.</li><li>▪ Cert? – Indicates if the substitute is certified or not.</li><li>▪ Loc? – Indicates if the location of the absence is in the substitute's profile.</li><li>▪ Class? - Indicates if the classification of the absence is in the substitute's profile.</li></ul> <p>Selecting a substitute will close the window and enter the Substitute ID and name into the fields.</p>
Has the substitute accepted this job?	<p>You can indicate that you have talked with the substitute and the substitute has agreed to accept the assignment. If yes is selected, the substitute will be assigned to the absence and the system will not call the substitute. This is known as "Prearranging." The substitute is then responsible for accessing the system and verifying that you did pre-arrange the absence, and obtain the job number.</p> <p>Click "No" if the substitute has not accepted this assignment. Phone calls will be made to offer the substitute the job.</p>
Substitute Instructions	<p>Instructions can be entered during job creation. The message is not limited by length and the field will scroll as information is entered. These instructions will also be voiced to a substitute over the telephone.</p>

Validation of the absence includes checking that the field values are correct, that information is not missing and that limitations have not been exceeded. If a substitute is specified, the substitute must pass all availability checks for the job. If any error messages display, you can re-enter the data.

## Modifying Your Schedule

This screen allows you to modify your work schedule. Uncheck the box next to the day(s) you want to modify. Make your updates and then click *Continue* to return to the Absence Information screen.

		Absence		Substitute	
		Start Time	End Time	Start Time	End Time
Weekly Schedule (hh:mm am)		(hh:mm am)	(hh:mm am)	(hh:mm am)	(hh:mm am)
Monday:	<input checked="" type="checkbox"/>	08:00 AM	03:00 PM	08:00 AM	03:00 PM
Tuesday:	<input checked="" type="checkbox"/>	08:00 AM	03:00 PM	08:00 AM	03:00 PM
Wednesday:	<input checked="" type="checkbox"/>	08:00 AM	03:00 PM	08:00 AM	03:00 PM
Thursday:	<input checked="" type="checkbox"/>	08:00 AM	03:00 PM	08:00 AM	03:00 PM
Friday:	<input checked="" type="checkbox"/>	08:00 AM	03:00 PM	08:00 AM	03:00 PM

You can uncheck days that do not apply to your absence dates. For example, if the absence days are for a four-week period and you normally work Monday thru Friday, but the absence is only for every Monday during that period, you would uncheck Tuesday thru Friday on this screen.

This screen is also used when every day of a multiple-day absence does not have the same times.

## Confirming the Absence

The Create Absence Confirmation screen allows you to verify that the information is correct before the job is created. You can click the *Create Absence* button to create the job and receive a job number, or click the *Cancel* button to return to the Create Absence screen without creating the absence.

The system could automatically change your absence request due to restrictions that have been set up. You may notice a job being created as *No Substitute Required (NSR)*. If so, the reason is displayed on the screen. A job could also be created as *Automatically Assigned*. A substitute can be automatically assigned if substitutes are available for automatic assignment. Typically, the absence is created when this situation occurs.

**Create Absence Confirmation**  
**This absence will not be created until the Create Absence button is pressed**

Job Status: **Open/Specified**  
Employee: FOSTER, JUDY  
Location: HILLSIDE MIDDLE SCHOOL  
Classification: Secondary  
Reason: 2 Personal Leave  
Budget Code: None  
Voice Instructions: None  
Text Instructions: None  
Dates: 08/08/2005 - 08/08/2005

Weekly Schedule: Monday 08:00 AM - 03:00 PM  
Tuesday 08:00 AM - 03:00 PM  
Wednesday 08:00 AM - 03:00 PM  
Thursday 08:00 AM - 03:00 PM  
Friday 08:00 AM - 03:00 PM

Specified Substitute: JOHNSON, ELIZABETH MARIE  
Assigned Substitute:

Clicking the *Create Absence* button displays the Create Absence Verification screen. A job number has been created for this absence. The receipt of a job number is critical to successfully entering an absence in the database.

**Job Creation was successful**

**Create Absence Verification**

**Job Number: 680**  
Job Status: **Open/Specified**  
Employee: FOSTER, JUDY  
Location: HILLSIDE MIDDLE SCHOOL  
Classification: Secondary  
Reason: 2 Personal Leave  
Budget Code: None  
Voice Instructions: None  
Text Instructions: None  
Dates: 08/08/2005 - 08/08/2005

Weekly Schedule: Monday 08:00 AM - 03:00 PM  
Tuesday 08:00 AM - 03:00 PM  
Wednesday 08:00 AM - 03:00 PM  
Thursday 08:00 AM - 03:00 PM  
Friday 08:00 AM - 03:00 PM

Specified Substitute: JOHNSON, ELIZABETH MARIE  
Assigned Substitute:

To create a new absence, click the *New Absence* button to return to the Create Absence screen.

## Reviewing Absences

This feature allows you to display all absences, or search for absences by job number or by date range. To search for absences by a date range, enter the dates in the "From/To" fields. The default date is "today." Dates can be any date in the past, present, or future, however data is limited to the number of days the data has been saved. Absences can be displayed in List or Calendar format. Once the list of absences is displayed, you can view the details of the absence or cancel the absence. Only future absences may be cancelled.

**Review Absences**  
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

The list is displayed in descending date order. Cancelled jobs are optionally displayed. To navigate through the listing, use the *Next* and *Previous* buttons.

Jobs can be reviewed or cancelled by clicking the **job number** link.

**Review Absences**  
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

Job #	Start Date/Time	Location	Reason
	End Date/Time	Classification	Substitute
<a href="#">681</a>	08/11/2005 08:00 AM	HILLSIDE MIDDLE SCHOOL	Personal Leave
	08/15/2005 03:00 PM	Secondary	Open
<a href="#">680</a>	08/08/2005 08:00 AM	HILLSIDE MIDDLE SCHOOL	Personal Leave
	08/08/2005 03:00 PM	Secondary	Open

## Displaying Jobs in Calendar Format

The calendar format displays jobs starting with the "Search From" month. One month is displayed at a time. The job number and start time display. Pressing the **job number** link displays the job details. If there are multiple absences for the same day, they will be listed. Cancelled jobs do not display in the calendar format. Non-workdays (based on daily availability) and weekends are shaded in light gray.

August 2005						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8 6:00 08:00 AM	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

## Canceling Absences

Click the **job number** link to review or cancel a job. The Review Absence Detail screen is displayed. This screen lets you review the details of an absence, update absence information, or cancel an absence.

If the job is in "Open" status, the text instructions can be updated. Click **Save** after making any changes.

**Review Absence Detail**

Job Number: 681  
Job Status: Open/Open  
Location: HILLSIDE MIDDLE SCHOOL  
Classification: Secondary  
Reason: Personal Leave  
Voice Instructions: None  
Text Instructions:

Start Date: 08/11/2005  
End Date: 08/15/2005

Weekly Schedule: <b>Employee</b>	<b>Substitute</b>
Monday 08:00 AM - 03:00 PM	08:00 AM - 03:00 PM
Thursday 08:00 AM - 03:00 PM	08:00 AM - 03:00 PM
Friday 08:00 AM - 03:00 PM	08:00 AM - 03:00 PM

Specified Substitute: None  
Assigned Substitute: Open

Notify the substitute of a cancellation?:

The *Cancel Job* button is displayed for current and future jobs with the following conditions:

- The job is not yet started and the time before the job starts, that jobs can be cancelled, has not been reached. (**Note:** Based on system parameters, the open portion of a multiple-day job can be cancelled when some of the job days have already finished.)
- A substitute is not assigned or a substitute is assigned and job cancellation is allowed.

To cancel the absence, first indicate that the substitute needs to be notified of the cancellation by clicking in the box, and then click *Cancel Job*. The system will notify the substitute of the cancelled job by placing a telephone call. Cancelled jobs may display on the job list based on the system setup parameters. The job list redisplay with the word "Cancelled" displayed under the job number.

## Chapter 3 Telephone Access

This chapter provides information and procedures for accessing SmartFindExpress using a telephone (Interactive Voice Response).

### **Registration**

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 and should never be used by anyone else.

To register, follow this procedure:

1. Call the main system number.
2. Enter your Access ID, followed by the star (\*) key.
3. Enter your PIN, followed by the star (\*) key. If your Access ID and PIN are same number, you will be asked to enter a new PIN before you can continue using the system. PIN numbers must meet the minimum length that has been setup in the parameters and can only contain numeric information.
4. If there has been no voice recording of your name, you are asked to record your name. Record your name and when you have finished recording, press the star (\*) key.
5. Finally, you will hear the locations and classifications that have been setup in your profile. If this information is not correct, please contact your system operator. You are only allowed to create absences for the locations and classifications listed.

### **Main Menu**

The following options are available from the main menu:

- Create an absence
- Review, cancel, or modify jobs
- Review work location and job descriptions
- Change your PIN or the recording of your name.

### **Create an Absence**

Absences can be reported for today, tomorrow, or a specific date in the future.

To enter an absence, follow these steps:

1. Call the main system number.
2. Enter your Access ID and PIN, both followed by the star (\*) key.
3. Select "1" to create an absence.
4. If you have multiple locations and classifications in your profile, you will be asked to select one from a list. If you have more than nine in your profile, or you are classified as an itinerant teacher, you will be asked to enter the location and classification.

5. Select the start and end dates of the absence. The system asks you to indicate whether the absence is only for today, tomorrow, or if you want to enter the dates. The dates are entered as four digits in the format of MMDD. Parameter settings control the number of days in the future that an absence can be entered.
6. Select the start and end times of the absence. The default times for the absence location will play. Accept the default or enter specific times. The times are entered as four digits in the format of HHMM. Either the 12-hour clock or military times can be entered. The 12-hour clock will ask you to indicate am or pm. If this is a multiple day absence, each day's times must be confirmed. The absence times are also used for the substitutes times.
7. Select a reason for the absence and press the star (\*) key. A list of reasons automatically plays, but the reason can be entered at any time.
8. Record special instructions. Special instructions are used to provide information to the substitute. The substitute will know the dates, times, location, classification of the absence and your name. Special instructions allow you to tell a substitute where a lesson plan can be found, that a field trip is planned for that day, that the absence is actually split between two locations, or any other information that would assist the substitute in covering the absence. This needs to be a positive, instructional message. Because special instructions are played to each substitute offered the job, it is inappropriate to use special instructions to request a substitute or verbally state that a particular substitute is not desired. Parameter settings control the maximum length of the special instructions recording. You can choose to not record special instructions or to record any length of information up to the maximum length allowed.
9. Choose if a substitute is required for the absence. In some instances, a substitute is not required if it is a teacher workday or during a planning period.
10. If a substitute is needed, you may specify or prearrange a substitute. Parameters control if you can request a substitute for the job, enter the job as prearranged, or report an absence that does not require a substitute. Requesting a substitute means that only the specified substitute will be called for that job until the following occurs:
  - A set time designated to release the job to other substitutes
  - The specified substitute declines the job
  - The specified substitute becomes unavailable for the date(s) and times of the job. The requested substitute can be prearranged. An absence is considered prearranged if you have talked with a substitute who verbally confirmed that they would cover your absence. Prearranged substitutes will not be called by the system. They will have to access the system to obtain the job number.
11. Obtain the job number. Please stay on the line and hear the job number played to you. Remember, no job number means that the absence has **not** been created.

## Entering Alphabetic Characters on the Telephone

Reason codes, location codes, and classification codes may contain alphabetic characters. When entering alphabetic characters, press the digit that corresponds to the letter. For example: for A, B or C, press 1. If the system determines there are multiple codes that apply to the key presses, you will hear a list of codes. Choose the correct code from the list.

## ***Review, Cancel, or Modify a Job***

After reporting an absence, you can call in and review or cancel an absence or modify the special instructions of a future absence that has already been reported. To do this:

1. Call the main system number.
2. Enter your Access ID and PIN, both followed by the star (\*) key.
3. Press "2" to review, cancel, or modify an absence.
4. The open and active jobs are played in date order. To view past jobs, please use Web access. After each job is played, a menu allows you to repeat the job information, hear the next job, modify special instructions, or cancel the job. If you need to modify the job's dates, times or reason information, you must cancel the job and then create a new absence.

Special instructions may be deleted or re-recorded.

When canceling a job that has an assigned substitute and if allowed, you will be asked to indicate if the system should call the assigned substitute. To confirm cancellation, please wait until the system says, "Job number **xxxxxx** has been cancelled." If you do not stay on the telephone to hear the cancellation confirmation, there is no guarantee that the absence has been cancelled.