New Substitute Experience User Guide

How do I find and accept jobs?

Steps:

1. Just sign in and you will see the jobs listed for you automatically!

2. If you want more information about a job, just hit the down arrow.

3. Once you decide to accept the job, you can tap the green checkmark under “Accept”, and you will have accepted the job. It’s that easy!

4. If a substitute needs more details to make their decision, they can select the down arrow to see more details on a job.

5. And training is done in real time right on the web! Substitutes can Take a Tour of the intuitive new interface.

Substitutes can Take a Tour of the intuitive new interface
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How do I see my assigned, or active, jobs?

Steps:

1. From the Home Page, select the “Active” tab. The layout is the same as the Available Jobs!

2. View all your Active Jobs from this page. If you need more information, just hit the down arrow.

3. You can also view your Active Jobs from your Calendar! Just select the “My Calendar” button.

What about jobs that were canceled?

4. From the Home Page, select the “Cancelled” tab. The layout is the same as the Available Jobs!

Removing “Duration” Column on Available Jobs

IF your district does not enable durations (in Parameters → Jobs → Job Creation). We still kept the “Time” column so Substitutes know how long the job is.
How do I find Help Documentation if I get lost?

Steps:

1. The (?) icon on the top right will lead you to two pages:
   - “Online Help” (pictured to the right) – help documentation that is updated with every release and accessible from anywhere (no need to be logged in!).
   - “Help Center” – a page with your district's address, phone number, and email.

2. Substitute Help Desk

3. [Image of Substitute Help Desk]
How do I add Substitute Help Desk Information?

Steps:

1. In SmartFind Express, from System Configuration > District menu, add the district information that will populate in the Help Center.

2. District : General

   - District Name: PowerSchool
   - Address Line 1: 1600 Lee Road
   - Address Line 2:
   - City: Winter Park
   - State/Provin: Florida
   - Zip/Postal: 32789
   - Add City to the List

   Substitute Help Desk Contact Information:
   - Phone: 459.586.6600
   - Extension: 123
   - Email: SubstituteHelpDesk@district.com

3. Substitute Help Desk

   - Address: 1600 Lee Road
   - Phone: 459.586.6600
   - Email: SubstituteHelpDesk@district.com
How do I add unavailability and why should I?

Steps:

1. Select the “Add Unavailability” button on the top right of your screen, and a modal will pop up.

2. Select when you will be available (this is required!).

3. Then select the time and duration of your unavailability. If you don’t want to receive communication all day, select “All Day”. If you are only unavailable for a short time (i.e., doctor’s appointment), you can select “Custom Time”.

4. If you want to keep receiving communication (calls, texts) from SmartFind Express when you’re unavailable, select this checkbox to turn it ON, meaning you will receive communication.

5. Select “Save”, and your unavailability will be saved!

Why Should I Add An Unavailability?
Adding an Unavailability tells your district that you are unable to work that date or time period. There are many reasons substitutes use unavailability:

- You are going on vacation and want to unplug
- You have a doctor’s appointment
- It’s your birthday and you need a day off!
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How do I set up Auto Accept?

Navigation Steps:
1. Select your initials on the top right of the screen.
2. Select “Settings”
3. Then select “Auto Accept”.

Configuration Steps:
4. The Minimum Acceptance Window (MAW) makes sure you don’t auto accept a job that starts in 20 minutes! Select whichever window you prefer (24 hours is selected in the example).
5. For each location (American Samoa is selected in the example), turn ON the Auto Accept toggle if you want to Auto Accept jobs for that location.
6. You can also configure Auto Accept to only accept jobs for specific classifications for each location. For example, if you only want to Auto Accept Science jobs at American Samoa, you can do that! Just select the Classification Setup arrow and choose your classifications.

Note:
Auto Accept has changed and substitutes need to set up Auto Accept again once they adopt the new substitute experience. We believe this
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FAQs

How do you cancel a job and where do those cancellations show up?
• If your district allows, you can cancel a job from your Active job tab. Those cancelled jobs would show up in your Canceled job tab.

Are your accepted jobs posted on the calendar?
• Yes! All accepted, or Active, jobs are posted on the calendar.

Is this new experience mobile friendly?
• Yes! If your district allows, you can use SFE from your mobile device browser.

How does the new system work if jobs are specifically called in for a particular substitute?
• If you were requested for a job, a bold green "*Requested" would show up on the job, like to the right:

How do I change my locations and classifications?
• If your district allows, you can select your initials on the top right of the screen, navigate to Settings, and select Locations or Classifications. You can then change your locations or classifications!