

San Diego Unified School District — Substitute Reference Guide

System Phone Number	(619) 297-0304					
Help Desk Phone Number	(619) 725-8090					
Write your PIN here						
Web Browser URL	https://subweb.sandi.net					

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES

	Today's Jobs	Future Jobs
Weekdays	Starts at 5:00 am	5:00 – 9:30 pm
Saturday	None	5:00 – 9:30 pm
Sunday	None	5:00 – 9:30 pm
Holidays	None	5:00 – 9:30 pm

DECLINE / CANCELLATION REASONS

Number	Description
1	Not Qualified for Assignment
2	Personal Illness
3	Family Illness / No Child Care
4	Transportation Issues
6	Personal Business
7	Working Elsewhere
8	Working in Another District
9	Other

REGISTRATION

- To register as a first-time user, create a 6 six digit number (must be different than your ID number) and write it down on this form. Then call (619) 297-0304. When prompted to enter your Access I.D., enter your Employee I.D. followed by the star (*) key. When prompted to enter your PIN, enter your Employee I.D. **AGAIN**, followed by the star (*) key.
 - When prompted the system will ask you to record your name followed by the star (*) key
PRESS 1 to Accept
PRESS 2 to Re-enter
PRESS 9 to Exit to next step
 - It will ask you to verify your callback telephone number
PRESS 1 to Modify your callback number or **PRESS 9** if your number is correct
- Note: If your area code is 619, Do NOT include the area code. Enter the 7-digit phone number only. If your area code is other than 619, enter 1+area code+the 7-digit number. Please do NOT enter an invalid number. Not complying with the instructions may result in deletion of your information from SAMS.**

If you are correcting your number, enter your phone number and the star(*)key, it will voice your number again.
PRESS 1 if it is Correct
PRESS 2 to Re-enter
PRESS 9 to Exit to next step

At the prompt it will asks you to enter your new PIN number, enter the pin you created and then press the star(*) key.
PRESS 1 if Correct
PRESS 8 to Re-enter
PRESS 9 to Exit and hang-up

TELEPHONE ACCESS INSTRUCTIONS

1. Enter your **Access ID** (your six digit **Employee ID**), followed by the star (*) key
2. Enter your **PIN (Personal Identification Number)**, followed by the star (*) key (When the system calls you, pressing the star (*) key will make the system wait for 2 minutes for you to enter your Access ID and PIN.
3. If the system voices 'Invalid', enter the number again slower with a pause between each number.
4. If you are using a cell phone and you are have a problem with receiving calls, make sure that the DTMS setting is turned on your phone or have your service check to make sure it is on.

Note: If you forget your PIN, refer to *PIN Reminder* under *Web Browser Access Instruction Sign In* on page 5.

THE SYSTEM CALLS — HEAR THE JOB OFFER

1. **PRESS 1** to Hear the job offer
PRESS 2 to Set temporary Do Not Call
PRESS 9 to Exit and hang-up
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 or wait for a list of reasons
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 1 to Hear the job number again
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 or wait for a list of reasons
PRESS 1 to Accept
PRESS 2 to Re-enter
PRESS 9 to Exit and repeat this step
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.
Enter two digits for the hour and two digits for the minutes. Enter 1 for am or 2 for pm
PRESS 9 to Exit and hear the job offer.2.

****If the system is offering you a job in the morning it includes the current day and you must call the school if it is close to the start time or the job as already started**

THE SYSTEM CALLS --- HEAR THE CANCELLATION

1. Hear "This assignment has been cancelled" and the job information
2. **PRESS 1** to Repeat the job information
PRESS 9 to Exit and hang-up

- 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**

1 — REVIEW OR CANCEL ASSIGNMENTS**

Hear assignments in chronological order

PRESS 1 to Hear assigned job information again

PRESS 2 to Cancel this assigned job

PRESS 8 to Hear another assigned job

PRESS 9 to Exit to menu options

If you **pressed 2** to Cancel assignment

PRESS 1 to Confirm cancellation

Enter cancellation reason from page 1 followed by the star (*) key or wait for a list of reasons

PRESS 1 to Accept

PRESS 2 to Re-enter

PRESS 9 to Exit and hear next assignment

PRESS 9 to Exit and hear next assignment (assignment will not be cancelled)

**** If you are cancelling out of a job for the current day, please call the school and let them know.**

2 — HEAR AVAILABLE JOBS**

Hear assignment information

PRESS 1 to Repeat assignment

PRESS 2 to Accept assignment

PRESS 3 to Decline assignment

PRESS 8 to Hear next assignment

PRESS 9 to Exit to menu options

If you **pressed 2** to Accept assignment, hear the job assignment

PRESS 1 to Repeat assignment

PRESS 2 to Hear next assignment

PRESS 9 to Exit to menu options

If you **pressed 3** to Decline, Enter decline reason from page 1 followed by the star (*) key or wait for a list of reasons

PRESS 1 to Accept

PRESS 2 to Re-enter

PRESS 9 to Exit and hear next assignment

****If you are calling in the morning, the jobs start the current day.**

3 — CHANGE YOUR CALLBACK NUMBER

Hear the Callback telephone number

PRESS 1 to Modify callback telephone number

PRESS 9 to Exit to menu options (number will not be changed)

Enter new telephone number followed by the star (*) key. (No area code 619) Hear the new telephone number

PRESS 1 if Correct

PRESS 2 to Re-enter the number

PRESS 9 to Exit to menu options

4 — REVIEW OR MODIFY TEMPORARY DO NOT CALL TIMES

Hear the temporary Do Not Call time

PRESS 1 to Enter a time

PRESS 2 to Delete this time

PRESS 9 to Exit to menu options

If you **pressed 1** to Enter a time, hear a time offered

PRESS 1 to Accept the time offered

PRESS 8 to Enter an earlier time in HH:MM format. Enter two digits for the hour and two digits for the minutes.

Enter 1 for am or 2 for pm

PRESS 9 to Exit to menu options

5 — REVIEW OR MODIFY UNAVAILABILITY DATES

PRESS 1 to Review or delete unavailability period

PRESS 2 to Add a new unavailability period

PRESS 9 to Exit to menu options

If you **pressed 1** to Review or delete, hear the unavailable period information

PRESS 1 to Delete this unavailability period

PRESS 2 to Hear the next unavailability period

PRESS 9 to Exit to menu options

If you **pressed 2** to Add dates

Enter Start Date; two digits for the month, two digits for the day, two digits for the year (MMDDYY)

Enter End Date; two digits for the month, two digits for the day, two digits for the year (MMDDYY)

Indicate unavailable all day?

PRESS 1 for Yes

PRESS 2 to Enter time

Enter Start Time in HH:MM format. Enter two digits for the hour and two digits for the minutes. Enter 1 for am and 2 for pm.

Repeat procedure for end time

Receive calls for future assignments during unavailable period?

PRESS 1 to Receive calls for future jobs during this unavailability period

PRESS 2 if you do not want to receive calls for future jobs during this unavailability period

PRESS 9 to Exit and review or modify unavailability dates (without saving unavailability period)

6 — REVIEW OR MODIFY DAILY AVAILABILITY

PRESS 1 to Review or delete, hear a time period you are available to work

PRESS 2 to Enter a new time period you are available to work

PRESS 3 to Review or delete, hear a time period you should not be called

PRESS 4 to Enter a new time period you should not be called

PRESS 9 to Exit to menu options

If you **pressed 1** to Review or delete a time period you are available to work, or **pressed 3** to review or delete a time period you should not be called, hear the day and time period in chronological order

PRESS 1 to Delete this time period

PRESS 8 to Hear the next time period

PRESS 9 to Exit to review or modify daily availability

If you **pressed 2** to Enter a new time period you are available to work, or **pressed 4** to a new time period you should not be called, select the day of the week

PRESS 1 for Monday thru Friday

PRESS 2 – 8 for Sunday thru Saturday (2=Sunday, 3=Monday, 4=Tuesday, 5=Wednesday, 6=Thursday, 7=Friday, 8=Saturday)

If you **pressed 1 thru 8**, enter a time

PRESS 1 for All day

PRESS 2 to Enter start and end time

Enter the time in HH:MM format. Enter two digits for the hour and two digits for the minutes. Enter 1 for am or 2 for pm

PRESS 9 to Exit to review or modify daily availability (without saving changes)

7— TO CHANGE PIN OR RE-RECORD NAME

PRESS 1 to Change your PIN

PRESS 2 to Change the recording of your name

PRESS 9 to Exit to menu options

If you **pressed 1** to Change your PIN

Enter a new PIN at least six (6) digits in length followed by the star (*) key

PRESS 1 if Correct

PRESS 8 to Re-enter

PRESS 9 to Exit to menu options

If you **pressed 2** to Change the recording of your name Record your name; press the star key (*) when finished **PRESS 1** to Accept

PRESS 2 to Re-record name

PRESS 9 to Exit to menu options

WEB BROWSER ACCESS INSTRUCTIONS

SIGN IN

Open your web browser and access the SmartFindExpress Sign In page. Review the messages above the Sign In. Enter your **Access ID** and **PIN**. Review additional announcements on your home page, if any.

PIN REMINDER

If you forget your PIN, click on the “**Forgot your PIN**” link at the login screen. Follow the instructions. Your PIN will be immediately sent to the email account registered in SmartFindExpress.

Note: The user must be registered with the system to use this option.

PROFILE

Choose the *Profile* link to view and update your information

Profile Tab

- **Change your Callback Number**
Enter the telephone number where you can be contacted by the system. Include the ‘1’ (long distance indicator) and area code. If your area code is 619, Do NOT include the area code. Enter the 7-digit phone number only.
- **Add Temporary Do Not Call setting**
Enter a time in HH:MM am or pm format for the system to resume calling (The maximum is 24 hours from the current time)

Schedule Tab

- **Create a new Availability Schedule**
 - o Select *New* button
 - o Select days of the week for the schedule by leaving boxes checked by that day
 - o Select *either* the times you are available to work or the times you should not be called, but not both
 - Check box for all day or
 - Enter a start and end time range in HH:MM am or pm format
 - o Select *Save* button
 - o To Exit without saving changes, select the *Return to List* button
- **Modify an Availability Schedule**
 - o Choose day or days of the week you want to delete by checking the boxes by that day
 - o Select the *Delete* button
 - o 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

Classifications and Locations Tab

- Review classifications and locations you have chosen for possible assignment, contact the helpdesk to add or remove classifications and locations

Unavailability Dates Tab

- **Create Unavailability Schedule**
 - o Select the *New* button
 - o Enter Start and End Date Range (MM/DD/YYYY) or use the calendar icon
 - o Select the *All Day* check box or enter the time range in HH:MM am or pm format
 - o 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
 - o Select Save button
- **Delete Unavailability Schedule**
 - o Place a checkmark in the desired date range box
 - o Select the *Delete* button

Email Tab

- **Check email address**

Enter new email address

Re-enter to confirm

Hit the 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
- You are specified for the job

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
 - o 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.**
 - o Select the *Decline Job* button. Select a reason for decline from the drop-down list, then select the *Decline Job* button
 - o 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
 - o Enter the date range with forward slashes (MM/DD/YYYY) for your search or use the calendar icon. Leaving dates blank will return all data
 - o Enter a specific job number (date range will not be used)
- Press the *Search* button to display the list of assigned jobs
- Choose the *Job Number* link to view job details
 - o Select the *Return to List* button to review other jobs assigned to you
 - o Select the *Cancel Assignment* button to cancel your assignment. Enter a reason for canceling from the pull down list.
 - o Wait for the “Job was cancelled successfully” notification. You cannot cancel an assignment that has already started

SIGN OUT AND WEB BROWSER INFORMATION

At any time during the session, the *Sign Out* link can be pressed to end the session and disconnect from SmartFindExpress. Pressing the browser's back button or going to another site on the Internet does not disconnect the session from SmartFindExpress.

To ensure security and privacy of information, use the *Sign Out* link to disconnect from SmartFindExpress and close the browser when you finish with your session.

Important Note: Do NOT use the browser's BACK button to navigate to screens.

Navigation buttons are on the bottom of SmartFindExpress screens, such as the *Return to List* and *Continue* buttons.



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