Cherokee County School District
SMARTFIND
Substitute Browser Quick Reference

System Phone Number   770.504.4671

Help Desk Phone Number   770.704.4219 Katie Munson
Web Browser URL   https://cherokee.eschoolsolutions.com
Your Access ID   CCSD ID# (99xxxxx)
Write your PIN here   _____

REGISTRATION
1. Call the System Phone Number (770.504.4671) from your smart phone.
2. Enter your **Access ID** followed by the star (*) key
3. Enter your **Access ID** again when it asks for your PIN followed by the star (*) key
4. Record your name followed by the star (*) key
5. Hear your callback #. Correct if necessary.
6. You will be asked to select a new PIN. Enter a PIN at least six (6) digits in length followed by the star (*) key.
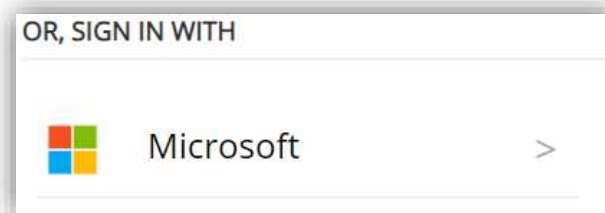
WEB SMARTPHONE APP
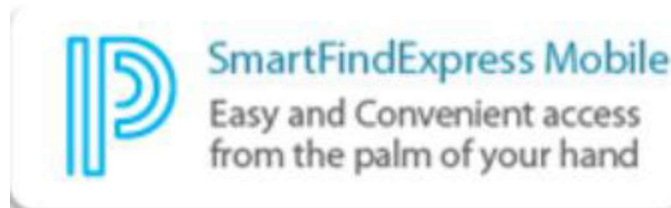
WEB BROWSER ACCESS INSTRUCTIONS

SIGN-IN/PIN REMINDER
- Open your browser and access the SmartFindExpress Sign-In page https://cherokee.eschoolsolutions.com/.
- Review the messages above the Sign-In.
- Select the Microsoft symbol on the login page:

- Verify your email address *99xxxxx@cherokeek12.net* in the pop-up window.

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*

TELEPHONE ACCESS INSTRUCTIONS

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	Starts at 5:00 am	3:30-10:00 pm
Saturday	None	None
Sunday	None	3:30-10:00 pm
Holidays	None	3:30-10:00 pm

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1. Call the System Phone Number (770.504.4671) from your smart phone.
2. Enter your **Access ID** followed by the star (*) key
3. 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 (Illness, No Transportation, Working in another District) 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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New Substitute Experience User Guide

PowerSchool

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

New Substitute Experience User Guide

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!

	Job ID	Date	Time	Duration	Employee	Classification	Location
	5775	Monday 07/05/2021	07:30 AM 05:00 PM	Full Day	Emp 7001 Michael	ZZ Test Classification	Remote ZZ Test Location
	5777	Wednesday 07/07/2021	07:30 AM 05:00 PM	Full Day	Emp 7001 Michael	ZZ Test Classification	Remote ZZ Test Location
	5778	Thursday 07/08/2021	07:30 AM 05:00 PM	Full Day	Emp 7001 Michael	ZZ Test Classification	Remote ZZ Test Location

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.
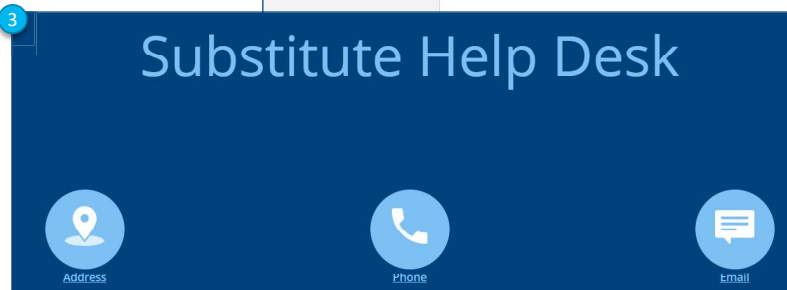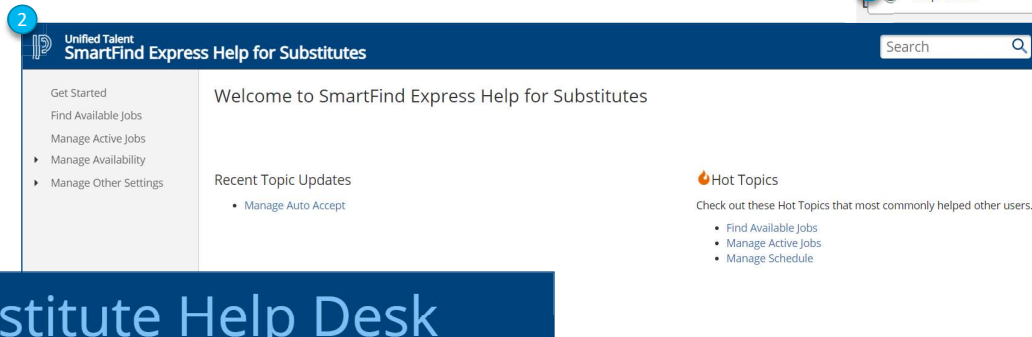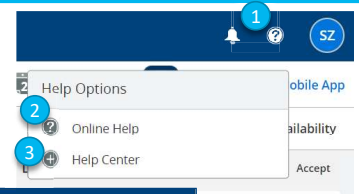
New Substitute Experience User Guide

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 districts address, phone number, and email.

Help Options

Online Help

Help Center

Unified Talent
SmartFind Express Help for Substitutes

Search

Get Started
Find Available Jobs
Manage Active Jobs
Manage Availability
Manage Other Settings

Welcome to SmartFind Express Help for Substitutes

Recent Topic Updates

- Manage Auto Accept

Hot Topics

Check out these Hot Topics that most commonly helped other users.

- Find Available Jobs
- Manage Active Jobs
- Manage Schedule

Substitute Help Desk

Address

Phone

Email

New Substitute Experience User Guide

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 receivee 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:
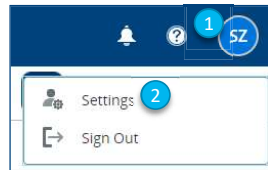- You are going on vacation and want to unplug
- You have a doctor's appointment
- It's your birthday and you need a day off!

New Substitute Experience User Guide
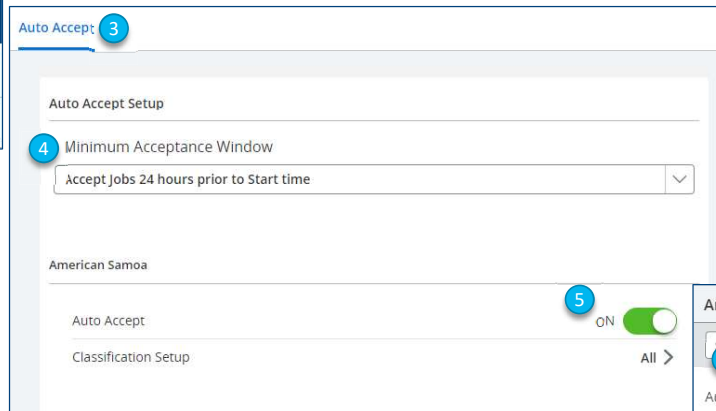
How do I set up Auto Accept?

Navigation Steps:

1. Select your initials on the top right of the screen.

2. Select "Settings"

3. Then select "Auto Accept".
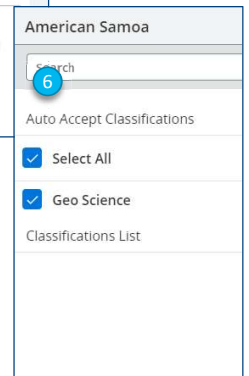
Configuration Steps:

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.

⚠ Auto Accept is only available if your district allows it. If you do not see the Auto Accept option in your Settings, your district does not allow substitutes to auto accept jobs.

Auto Accept

Auto Accept Setup

Minimum Acceptance Window

Accept Jobs 24 hours prior to Start time

American Samoa

Auto Accept   ON

Classification Setup   All >

American Samoa

Search

Auto Accept Classifications

☑ Select All

☑ Geo Science

Classifications List

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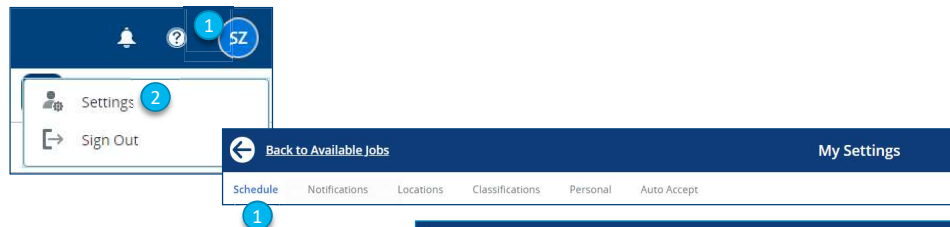
Settings

Sign Out

New Substitute Experience User Guide

How do I manage Profile Setting?

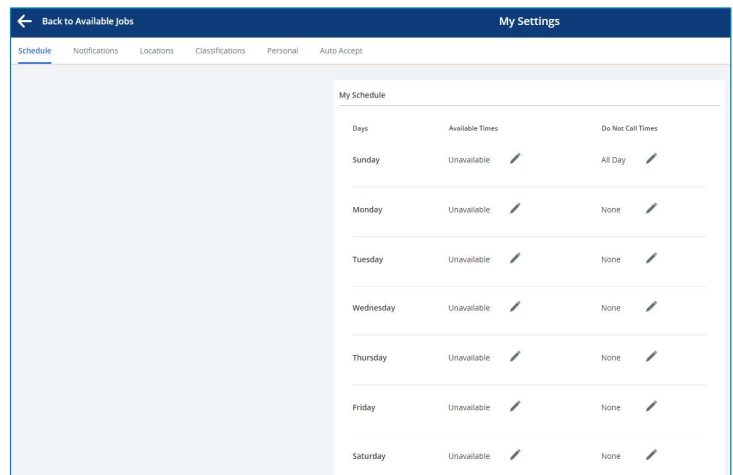**Navigation Steps:**

1. Select your initials on the top right of the screen.

2. Select "**Settings**"

Schedule Configuration Steps:

1. Select "**Schedule**"

   For each day of the week, click **Edit (pencil)** to define **Available Times** and **Do Not Call Times**.
   Click **All Day**, **Unavailable**, or **Custom**.
   If custom, enter **Start Time** and **End Time**.
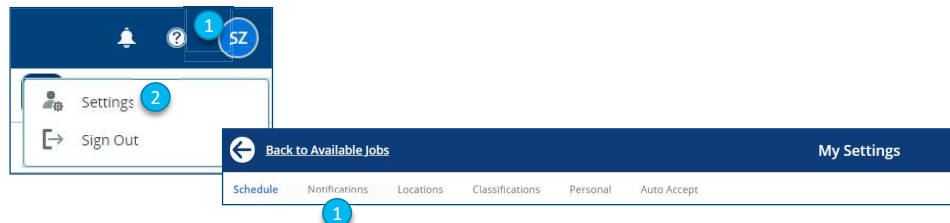   Click **Save**.

New Substitute Experience User Guide

Navigation Steps:

1. Select your initials on the top right of the screen.

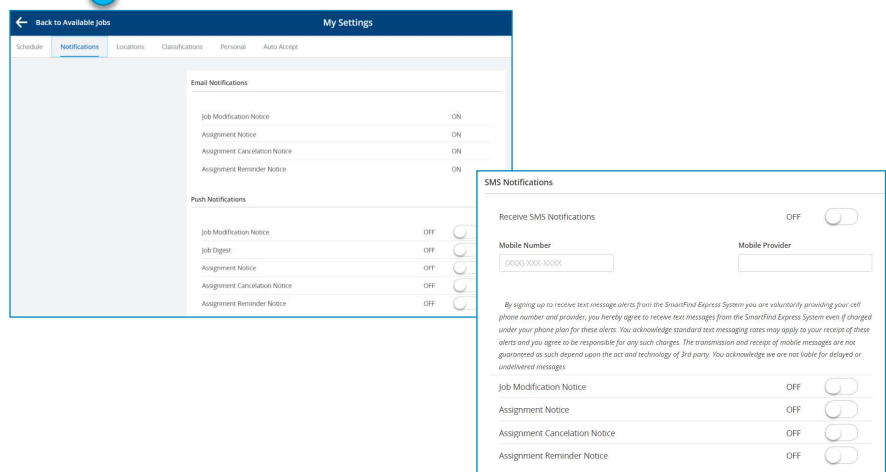2. Select "**Settings**"

Notifications Configuration Steps:

1. Select "**Notifications**"

   Turn notifications on or off for email, push (in-app), and SMS (text) delivery.
   If you elect to receive SMS notifications, enter **Mobile Number** and select **Mobile Provider**.
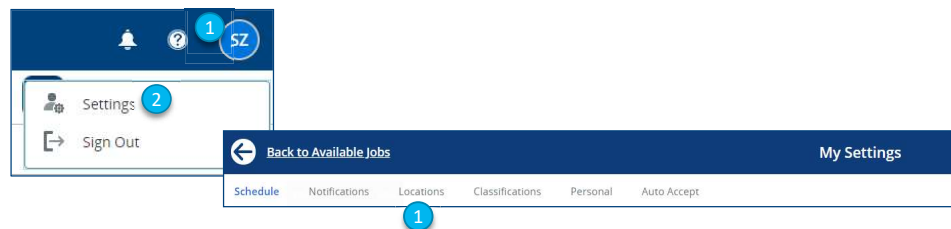
New Substitute Experience User Guide

Navigation Steps:

1. Select your initials on the top right of the screen.

2. Select "**Settings**"

Locations Configuration Steps:

1. Select "**Locations**"

   Click **Add** for **My Locations** or **My Groups**.
   Select appropriate locations and location groups.
   Click **Apply**.
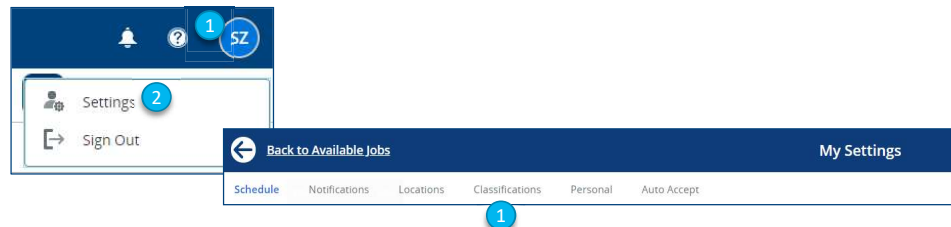
My Locations	Add
Locations	Code
Alabama	4444

My Groups	Add
Location Group	Code
All Locations	0
Australia	2290
US Group-03	US-03
USgroup-01	USgroup-01

New Substitute Experience User Guide
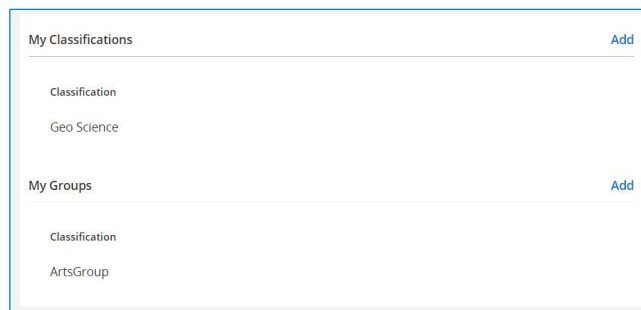
Navigation Steps:

1. Select your initials on the top right of the screen.

2. Select "**Settings**"

Classifications Configuration Steps:

1. Select "**Classifications**"

   Click **Add** for **My Classifications** or **My Groups**.
   Select appropriate classifications and classification groups.
   Click **Apply**.

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👤 Settings 2
↪ Sign Out

← Back to Available Jobs   My Settings

Schedule   Notifications   Locations   Classifications   Personal   Auto Accept
                                              1

My Classifications   Add

   Classification

   Geo Science

My Groups   Add
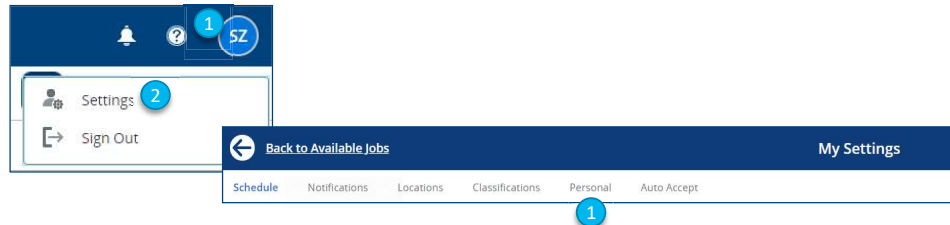
   Classification

   ArtsGroup

New Substitute Experience User Guide

How do I manage Profile Settings? Cont'd

Navigation Steps:

1. Select your initials on the top right of the screen.

2. Select "**Settings**"

Personal Configuration Steps:

1. Select "**Personal**"

   Update your email address, password, PIN, contact information (for calls), or physical address.

Settings
Sign Out

Back to Available Jobs — My Settings

Schedule   Notifications   Locations   Classifications   Personal   Auto Accept

Personal Information

Name
amanda

Email *Not Verified*   Edit Email
j@test.com

Password   Edit Password   PIN (Phone Password)   Edit PIN
••••••   ••••••

Address

Contact Information

Call Back Number *Verified*   Do Not Call Until
(916) 461-9000   hh:mm am

Enter a time that is up to 24 hours from now. If a time is not entered you will be called during regular calling periods.

☐ Block phone calls from SmartFind Express

Certifications

Name	Code	Date	Comments
ⓘ No Data Available.			

Identity Providers

Microsoft   UNLINKED

New Substitute Experience User Guide

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!

PowerSchool