

4. If you **pressed 3** to Modify job information
PRESS 1 for Start date
PRESS 2 for End date
PRESS 3 for Start or end time
PRESS 4 for Special instructions
PRESS 5 for Reason
PRESS 7 to Change specified substitute
PRESS 9 to Exit to hear next job

If you pressed 1 thru 7, follow the telephone instructions to complete the job modification.

4 - HEAR JOB COUNTS

1. **PRESS 1** for Today's job count
PRESS 2 for Tomorrow's job count
PRESS 3 for a Job count on a specific date
 Enter the date in MMDDYY format. Enter two digits for the month, two digits for the day and two digits for the year
PRESS 9 to Exit to menu options
2. Hear the total job count and open job count

6 – RECORD ANNOUNCEMENTS

1. **PRESS 1** to Record announcement
PRESS 2 to Delete an announcement
PRESS 9 to Exit to menu options
2. If you **pressed 1** to record an announcement
 Record the announcement, followed by the **Star (*) key**
PRESS 1 to Accept
PRESS 2 to Re-record
PRESS 9 to Exit to menu options

7 – CHANGE YOUR PIN*

1. Enter a new PIN at least six (6) digits in length followed by the **Star (*) key**
2. **PRESS 1** if Correct
PRESS 8 to Re-enter
PRESS 9 to Exit to menu options (without saving PIN)



SmartFind Express Administrator Telephone Quick Reference

System Phone Number: **1-877-403-0403**

Help Desk Phone Number: **1-304-243-0476** **1-800-609-0476**

Employee ID: _____ PIN: _____

Web Browser URL: **<https://resa6.eschoolsolutions.com>**

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	Starts at 5:00 am and continues until 50% of completion of job	6:00 - 10:00 pm
Saturday	None	None
Sunday	None	6:00 - 10:00 pm
Holidays	None	6:00 - 10:00 pm

REASONS FOR ABSENCE:

1. **DOCK**
2. **BEREAVEMENT**
3. **FAMILY ILLNESS**
4. **JURY DUTY**
5. **PERMISSIVE PERSONAL LEAVE**
6. **PERSONAL ILLNESS**
7. **VACATION**
8. **PROFESSIONAL (Meeting or Training)**
9. **VACANCY**
10. **MILITARY**

TELEPHONE ACCESS INSTRUCTIONS

1. Enter your **Access ID (Employee ID)**, followed by the **Star (*) key**
2. Enter your **PIN**, followed by the **Star (*) key**
Note: Your Employee ID and PIN will enable you to access the Administrative items.
3. You may be asked to record your name. Record your name followed by the **Star (*) key**
PRESS 1 to Accept
PRESS 2 to Re-enter
PRESS 9 to Exit and hang-up
4. If your PIN is the same as your Employee ID, enter a 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 and hang-up
5. Select from the following menu options

MENU OPTIONS

- 1 - Create an Absence
- 2 - Create a Vacancy
- 3 - Review, Cancel or Modify Jobs
- 4 - Hear Job Counts
- 6 - Record Announcements
- 7 - Change your PIN
- 9 - Exit and hang-up

ACCESS TO MULTIPLE LOCATIONS?

If you entered **2, 3, 4 or 6** from the above **MENU OPTIONS**

1. Enter location followed by the **Star (*) key** or wait for a list of locations
2. **PRESS 1** to Accept location choice
PRESS 2 to Re-enter
PRESS 9 to Exit to menu options

1 - CREATE AN ABSENCE

1. Enter the Absentee's Employee ID, followed by the **Star (*) key**
PRESS 1 if Correct
If the employee has more than one work schedule, confirm the location and classification choice
PRESS 2 to Enter another Employee ID
PRESS 9 to Exit to menu options
2. Enter dates and times for the absence
PRESS 1 if the Absence is only for today
PRESS 2 if the Absence is only for tomorrow
PRESS 3 to Enter the dates and times
PRESS 9 to Exit to menu options

3. If you **pressed 3** to Enter the dates and times
Enter Start Date
PRESS 1 to Accept the date offered
PRESS 2 to Enter start date
Enter two digits for the month and two digits for the day (MMDD)
PRESS 9 to Exit to menu options

For all options, enter times

Enter Start Time

- PRESS 1** to Accept offered time
- PRESS 2** to Enter time

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

- PRESS 9** to Exit to menu options

Repeat procedure for end date and time

4. Enter reason from page 1 followed by the **Star (*) key** or wait for a list of reasons
PRESS 1 if Correct
PRESS 2 to Re-enter
PRESS 9 to Exit to menu options
5. Record special instructions
PRESS 1 to Record special instructions
PRESS 2 to Bypass this step
6. Is a Substitute Required?
PRESS 1 if a substitute is required
PRESS 2 if a substitute is not required
PRESS 9 to Exit to menu options

7. If you **pressed 1**, a substitute is required

PRESS 1 to Request a particular substitute

Enter the substitute Employee ID, followed by the **Star (*)**

key

- PRESS 1** to Accept requested substitute
- PRESS 1** if the Substitute should be called
- PRESS 2** if the Substitute has already agreed to work and does not need to be called
- PRESS 9** to Exit to menu options

- PRESS 2** to Re-enter
- PRESS 9** to Exit to menu options
- PRESS 2** to Bypass requesting a substitute

7. Complete Absence

PRESS 1 to Receive the job number

Record the Job Number. The Job Number is your confirmation.

- PRESS 1** to Hear the job number again
- PRESS 9** to Exit to menu options
- PRESS 2** to Review absence information

2 – CREATE A VACANCY

1. Enter classification followed by the **Star (*) key** or wait for a list of classifications
PRESS 1 if Correct
PRESS 2 to Re-enter
PRESS 9 to Exit to menu options
2. Enter calendar followed by the **Star (*) key** or wait for a list of calendars
PRESS 1 if Correct
PRESS 2 to Re-enter
PRESS 9 to Exit to menu options
3. Continue with the steps for creating an absence beginning with step 2

3 - REVIEW, CANCEL, OR MODIFY JOBS

1. **PRESS 1** to Enter a job number
Enter a job number, followed by the **Star (*) key**
PRESS 2 to Hear a list of current/future jobs listed in chronological order
PRESS 3 to Hear a list of today's jobs
PRESS 4 to Hear a list tomorrow's jobs
PRESS 5 to Hear a list of jobs on specific date
Enter the date in MMDDYY format. Enter two digits for the month, two digits for the day, and two digits for the year
PRESS 6 to Enter another location
PRESS 9 to Exit to menu options
2. Hear job information. The pound (#) sign fast forwards through job details
PRESS 1 to Hear the job information again
PRESS 2 to Cancel the job
PRESS 3 to Modify the job information
PRESS 4 to Verify the job
PRESS 8 to Hear the next job
PRESS 9 to Exit to menu options
3. If you **pressed 2** to Cancel the job
PRESS 1 to Confirm the cancellation request
If a substitute is assigned to the absence
PRESS 1 for the System to call the assigned substitute
PRESS 2 to Not have the system call the substitute
Once you confirm a request to cancel the job, wait for the system to say, "Job Number has been cancelled."
PRESS 9 to Exit to hear next job (Do not cancel)