

SIGN OUT AND WEB BROWSER INFORMATION

At any time during the session, the *Sign Out* link can be selected to end the session and disconnect from SmartFindExpress. Selecting 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 web browser when you finish with your session.

You can click the Help link to access Help Guides and How-to videos.

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 button

Things to know:

Always enter your Access ID# and PIN# when the system calls.

If you are not available to sub one day or even one week **PLEASE** make yourself unavailable in the system.

On the current day you can review future jobs online or by phone after 12 p.m.

You are able to set up multiple unavailability periods when you are not available to work.

Review your future jobs frequently. Get in the habit of checking every morning to verify the job is still active (not canceled) and to verify the date, start and end times.

You will need to work 1 day in the fiscal school year to remain on the substitute teacher list.

Complete your **"Required Trainings"** at the beginning of each school year. (August 1st through October 31st) New hires have 60 days from their hire date. (<http://lee.fl.safeschools.com/login>)

You can update your *callback phone number* where the system is to contact you at any time. The number must be a local phone number. You must submit a written request in order to change the number permanently.

- Payment information:
 - System jobs reported for 3.75 hours or less will be paid as half day
 - System jobs exceeding the 3.75 hours will be paid as a full day
 - Pay checks are mailed out the morning of pay day

When schools make verbal arrangements with a substitute to work on a particular day, it is the substitute's responsibility to make certain they receive a job number from that school.

Once you register you do not need to register again. Do not disclose your PIN number to anyone. If a teacher wishes to specify you for a job, they use your Access ID number. (Your Employee ID number)

Canceling an assignment on the day of the job will result in being disqualified from being offered other jobs that day.

The system will not permit you to cancel an assignment within 1 hour of the assignment start time. If you need to cancel an assignment within the last hour prior to the assignment start time you must contact the school or the Help Desk at 335-1445.

If you have an e-mail address in your SmartFindExpress profile the system can send automatic emails. (Job assignments, assignment cancellations and assignment reminders)

Keep a list or calendar of job dates, teacher names, and job numbers as proof of your assignments. Job history past and future can also be reviewed and printed online.

If you are called late and it is after the school start time and you are available to sub, accept the job & call the school to let them know you accepted the assignment. If they do not need you, please make sure they have canceled you out of the job assignment.

When a teacher/administrator is specifying or prearranging you for an assignment you must have that school location in your profile.

The School District of Lee County Leave Management System Substitute Quick Reference

System Phone Number 239-332-3737

Help Desk Phone Number 239-335-1445
(Service Center phone hours: 6:30 am – 2:00 pm)

Write your Access ID here _____ (Employee ID# - 9 digit #)

Write your PIN here _____

Web Browser URL <https://lms.lee.k12.fl.us>

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	Starts at 5:30 a.m.	6:00 p.m. – 10:00 p.m.
Saturday	None	None
Sunday	None	6:00 p.m. – 10:00 p.m.
Holidays	None	6:00 p.m. – 10:00 p.m.

DECLINE/CANCEL REASONS:

- | | |
|-----------------------------------|--------------------------------------|
| 1. WORKING AT ANOTHER JOB | 6. PERSONAL REASONS |
| 2. PERSONAL ILLNESS | 7. NOT COMFORTABLE WITH ASSIGNMENT |
| 3. FAMILY MEMBER ILLNESS OR DEATH | 8. NO LONGER AVAILABLE TO SUBSTITUTE |
| 4. NO TRANSPORTATION | 9. RELIGIOUS HOLIDAY |
| 5. NO CHILD CARE | 10. JUDICIAL SUBPOENA/JURY DUTY |

TELEPHONE ACCESS INSTRUCTIONS



1. Enter your **Access ID** followed by the star (*) key
Note: Your Access ID is your 9 digit Employee ID #.
2. Enter your **PIN** followed by the star (*) key
Note: Your PIN is the same as you used in the past. If you do not have a PIN assigned to you yet, enter your Access ID again, when prompted for your PIN. You will be able to enter a new PIN to use. Enter a PIN six (6) digits in length followed by the star (*) key.

(If you do not have a PIN, follow the instructions for Registration on Page 2)

REGISTRATION

1. Call the System phone number: 332-3737
2. Enter your **Access ID** followed by the star (*) key.
Note: Your Access ID is your 9 digit Employee ID number
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. Enter a local phone number. (**Do not** include the local area code 239)
Note: The number cannot be a long distance phone number
6. You will be asked to select a new PIN. Enter a PIN six (6) digits in length followed by the star (*) key.

Note: You may change the number the System calls to contact you (called the Callback Phone Number) as often as you wish in the future. If your phone number ever changes permanently, inform the LMS SERVICE CENTER immediately!

WHEN THE SYSTEM CALLS YOU.....

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
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
(If you Decline the Job, the System will not offer that particular job again.)
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 and 2 for pm

(The job number is the substitutes' receipt for the day(s) worked. This guarantees your pay.)

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

- 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
- Select *Save* button
- **Delete Unavailability Schedule**
 - Place a checkmark in the desired date range box
 - Select the *Delete* 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

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
 - 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.**
 - Select the *Decline Job* button. Select a reason for decline from the drop-down list, then select the *Decline Job* button
 - Select the *Return to List* button to return to the job listing

Please note: If you accept an assignment and you have an e-mail address present in your SmartFindExpress profile, the system will automatically send an e-mail to confirm you have been assigned to the job. The system will also send you an e-mail to remind you of the assignment start date 2 days prior to the job assignment.

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
- Press the *Search* button to display the list of assigned jobs
- Choose the *Job Number* link to view job details
 - Select the *Return to List* button to review other jobs assigned to you
 - Select the *Cancel Assignment* button to cancel your assignment. Enter a reason for canceling from the pull down list. Wait for the "Job was cancelled successfully" notification.
 - An assignment may contain file attachments. To view or download a file attachment, click on the file name.

Canceling an assignment on the day of the job will result in being disqualified from being offered other jobs that day.

If you have an e-mail address present in your SmartFindExpress profile, the system will automatically send an e-mail to you to confirm that the assignment has been cancelled.

WEB BROWSER ACCESS INSTRUCTIONS



SIGN IN

Open your browser and access the SmartFindExpress Sign In page. Enter your Access ID and PIN.

SmartFind Express address: <https://lms.lee.k12.fl.us>

User ID: (enter your Employee ID number)

Password: (enter your PIN number)

PIN REMINDER

The "Forgot your PIN?" link supports users who want to log into the system, but have forgotten their PIN. When this link is selected, the system displays the PIN Reminder Request page. The user's Access ID and the security code being displayed must be entered on this page. **Note:** You must be registered with the system to use this option.

PROFILE TAB

Email - Enter or change email address (If you have an e-mail present in your SmartFind Express profile, the system can send automatic emails. (Job assignments, assignment cancellations and assignment reminders)

Callback # - Update the phone # you want the system to use to call to offer you jobs (The callback number must be a local phone number)

Please Note: You must submit a written request in order to change the number permanently.

Change Password - Enter your current PIN followed by a new PIN twice and click Save. (Enter a new PIN 6 digits in length)

SCHEDULE

General

- **Modify an Availability Schedule**
 - Choose day or days of the week you want to delete by checking the boxes by that day and select the *Delete* button
 - 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

Temporary Do Not Call

- Enter the telephone number where you can be contacted by the system.
- Specify a temporary "Do Not Call Until" time if you do not want to be called by the system.

Classifications and Locations

- Review classifications and locations you have chosen for assignments

Note: If you need to change your classifications and locations then you will need to fill out a new Substitute Teacher Profile Form.

Unavailable Dates Tab

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

CALLING THE SYSTEM

Use your telephone keypad to select the following 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 (Call system phone #, enter your access ID followed by the star key and then your PIN followed by the star key, then PRESS 1)

1. 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
2. If you **pressed 2** to Cancel assignment
PRESS 1 to Confirm cancellation (Enter cancellation reason followed by the * key)

You cannot cancel an assignment within 1 hour of the start time.

Canceling an assignment on the day of the job will result in being disqualified from being offered other jobs that day.

IMPORTANT!

You must observe District Policy when you cancel an assignment.

Note to substitute: If you cancel a job within 24 hours, you must also contact the school.

HEAR AVAILABLE JOBS (Call the system phone #, enter your access ID followed by the star key and then your PIN followed by the star key, then PRESS 2)

1. 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
2. If you pressed 2 to Accept the assignment, hear the job assignment
PRESS 1 to Repeat assignment
PRESS 2 to Hear next assignment
PRESS 9 to Exit to menu options
3. If you **pressed 3** to Decline assignment
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 Accept, the System gives you the Job Number, If you do not wait to *HEAR THE JOB NUMBER*, there is no assurance you have been assigned, and another substitute will be called.

If you DECLINE, the System will not offer that particular job again.

Please note: If you accept an assignment and you have an e-mail address present in your SmartFindExpress profile, the system will automatically send an e-mail to confirm you have been assigned to the job.

CHANGE YOUR CALLBACK NUMBER (Call the system phone #, enter your access ID followed by the star key and then your PIN followed by the star key, then PRESS 3)

1. Hear the Callback telephone number
PRESS 1 to Modify callback telephone number
2. Enter new telephone number followed by the star (*) key. (*must be a local number*)
PRESS 1 if Correct
PRESS 2 to Re-enter the number
PRESS 9 to Exit to menu options

Please Note: You must submit a written request in order to change the number permanently.

TO REVIEW OR MODIFY TEMPORARY DO NOT CALL TIMES (Call the system phone #, enter Access ID and PIN, then PRESS 4)

1. 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
2. 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

TO REVIEW OR MODIFY UNAVAILABILITY DATES (Call the system phone #, enter your access ID followed by the star key and then your PIN followed by the star key, then PRESS 5)

1. **PRESS 1** to Review or delete unavailability period
PRESS 2 to ADD a new unavailability period
2. If you press 1 to Review or delete, hear the unavailable period information
PRESS 1 to Delete this unavailability period
PRESS 2 to Hear the next availability period
3. If you **press 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** or **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

TO REVIEW OR MODIFY DAILY AVAILABILITY (Call the system phone #, enter your access ID followed by the star key and then your PIN followed by the star key, then PRESS 6)

1. **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
2. 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
3. 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 through Friday
PRESS 2-8 for Sunday through 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 a 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 and 2 for PM
PRESS 9 to Exit to review or modify daily availability (without saving changes)

TO CHANGE PIN or RE-RECORD NAME (Call the system phone #, enter your access ID followed by the star key and then your PIN followed by the star key, then PRESS 7)

1. **PRESS 1** to Change your PIN (enter a new PIN 6 digits in length)
PRESS 2 to Change the recording of your name

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

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

Forgot your PIN? You can either contact the LMS Service Center to have your PIN reset or if you have an e-mail address in your SmartFindExpress profile, you can log onto the SFE website and click on the Trouble Signing In link.