

TEACHER TIPS & INFORMATION for SmartFindExpress

Call Us: 260.423.0030 **OR** 800.669.4565
Monday- Friday 6:00 AM- 4:30 PM

Automated Phone System: 877.403.6647
24 hours/day

Email Us: subservice@r8esc.k12.in.us

SmartFindExpress Web address: <https://region8.sfe.powerschool.com>
Region8 Web address: r8esc.k12.in.us

Absences can be entered either by phone, or online.

- Online under PROFILE (upper Right) you can....
 - **Change your PIN and change your password**— If you wish to change your Access ID, you must contact the Help Desk.
 - **ADD or update your email address**— the system can then email you the job creation notice for the absence that you (or your school secretary) have entered. The system will also be able to email you in the event you need to reset your password.
1. **Please enter all absences as early as possible.** This helps ensure sufficient time for the system to fill the position. The sooner you enter your absences the better chance you have securing a substitute, especially if it is a professional day for many in your district.
 2. **When entering an absence using the phone system, listen carefully when the system repeats the date(s) and time(s).** If calling the evening before the job, be sure to enter the absence with tomorrow's date. If you enter it before midnight as today's date, the system will NOT call for a sub as the absence entered is already over.
 3. **When you enter an absence online, the time for your absence and the substitute will default to a full day.** If you are entering a ½ day absence for yourself, you can backspace out the incorrect time, and enter the correct AM or PM time depending on which half of the day you will be out.
 - Make sure any time before noon is AM & anything noon & after is PM. The system does NOT automatically change AM and PM. If you will be absent **ALL** day & a sub is only needed for ½ day, adjust the time for the sub.
 4. **When requesting an AM only sub,** enter what time you will be absent. For instance, if the sub is needed from 7:30 AM-11:30 AM, request the sub for 7:30 AM-11:30 **AM**.
When requesting a PM only sub, add (1) minute to the beginning time. For example, if the sub is needed from 11:30 AM-3:30 PM, request the sub for 11:31 AM-3:30 PM.
By staggering the times, overlapping requests will be avoided which creates sub availability issues.

5. **If you do not receive a job number, the absence has not been entered and no sub will be called/assigned.**
 - If you are calling in be sure to wait for the system to give you a Job # and write it down as confirmation that the job was successfully entered.
 - Online, enter the job information, click Continue, review to make sure the absence date/time is correct then click **Create Absence to receive the job #**. If anything is incorrect, click cancel, make the change needed and continue as above. You will receive an email with the job number and information. You will also be able to review absences online to confirm.
6. **To specify a substitute, use their ACCESS ID** (usually the sub's 7-digit phone number). Online you can use the *Name Search* - Enter just the first few letters of their last name or first name.
7. **If you have specified a substitute**, the system will call the specified sub until **8:00 pm** the night prior to the job start.
 - If an absence is entered **after** 8:00 pm for the **next day**, or the morning of the job, the system will attempt to call the specified sub one time, then begin calling other substitutes.
 - If an absence is entered **after** 8:00 pm the night **before or the morning of** the job and you have already secured a sub **DO NOT** enter the absence. Call the Help Desk directly & leave a VM with job information (name, school, date, time, reason for absence & the name of the sub), after we enter it in the system you will receive confirmation via email.
8. **You are encouraged to leave 'Special Instructions' for the sub.** When an absence has been created online, you have the option to leave instructions for the substitute. These instructions will be available for subs to view or hear with the job offer. Special Instructions could include your grade level, classification description, location of lesson plans, or any other information that might be helpful to any sub that sees/hears the job. **DO NOT** use this area to specify a sub for your classroom or list subs you do not want called – every sub the system calls will hear the instruction so don't get too detailed.
9. **Up to 3 files File Attachments can be added online.** This can include instructions, lesson plans, slides, images, or other file types (pdf's recommended). Files cannot exceed the maximum per file size limit.
 - **If you attach a file, please add a Special Instruction** (*i.e. If you accept this assignment you will find attachments for your assignment online on SmartFind Express*). Only the sub who accepts the assignment will be able to access the attachments.
10. **Job Number** – Remember, the sub that shows up with the Job Number has the job. Even though you have made verbal arrangements with a sub, the sub **must still accept the job** either through the phone or online. They may be assigned by the School Secretary or through the Help Desk to make the assignment effective in the system.

11. **If you need to cancel a filled absence after 8:00 pm the night before the job or the morning of the job**, call the system to cancel the job or cancel online AND call the assigned sub. If you do not have the assigned sub's phone number, call the Help Desk as soon as possible to confirm that the sub was notified.
12. **The system WILL NOT allow you to cancel your absence if it is within ONE hour** of the absence start time. If you need to cancel your absence, please contact the Help Desk.
13. **If you enter an absence after 7:00 am for the current day, please notify your school secretary.**
14. **Extending an absence** - contact your school secretary as soon as you know the absence will continue through the next day. The school office then could check with the sub to confirm availability for the next day and extend the assignment.
15. **Under Review Absences online** you can view future absences to confirm absence entry either on a List or a Calendar. By clicking on the Job Number, you can check to see if a sub has been assigned. You can also check past absences on a List by setting a date range and changing the Job Status to ALL or on the Calendar view.
16. **If you want to put subs on your preferred sub list**, please email subservice or call the Help Desk. You can choose up to six subs. If you want a specific sub called first, second, etc., number your list. Once we have entered them on your preferred list, the system will offer your job to these subs (if they are available) before calling other subs.