

**SmartFind Express**  
**Employee 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)
10. MILITARY

**Reference Index**

**Telephone Reference** .....Pages 2, 3 and 4  
**Web Browser Reference** .....Pages 5 and 6

**WEB BROWSER ACCESS INSTRUCTIONS SIGN IN**

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

**TO CREATE AN ABSENCE**

Choose the *Create an Absence* link  
**Important Note: Items in Bold are required to complete an Absence and receive a Job Number.**

- **Select the Location**
- **Select the Classification**
  - Choose from the drop-down menu
- **Select the Reason for this absence from the drop-down menu**
- Enter Budget Code, if applicable
- **Indicate if a substitute is required for this absence**
  - Choose Yes or No
- **Select Start and End Dates for your absence**
  - Enter the dates with forward slashes (MM/DD/YYYY) or use the calendar icon
- **Select Start and End Times for your absence. Default times are listed**
  - To change defaults, enter time in HH:MM am or pm format
  - Ensure that the correct time is entered. If the times for the substitute are different than the absence times, please enter the adjusted times
- Multiple Day (Recurring) Absence. Select the *Modify Schedule* button.
  - Your default work schedule is shown. Remove the checkmark(s) from the Work Days boxes that do not apply to this absence
  - Modify daily schedule and/or times for absence and substitute
  - Select the *Continue* button
- Enter special instructions for the substitute to view
- **Select the Continue button**
- **Select the Create Absence button to receive a Job Number. Please record this Job Number.**

**TO REVIEW/ CANCEL ABSENCE OR MODIFY SPECIAL INSTRUCTIONS**

Choose the *Review Absences* link to review past, present and future absences or to cancel an absence.

Follow these steps

- Select the format for absence display: List or Calendar view
- Search for Jobs: Enter specific date range (MM/DD/YYYY) or Calendar icon, or enter job number or leave blank to return all your absences
- Select the *Search* Button
- Select the *Job Number* link to view job details on future jobs

From the Job Details screen

- Special instructions can be updated on future jobs. Modify the special instructions and select the *Save* button
- To cancel your job, select the *Cancel Job* button
- If a substitute is assigned to your absence and you want the system to notify them of the job cancellation (by calling them), place a checkmark in the box prior to the question "Notify the Substitute of Cancellation?"
- Select *Return to List* button to return to the job listing

**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.

**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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## REGISTERING WITH SYSTEM FOR THE FIRST TIME

1. Enter your **EMPLOYEE ID**, followed by the **Star (\*) key**
2. When prompted for a **PIN** number, re-enter your **EMPLOYEE ID**, followed by the **Star (\*) key**
3. 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. Create a 6 digit numeric **PIN** number followed by the **Star (\*) key**, not ending in the number 9
5. Hear your work locations and job descriptions. If they are not accurate, contact the help desk  
  
**PRESS 9** to Exit and hang-up

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## TELEPHONE ACCESS INSTRUCTIONS

1. Enter your **Employee ID** followed by the **Star (\*) key**
2. Enter your **PIN** followed by the **Star (\*) key**

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## MENU OPTIONS

- 1 – Create an Absence
- 2 – Review, Cancel Absence or Modify Special Instructions
- 3 – Review Work Locations and Job Descriptions
- 4 – Change PIN/Re-record Name
- 9 – Exit and hang-up

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## WORK AT MULTIPLE LOCATIONS?

If you **pressed 1** to Create an absence

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

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## 1- TO CREATE AN ABSENCE

1. Enter dates 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 for the absence  
**PRESS 9** to Exit to menu options

2. If you pressed 3 to Enter Dates and time  
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 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
3. Enter the 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
4. Record Special Instructions  
**PRESS 1** to Record special instructions. Press the **Star (\*) key** when done  
**PRESS 2** to Bypass this step
5. 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
6. If you **pressed 1**, a substitute is required  
The system will begin calling an appropriate substitute as soon as you receive a job number.
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

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## 2 - TO REVIEW/CANCEL ABSENCE OR MODIFY SPECIAL INSTRUCTIONS

1. Hear the job information  
**PRESS 1** to Hear absence information again  
**PRESS 2** to Modify special instructions  
**PRESS 3** to Cancel the absence  
**PRESS 8** to Hear the next absence  
**PRESS 9** to Exit to menu options
2. If you **pressed 2** to Modify special instructions  
**PRESS 1** to Delete  
**PRESS 2** to Re-enter  
Record instructions.  
Press the **Star (\*) key** when done.  
Hear the new instructions  
**PRESS 1** if Correct  
**PRESS 2** to Re-enter  
**PRESS 9** to Exit  
**PRESS 9** to Exit and hear next absence
3. If you **pressed 3** 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  
**PRESS 9** to Exit and hear next absence  
**PRESS 9** to Exit and hear next absence (without canceling)  
Once you confirm a request to cancel the job, you **MUST** wait for the system to say "*Job Number has been cancelled.*"

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## 3 - TO REVIEW WORK LOCATIONS AND JOB DESCRIPTIONS

1. Hear a list of your work locations and job descriptions

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## 4 - TO CHANGE PIN OR RE-RECORD NAME

1. **PRESS 1** to Change your PIN  
**PRESS 2** to Change the recording of your name  
**PRESS 9** to Exit to menu options
2. 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
3. If you **pressed 2** to Change the recording of your name  
Record your name. Press the **Star (\*) key** when done  
**PRESS 1** to Accept  
**PRESS 2** to Re-record name  
**PRESS 9** to Exit to menu options