

**Pembina Trails School Division
SmartFindExpress® (SFE) Substitute Quick Reference Guide
2024-2025**

System Phone Number **1.844.294.7616 (Calls about assignments will come from this number)**

Web Browser URL **pembinatrails.sfe.powerschool.com**

Help Desk **204.488.1767 Ext. 1236 (Teachers - Cheryl Horn)**
204.488.1767 Ext. 1290 (Support Staff - Janine Clarke)

Access/User ID (employee #) _____ **PIN** _____

Email confirmation comes from noreply_pembinatrails@sfesubsystem.com

BEFORE ANY FEATURES CAN BE ACCESSED EITHER BY PHONE OR ONLINE, YOU MUST FIRST CALL THE SYSTEM TO REGISTER.

ONE TIME TELEPHONE REGISTRATION 1.844.294.7616

1. Enter your **Access/User ID (employee #)** followed by the star (*) key
2. When the system asks for your PIN enter your Access ID again followed by the star (*) key
3. Record your name followed by the star (*) key
4. Hear your callback number. Correct if necessary.
5. You will be asked to select a new PIN. Enter a PIN at least six (6) digits in length followed by the star (*) key. A PIN must be numeric and cannot start with zero.

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	Starts 5:30 a.m.	5:00-10:00 p.m.
Saturday	None	None
Sunday	None	1:00 - 10:00 p.m.
Holidays	None	1:00 - 10:00 p.m.

SFE has a feature that is designed to “pause” a call to provide up to two minutes for a substitute to enter their Access ID and PIN. Pressing the **star (*) key** will pause the call. To resume the call, press any key. If no access ID is entered, the system will disconnect.

DECLINE/CANCELLATION REASONS

- 01 Offered a full time position **
- 02 Illness or medical appointment
- 04 Not comfortable with position
- 05 Poor weather conditions
- 06 Already booked in another school division
- 07 Don't accept half days
- 08 Only available for half day
- 09 Outside area of expertise
- 10 No transportation available
- 12 Job time conflicts with previously accepted job
- 13 Do not speak French
- 53 Personal

**** if you have selected 01 Offered a full time position, remember to enter your subbing unavailability in your profile to prevent future calls.**

ONLINE ACCESS SIGN IN INSTRUCTIONS

Open your browser and access the SmartFindExpress Sign In page at

pembinatrails.sfe.powerschool.com. Review the messages to the left of the Sign In. Enter your Access ID and PIN and complete the Captcha.

<input type="text"/>	User ID
<input type="text"/>	Password

I'm not a robot


reCAPTCHA
[Privacy - Terms](#)

1. Enter Access/User ID
2. Enter PIN
3. Click "I'm not a robot"
 - a. If required, complete security puzzle
4. When green check mark appears click Submit

Submit

Review additional announcements on your home page, if any.

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.

PROFILE

Choose the circle with your initials in the top right corner to view and update your information

Profile Tab

- **Change Password** (online use) or your **PIN** (phone use)
- **Change your Callback Number**
Enter the telephone number (including area code) where you can be

contacted by the system. Include the '1' (long distance indicator) and **only if long distance. Do not enter dashes or spaces.**

Schedule Tab

- **General - Create a new Availability Schedule**
 - Select *New* button
 - Select days of the week for the schedule by leaving boxes checked by that day
 - Select the times you are available to work
 - Check box for all day or
 - Enter a start and end time range in HH:MM AM or PM format
 - **Select Save button**
 - To Exit without saving changes, select the *Return to List* button

- **General – Modify an existing Availability Schedule**
 - Check boxes for days you want to remove
 - Select *delete*

- **General – Add Do Not Call Setting**
 - Select *New*
 - Uncheck Available for Assignments
 - Beside *The System will NOT call*: Select the times you do not want to be called
 - Check box for all day or
 - Enter a start and end time range in HH:MM AM or PM
 - Select *Save*

- **Add Temporary Do Not Call setting**

Enter a time in HH:MM a.m. or p.m. format for the system to resume calling. (The maximum is 24 hours from the current time)

Classifications and Locations Tab

- Review classifications and locations you have in your profile
- To make changes to your classifications or locations please contact the SmartFindExpress Operator

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
 - 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

If you are specified for an assignment you will see it in 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 indicated that you will work at the location
- You are specified for the job

Follow these steps:

- Select the date range for your search entering 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 you are successful in accepting the job. **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 your job listings
 - Select the *Cancel Assignment* button to cancel an assignment.
 - Enter a reason for canceling from the drop down list. Wait for the “Job was cancelled successfully” notification. **You cannot cancel an assignment that has already started.

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
 - Enter the date range with forward slashes (MM/DD/YYYY) for

your search or use the calendar icon. Leaving dates blank will show all assignments

- Enter a specific job number (date range will not be used)
- 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

SIGN OUT AND WEB BROWSER INFORMATION

At any time during the session, the *Sign Out* link can be pressed to end the session and disconnect from SFE. Pressing the browser's back button or going to another site on the Internet does not disconnect the session from SFE.

To ensure security and privacy of information, use the *Sign Out* link to disconnect from SFE and close the 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 SFE screens, such as the *Return to List* and *Continue* buttons.

TELEPHONE ACCESS INSTRUCTIONS

WHEN THE SYSTEM CALLS

Calls about assignments will come from 1.844.294.7616

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 or wait for a list of reasons
3. If you **pressed 1** to Hear the job description
PRESS 1 to Accept this job
Record the Job Number and provide to the school when you sign in.
PRESS 1 to Hear the job number again
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 or wait for a list of reasons.

PRESS 1 to Accept
PRESS 2 to Re-enter
PRESS 9 to Exit and repeat this step

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 a.m. or 2 for p.m.
PRESS 9 to Exit and hear the job offer

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

CALLING THE SYSTEM

1.844.294.7616

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, 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
PRESS 8 to Hear another assigned job
PRESS 9 to Exit to menu options
2. If you **pressed 2** to Cancel assignment
PRESS 1 to Confirm cancellation. Enter cancellation 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 (job will not be cancelled)

HEAR AVAILABLE JOBS

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 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

CHANGE YOUR CALLBACK NUMBER

1. Hear the Callback telephone number
PRESS 1 to Modify callback telephone number
PRESS 9 to Exit to menu options (number will not be changed)
2. Enter new telephone number followed by the star (*) key. Hear the new telephone number
PRESS 1 if Correct
PRESS 2 to Re-enter the number
PRESS 9 to Exit to menu options

REVIEW OR MODIFY TEMPORARY DO NOT CALL TIMES

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 a.m. or 2 for p.m.
PRESS 9 to Exit to menu options

REVIEW OR MODIFY UNAVAILABILITY DATES

1. **PRESS 1** to Review or delete unavailability period
PRESS 2 to Add a new unavailability period
PRESS 9 to Exit to menu options
2. If you **pressed 1** to Review or delete, hear the unavailable period information
PRESS 1 to Delete this unavailability period
PRESS 2 to Hear the next unavailability period
PRESS 9 to Exit to menu options
3. If you **pressed 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 if you are 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 a.m. or 2 for p.m.
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
PRESS 9 to Exit and review or modify unavailability dates (without saving unavailability period)

REVIEW OR MODIFY DAILY AVAILABILITY

1. **PRESS 1** to Review, delete, or 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, delete or hear a time period when you are available to work, 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 Enter a new time period you should not be called, select the day of the week
PRESS 1 for Monday thru Friday
PRESS 2 – 8 for Sunday thru 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 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 a.m. or 2 for p.m.

PRESS 9 to Exit to review or modify daily availability (without saving changes)

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 not starting with zero followed by the star (*) key
PRESS 1 if Correct
PRESS 2 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 finished
PRESS 1 to Accept
PRESS 2 to Re-record name
PRESS 9 to Exit to menu options

JOB OFFERS BY TEXT -If you want to receive job offer via text, please log into your SFE account and under personal settings you can opt in by entering your mobile provider information.

Sign-In Procedures at the School

Arrange to arrive at least 15 to 20 minutes before the start time of your job and report to the office.

Substitute teachers - be prepared to provide your SmartFindExpress job number when you sign in. Confirm parking procedures and pick up sub plans from the secretary or designate when you arrive at the school. Check with the office as to the classroom timetable and specific procedures for handling any lates, absences, medical concerns or follow-up regarding misbehaviour of students. Complete the particulars to sign in as a substitute based on school protocol.

Be prepared. Know your emergency lesson plans and be ready to teach. Be prepared to draw on your own resources as required. Review the fire and alarm procedures.

Have books, equipment, materials and supplies available and accessible. If you have to check attendance and other tasks requiring special forms, place them orderly on the desk for immediate use. This should be done before class begins.

If a one-day assignment, write a brief summary of your work to be provided to the regular incumbent. In your summary, comment on how well the students in your class worked and cooperated with you and other students. List activities that you did and did NOT finish. Leave manuals, lesson plans and summary in the teacher's desk drawer.

Complete all necessary items to finish the housekeeping chores.

Substitute EAs, Library Techs and Secretaries – be prepared to provide your SmartFindExpress job number when you sign in. Review the fire and alarm procedures and confirm your schedule for the day. It is also advisable to check to see if there are any special assignments or duties you will be responsible for. Check to see if there are any students with special needs in the class.

Report to the classroom no later than 10 minutes before students arrive.

Sign-Out Procedures

Check in at the office to finish any final administrative tasks and to determine if you are needed the next day.

Please refer to the Substitute Teacher Handbook for more information. This document is available on the Pembina Trails website.