



MONTGOMERY COUNTY PUBLIC SCHOOLS Substitute Quick Reference Card

Substitute System Telephone	301-298-2864
Technical Help Desk Telephone	301-517-5800
Employee ID Number	_____
Phone PIN Number	_____
Web Browser URL	https://montgomerycountymd.eschoolsolutions.com <i>*Web access is available 24 hours a day, 7 days a week.</i>

NEW EMPLOYEE REGISTRATION INSTRUCTIONS

Before any features are available, you must register with the system and create a PIN. The Employee ID Number and PIN are used for all interactions with the phone

1. Enter your **Employee ID Number** as your **Access ID** followed by the star (*) key.
2. When asked for your PIN, enter your **Employee ID Number** 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** that is at least six (6) digits in length but no more than nine (9) digits followed by the star (*) key.

TELEPHONE SYSTEM INFORMATION

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES*:

Today's Jobs: 5:45 am – 12:00 pm

Day	Future Jobs
Monday-Wednesday Evenings	4:30 pm – 9:30 pm
Thursday Evenings	4:00 pm – 9:30 pm
Friday Evenings	4:00 pm – 9:30 pm
Saturday/Sunday	3:00 pm – 9:30 pm
Holidays	3:00 pm – 9:30 pm

**Web access is available 24 hours a day, 7 days a week. See page 3 for Web access instructions.*

JOB CANCELLATION REASONS:





1. Personal Illness
2. Family Illness
3. Other Emergency

TELEPHONE ACCESS INSTRUCTIONS (See page 3 for web access instructions.)

THE SYSTEM CALLS

1. Enter your **Employee ID Number** as your **Access ID** followed by the star (*) key.
2. Enter your **PIN** followed by the star (*) key.

HEAR THE JOB OFFER

-  **PRESS 1** to hear the job offer.
- PRESS 2** to set temporary do not call.
-  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).
-  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.
- PRESS 1** to confirm.
-  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.

HEAR THE CANCELLATION

1. Hear ***"This assignment has been cancelled"*** and the job information.
2. **PRESS 1** to repeat the job information.

CALLING THE SYSTEM

MENU OPTIONS

- 1 - Review or Cancel Assignments
- 2 - Hear Available Jobs
- 3 - Change your Callback Number- Review or Modify Temporary Do Not Call Time
- 4 - Review or Modify Unavailability Dates
- 5 - Review or Modify Daily Availability
- 7 - Change PIN or 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.
2. If you **pressed 2** to cancel assignment:
 - PRESS 1** to confirm cancellation. (Enter the cancellation reason followed by the * key.)

HEAR AVAILABLE JOBS

1. Hear assignment information:
 - PRESS 1** to repeat assignment.
 - PRESS 2** to accept assignment.
 - PRESS 3** to decline assignment.

CHANGE YOUR CALLBACK NUMBER

1. Hear the callback telephone number:
 - PRESS 1** to modify callback telephone number.
2. Enter new telephone number followed by the star (*) key.

TO CHANGE PIN or RE-RECORD NAME

1. **PRESS 1** to change your PIN.
PRESS 2 to change the recording of your name.
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WEB ACCESS INSTRUCTIONS

SIGN IN

Open your browser and access the Substitute Employee Management System sign-in page (<https://montgomerycountymd.eschoolsolutions.com>). Enter your **Outlook Login Name** as your **user ID** and your **Outlook Password** as your **password**.

PASSWORD REMINDER

If you have forgotten your **Outlook Password**, please go to the myID (www.montgomeryschoolsmd.org/departments/myid/) website and follow the directions on the webpage to retrieve or reset your password.

WEB BROWSER INFORMATION

You can click the **help** link to access user guides and how-to videos.

Important Note: *Do NOT use the browser's BACK button to navigate to screens. Navigation buttons are at the bottom of SmartFindExpress screens, such as the **return to list** and **continue** buttons.*

PROFILE

Select **Profile Icon (Initials) >Settings>Personal**

Update Email— View your MCPS Outlook email address. You cannot update the system email address.

Change Password (PIN)—Enter your current **PIN** followed by a new **PIN** twice and click **save**. You can access your profile by clicking on your **initials** (on the right) click on **Settings**, and then click on the **Personal Tab**

Callback Number—Update the phone number (on your profile) you want the system to use to call to offer you jobs.

MANAGE SCHEDULE

- **Manage availability**
 - Select **Profile Icon > Settings**
 - Click **Schedule**
 - For each day of the week, click **Edit (pencil)** to define **Available Times** and **Do Not Call Times**
 - Click **All Day, Unavailable, or Custom**
 - If custom, enter **Start Time** and **End Time**. Use HH:MM AM or PM format.
 - Click **Save**

Classifications and Locations

- Review classifications and locations that you have chosen for assignments.

Unavailable Dates Tab

- **Create Unavailability Schedule**
 - From **Job Search (Date)**. Select **Unavailable**
 - Click **Add Unavailability**
 - Enter the unavailability details.
 - Click **Save**.

AVAILABLE JOBS - Job search is your start page in both the web and mobile apps.

To view available jobs:

- You must be available to work all days and times of the job.
- You must have specified that you will work at the location.

To accept or decline jobs:

- From the **Available** list, view a summary of all jobs matching your qualifications and preferences.
- To view the job schedule and details, expand the row
- To take the job assignment, click **Accept** OR to hide a job from the list, click **Decline**. Select a **Reason for Declining**, and then click **Confirm**.

CAUTION:

If the system determines that a substitute is in the process of accepting a job via telephone, the job will not be assigned. If the job assignment is successful, a job number is provided.

TIP:

Occasionally refresh your search results. The list of available jobs can change as other substitutes accept assignments and jobs are added.

MANAGE ACTIVE JOBS –

Review and manage jobs that you have accepted or that have been assigned to you:

- From **Job Search** select **Active**
- To view the job schedule, details and instructions, expand the row by clicking on the down arrow.

If you have been canceled from an assignment by someone else, you should acknowledge the cancellation.

- From **Job Search** select **Canceled**.
- Click a *job flagged as Action Required*
- Click **Acknowledge Cancellation**

CALENDAR VIEW

- View jobs available to you and your active jobs in one place. In the web app, click **My Calendar**. Click any job to view its details

SIGN OUT

At any time during the session, the **sign out** link can be selected by clicking on your initials 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 your session.