



TTOC/CASUAL CUPE QUICK REFERENCE GUIDE
UPDATED NOVEMBER 18, 2012

- System Phone Number** 1-855-454-4008
- Help Desk (*Blanche Olson-Wight*):** 1-855-635-4931, Local 4439
- Write your Access ID here** _____
- Write your PIN here** _____
- Web Browser URL** <https://coastmountain.eschoolsolutions.com>

GENERAL TELEPHONE INFORMATION

THE AUTOMATED DISPATCH SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

Today's Jobs	Starts at 6:30 a.m., Monday to Friday
Future Jobs	8:00 p.m. to 9:00 p.m., Sunday to Thursday

DECLINE/CANCEL REASONS:

1. Illness
2. No transportation
3. No childcare
4. Working in another position
5. Not Available
6. Not Suitable (You don't feel you are suitable for the job offered)
7. Other

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

REGISTRATION: DIAL 1-855-454-4008

1. Enter your **Access ID (employee #)** followed by the star (*) key
2. Enter your **Access ID (employee #)** again when it asks for your PIN followed by the star (*) key
3. Record your name followed by the star (*) key
4. Hear your callback #. Correct if necessary.
5. You will be asked to select a new PIN. Enter a PIN at least six (6) to nine (9) numbers in length followed by the star (*) key.

THE SYSTEM CALLS

HEAR THE JOB OFFER

1. **PRESS 1** to Hear the job offer
PRESS 2 to Set temporary Do Not Call
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
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.

HEAR THE CANCELLATION

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

TELEPHONE ACCESS INSTRUCTIONS

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

MENU OPTIONS

1. **Review or Cancel Assignments**
2. **Change your Callback Number**
3. **Review or Modify Temporary Do Not Call Time**
4. **Review or Modify Unavailability Dates**
5. **Review or Modify Daily Availability**
6. **Change PIN or Re-record Name**
7. **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 cancellation reason followed by the * key)

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. **Ensure you enter your 11-digit telephone number that includes a "1" in front of the area code.**

TO CHANGE PIN or RE-RECORD NAME

1. **PRESS 1** to Change your PIN
PRESS 2 to Change the recording of your name

WEB BROWSER ACCESS INSTRUCTIONS

SIGN IN

Open your browser and access the SmartFindExpress sign in page. Enter your Access ID and PIN.
Note: SmartFindExpress is compatible with all major web browsers.

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

Information - Review profile status and address information.

Update Email - Enter or change email address

Callback Number – View/update callback number; specify a Do Not Call time. Ensure you have a 1 in front of your phone number.

Change Password - Enter your current PIN followed by a new PIN twice and click Save

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. Include the ‘1’ (long distance indicator) and area code.
- 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

Unavailable Dates Tab

- **Create Unavailability Schedule**
 - Select the *New* button
 - Enter Start and End Date Range (MM/DD/YYYY) or use the calendar
 - 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

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. You cannot cancel an assignment within 1 hour of the start time.
 - An assignment may contain file attachments. To view or download a file attachment, click on the file name.

WEB BROWSER ACCESS INSTRUCTIONS *(continued)*

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 buttons.*

A mobile app is also available for the iPhone. It is available as a free download from iTunes. Search for SmartFindExpress Mobile.

SmartFindExpress will call from the publicly listed number 416-645-7209. Questions about Caller-ID should be directed towards your telephone service provider.

SmartFindExpress is compatible with all major web browsers