



EMPLOYEE QUICK REFERENCE GUIDE

System Phone Number: 1-855-454-4008 Web: Link from cmsd.bc.ca OR <https://coastmountain.eschoolsolutions.com>

Help Desk (Richard Anderson): 250-638-4439 or 1-855-635-4931 ext. 4439

Access ID (employee #): _____ PIN: _____

GENERAL TELEPHONE INFORMATION

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Monday to Friday	Sunday to Thursday
Today's Jobs	Start at 6:30 am	
Future Jobs		8:00 pm to 9:00 pm

**All leave reasons indicated with the * require a minimum of 24 hour business day prior approval. For emergent situations please contact your Principal/Supervisor.*

REASONS FOR ABSENCE (Support Staff Only):

- | | |
|---|---|
| 10. Sick | 17. Compassionate (Grandfathered ONLY)* |
| 11. General (no pay)* must include details | 18. Jury/Court (paid)* |
| 12. Family Illness (max. 3/time to 6/year) | 19. Marriage/Fatherhood* |
| 13. Medical Care* | 20. Workshop/Meeting/Training (pd)* |
| 14. Union (union billed) | 21. Union (Grievance) |
| 15. Bereavement* | 22. Union Leave (Bargaining)* |
| 16. OH & S* | 23. Vacation (12 month employees only)* |

REASONS FOR ABSENCE (Teaching Staff Only):

- | | |
|--|--|
| 40. Family Responsibility Leave* (G.3) | 53. Travel Leave (G.31) |
| 41. Bereavement Leave (G.4) | 54. Public Service Leave* (G.32) |
| 42. Sick Leave (G.20) | 55. Unpaid Long-Term Personal Leave* (G.33) |
| 43. Compassionate Leave* (G.25.1) | 56. Workshop/Conference & Other* |
| 44. Family Illness Leave (G.25.2) | 57. Multiple Reasons* |
| 45. Personal Leave* (G.25.3) | 58. Field Trip and Extra Curricular* |
| 46. Paternity Leave* (G.25.4) | 59. Teacher-In-Charge |
| 47. Leave for Local Contract Negotiations*(G.25.7) | 60. Music Festival* |
| 48. Leave to Receive a Degree* (G.25.8) | 61. School Collaboration* |
| 49. Court Duty* (G.25.9) | 62. Art # G.7 (TTOCs Conducting Union Business) |
| 50. First Aid* (G.25.10) | 63. Art# G.8 (TTOCs Conducting Union Negotiating Team) |
| 51. Workers' Compensation Leave (G.28) | 73. Vacant |
| 52. LOA for Union, BCTF, CTF & TRB (G.30) | |

REASONS FOR ABSENCE (AO/Excluded Only)

- | | |
|--|---------------------------------------|
| 64. Principal's Forum* | 65. Compassionate* |
| 66. BCPVPA* | 67. Bereavement (Extd family/friend)* |
| 68. Sick/Medical Appointments | 69. Vacation* |
| 70. Dist. Mtg (other than AO Forum)&Other* | 71. CMAA |
| 72. Personal Leave | |

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 – PHONE 1-855-454-4008

1. Enter your **Access ID** (employee #) followed by the star (*) key.
2. Enter **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 work schedule. If this information is incorrect, complete the registration and then contact your Help Desk to correct.
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. This will be your PIN for all future interactions with the system.

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 – 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

TO CREATE AN ABSENCE

- 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
- 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 (MMDD)
- Enter the reason code from page 1 followed by the star (*) key or wait for a list of reasons
- Record Special Instructions
PRESS 1 to Record special instructions. Press the star (*) key when done
PRESS 2 to Bypass this step
- Is a Substitute Required?
PRESS 1 if a substitute is required
PRESS 2 if a substitute is not required
- Complete Absence
PRESS 1 to receive the job number
Record the Job Number. The Job Number is your confirmation.

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
- If you **pressed 3** to Cancel the job (*required within 24 hours of the start time of your absence*)
- 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

Once you confirm a request to cancel the job, you **MUST** wait for the system to say "**Job Number has been cancelled.**"

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.

PIN REMINDER

The "Trouble Signing In" 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 and have a valid email address in your profile to use this option.*

PROFILE

Information

- Review profile status and address information.

Update Email

- Enter or change email address.

Change Password

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

SELECT ROLE

- For multi-role employees, click on the desired icon to access another profile. No need to log out of the system and back in again!

TO CREATE AN ABSENCE

Choose the *Create an Absence* link

Important Note: *Items in Bold are required to complete an Absence.*

- **Select the Location**
- **Select the Classification**
 - Choose from the drop-down menu
- **Select the Reason for this absence from the drop-down menu.**

NOTE: *If you select a reason that requires administrator approval, the system displays a notification that the selected reason requires approval. You can continue with the job create with this reason or choose another reason. You can also provide an Approval Comment. Support Staff General Leaves **MUST** include details in "Approval Comment" box.*

- **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.
 - 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
- Request a particular substitute (*For Teachers/Principals Only*)
 - Enter the substitute's access ID number or use the Search feature to find the substitute by name

- Indicate if the requested substitute has accepted this job
 - Yes = substitute is prearranged and will not be called and offered the job
 - No = call will be placed and the substitute will be offered the job
- Enter special instructions for the substitute to view
- Add File Attachment(s) to the job record, if desired. Up to 3 files can be added. The attachments can be lesson plans, slides, images or other file types. Files cannot exceed the maximum per file size limit.
- **Select the Continue button**

COMPLETE! You **MUST** receive a **Job Number** for your absence to be recorded in the system and to receive a substitute.

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.

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.