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## MONTGOMERY COUNTY PUBLIC SCHOOLS

### Employee Quick Reference Card

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Substitute System Telephone	301-298-2864
Technical Help Desk Telephone	301-517-5800
Employee ID Number	_____
Phone PIN Number	_____
Web Browser URL	<a href="https://montgomerycountymd.eschoolsolutions.com">https://montgomerycountymd.eschoolsolutions.com</a>

*\*Web access is available 24 hours a day, 7 days a week.*

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### 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. Next you will hear your primary location and classification. If this information is not correct, continue with the registration process and then contact the Technical Help Desk to correct the information.
  5. You will be asked to select a new **PIN**. Enter a **PIN** that is at least six (6) digits in length and no more than nine (9) digits followed by the star (\*) key.
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### REASONS FOR ABSENCE\*

Selection	Code	Description
1.	SCK	Sick Leave
2.	IIF	Illness in Family
3.	PER	Personal Leave
4.	PRO	Professional Leave
5.	BFI	Bereavement - Immediate
6.	UIP	Unusual/Imperative with Pay
7.	CVL	Civil
8.	MIL	Military
9.	BFO	Bereavement – Other

\*Additional codes may be added

## TELEPHONE ACCESS INSTRUCTIONS

1. Enter your **Employee ID Number** as your **Access 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 or Re-record Name
- 9 – Exit and Hang-up

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### 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.
2. If you **pressed 3** to enter dates and times:  
Enter start date:  
**PRESS 1** to accept the date offered.  
**PRESS 2** to enter start date (MMDD).
3. Enter the reason from page 1 followed by the star (\*) key, or wait for a list of reasons.
4. Record special instructions:  
**PRESS 1** to record special instructions. *Please do NOT request a substitute of a particular gender or age.*  
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.
6. If you **pressed 1**, a substitute is required:  
**PRESS 1** to request a particular substitute.  
Enter the substitute's employee ID number, followed by the star (\*) key.  
**PRESS 1** to accept requested substitute:  
**PRESS 1** if the substitute should be called.  
**PRESS 2** if the substitute has already agreed to work and does not need to be called.  
**PRESS 2** to bypass requesting a substitute.
7. Complete the absence.  
**PRESS 1** to receive the job number.  
**Record the job number. The job number is your confirmation.**

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### 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.
2. If you **pressed 3** to cancel the 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 to hear, "**Job number has been cancelled.**"

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### 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.schoolsolutions.com>). Enter your **Outlook Login Name** as your **User ID** and your **Outlook Password** as your **Password**.

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### PASSWORD REMINDER

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

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### 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.**

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### PROFILE

**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**.

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### TO CREATE AN ABSENCE

Choose the **create an absence** link.

**Important Note: Items in bold are REQUIRED to complete an absence.**

- **Select the location** from the drop-down menu.
- **Select the classification** from the drop-down menu.
- **Select the reason for this absence from the drop-down menu.**
- **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 that do not apply to this absence.
  - Modify daily schedule and/or times for absence and substitute.
- Request a particular substitute.
  - Enter the substitute's **employee 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. *Please do NOT request a substitute of a particular gender or age in this section.*
- Add file attachment(s) to the job record, if desired. Up to three (3) files can be added. The attachments can be lesson plans, flipcharts, documents, slides, images, or other file types. Files cannot exceed the maximum per file size limit.
- **Select the continue button.**
- **Review the job details for accuracy. Select the create absence button to create the absence.**

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

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## 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 use the calendar icon, or enter the job number or leave blank to view all of 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. *Please do NOT request a substitute of a particular gender or age in this section.*
- 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 in front of the question, "Notify the Substitute of Cancellation?"
- Select the **return to list** button to return to the job listing.

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## SIGN OUT

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 your session.