
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

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

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.)

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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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).
 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.
PRESS 1 to confirm.
 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.
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HEAR THE CANCELLATION

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

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 or Re-record Name
 - 9 - Exit and Hang-up
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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.)
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HEAR AVAILABLE JOBS

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

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**.

Callback Number—Update the phone number you want the system to use to call to offer you jobs.

SCHEDULE

General

- **Modify an availability schedule**
 - Choose the 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 below.

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 you would still like to receive calls for future assignments during the unavailable time period entered. Leave box unchecked if you do not want any calls during this time.
 - Select the **save** button.

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 must have specified that you will work at the location.

Follow these steps:

- Select the date range for your search by entering in 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 the job has been successfully assigned to you. **Please record this job number.**
 - Select the **decline job** button if you choose to not accept the job.
 - Select the **return to list** button to return to the job listing.

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. Use the list or the 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.
 - To cancel your assignment, select a cancellation reason from the pull down list at the bottom of the job details screen and click on the **cancel assignment** button. Wait for the “**Job was cancelled successfully**” notification. You **cannot** cancel an assignment within one (1) hour of the start time.
 - An assignment may contain file attachments. To view or download a file attachment, click on the file name.

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.