

Email Tab

- Enter or change email address.

Change Password Tab

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

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. 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.

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.

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.



Delta School District
Inspired Learning

SUPPORT STAFF (Casual) ON CALL

SmartFindExpress – Quick Reference

System Phone Number 604 940 0223
Sub Desk Phone Number 604 952 5361

SmartFind Log-In Page <https://sems.deltasd.bc.ca>

Write your Access ID here _____ Employee ID #

Write your PIN here _____

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today’s Jobs	Future Jobs
Weekdays (Mon - Thurs)	Calls start at 5:00 am	5:00 pm - 10:00 pm
Friday	Calls start at 5:00 am	None
Saturday	None	None
Sundays/Holidays	None	5:00 pm - 10:00 pm

REGISTRATION

- Initial registration **must** be completed by telephone.
- Call the system phone number.
- Enter your Access ID (Employee #) followed by the star * key.
- Enter your PIN followed by the star * key (if you do not have a PIN, enter your Access ID again; when prompted for a PIN you will then be able to create a new PIN – at least 6 digits in length).
- Record your name followed by the star * key.
- Hear your callback #. Correct if necessary.
- If your PIN is the same as your Access ID, enter a new PIN.
Enter a PIN at least six (6) digits in length followed by the star * key.

TELEPHONE ACCESS INSTRUCTIONS

1. Enter your **Access ID (employee #)** followed by the star (*) key
2. Enter your **PIN** followed by the star (*) key
(If you do not have a PIN, enter your Access ID again when prompted for your PIN. You will then be able to enter a new PIN to use.)

WHEN THE SYSTEM CALLS YOU

LISTEN TO 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 - you must be available to work **all** days & times of the 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 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.

LISTEN TO THE CANCELLATION

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

WHEN YOU CALL THE SYSTEM

MENU OPTIONS

- 1 - Review or Cancel Assignments
- 2 - Hear Available Jobs - **NOT** an option for Support Staff.
- 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

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

LISTEN TO AVAILABLE JOBS

DO NOT USE/ACCESS THIS OPTION. Support Staff casuals are called out and assigned by the system on a seniority and service credit basis. Accepting jobs without being called out by the system or system operator is in violation of the Collective Agreement. You will be pulled from the job.

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.

REVIEW OR MODIFY UNAVAILABILITY DATES

1. **PRESS 1** to review or delete unavailability period
PRESS 2 to add a new unavailability period
2. If you **pressed 1** to review or delete, hear the unavailable period information
PRESS 1 to delete this unavailability period

3. **PRESS 2** to hear the next unavailability period
3. If you **pressed 2** to add dates
Enter Start Date (MMDDYY)
Enter End Date (MMDDYY)
Indicate unavailable all day? **PRESS 1** for Yes
PRESS 2 to enter time in HH:MM format.

REVIEW OR MODIFY DAILY AVAILABILITY

- PRESS 1** to review or delete, hear a time period you are available to work
PRESS 2 to enter a new time period you are available to work
PRESS 3 to review or delete, hear a time period you should not be called
PRESS 4 to enter a new time period you should not be called

TO CHANGE PIN or RE-RECORD NAME

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

LOG IN

- Access the SmartFind *Express* Log-In page
- Review the messages above the Sign In.
- Enter your Access ID (Employee #) and PIN.
- Review additional announcements on your home page, if any.

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

Profile Tab

- Enter the telephone number where you can be contacted by the system. Include the area code and '1' if necessary (as long distance indicator).

Schedule Tab

- **Modify Availability Schedule**
 - Choose day or days of the week you want to delete by checking the boxes by that day
 - 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

Classifications

- Review classifications which have been assigned to you. Contact Human Resources if to discuss any required changes.

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