

## San Diego Unified School District — Employee Reference Guide

<b>System Phone Number</b>	<b>(619) 297-0304</b>						
<b>Help Desk Phone Number</b>	<b>(619) 725-8090</b>						
<b>Write your PIN here</b>	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> </tr> </table>						
<b>Web Browser URL</b>	<a href="https://subweb.sandi.net">https://subweb.sandi.net</a>						

### THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES

	Today's Jobs	Future Jobs
Weekdays	Starts at 5:00 am	5:00 – 9:30 pm
Saturday	None	5:00 – 9:30 pm
Sunday	None	5:00 – 9:30 pm
Holidays	None	5:00 – 9:30 pm

### REASONS FOR ABSENCE

Number	Description
1	Illness
2	Personal Necessity
3	Bereavement
4	Personal Business
6	Vacation
7	Jury Duty
10	Religious Holiday
11	Court Appearance
13	Paternity / Adoption
14	Military Leave
15	Unpaid Personal Leave
16	Floating Holiday
17	Comp Day
21	Union Business
26	Professional Development

### REGISTRATION

To register as a first-time user, call (619) 297-0304. When prompted to enter your Access I.D., enter your Employee I.D. followed by the star (\*) key. When prompted to enter your PIN, enter your Employee I.D. again followed by the star (\*) key. (Proceed to step #3 to complete the process.)

1. Record your name followed by the star (\*) key  
**PRESS 1** to Accept  
**PRESS 2** to Re-enter  
**PRESS 9** to Exit and hang-up
2. Hear your work locations and job descriptions. If they are not accurate, contact the help desk
3. If your PIN is the same as your Access ID, enter a new PIN at least six (6) digits in length followed by the star (\*) key  
**PRESS 1** if Correct  
**PRESS 8** to Re-enter  
**PRESS 9** to Exit and hang-up

## TELEPHONE ACCESS INSTRUCTIONS

1. Enter your **Access ID** (your six digit **Employee ID**), followed by the star (\*) key
2. Enter your **PIN** (Personal Identification Number), 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, pressing the star (\*) key will make the system wait for 2 minutes for you to enter your Access ID and PIN.

**Note:** If you forget your PIN, refer to *PIN Reminder* under *Web Browser Access Instruction Sign In* on page 4.

## 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

### WORK AT MULTIPLE LOCATIONS?

If you **pressed 1** to Create an absence

1. Enter the location code followed by the star (\*) key or wait to hear a list of locations
2. **PRESS 1** to Accept location choice  
**PRESS 2** to Re-enter  
**PRESS 9** to Exit to menu options

### 1 — 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  
**PRESS 9** to Exit to menu options
2. 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  
Enter two digits for the month and two digits for the day (MMDD) **PRESS 9** to Exit to menu options

For all options

Enter Start Time

- PRESS 1** to Accept offered time
- PRESS 2** to Enter time

Enter two digits for the hour and two digits for the minutes in HH:MM format.

Enter 1 for am or 2 for pm

**PRESS 9** to Exit to menu options. Repeat procedure for end date and time

3. Enter the reason from page 1 followed by the star (\*) key or wait for a list of reasons  
**PRESS 1** if Correct  
**PRESS 2** to Re-enter  
**PRESS 9** to Exit to menu options

4. Record Special Instructions

**PRESS 1** to Record special instructions. 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  
**PRESS 9** to Exit to menu options
6. If you **pressed 1**, a substitute is required  
**PRESS 1** to Request a particular substitute. Enter the Substitute Employee ID, 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 9** to Exit to menu options  
    **PRESS 2** to Re-enter  
**PRESS 2** to Bypass requesting a substitute
7. Complete Absence  
**PRESS 1** to Receive the job number  
    **Record the Job Number. The Job Number is your confirmation.**  
    **PRESS 1** to Hear the job number again  
    **PRESS 9** to Exit to menu options  
**PRESS 2** to Review absence information

## **2 — 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  
**PRESS 8** to Hear the next absence  
**PRESS 9** to Exit to menu options
2. If you **pressed 2** to Modify special instructions  
**PRESS 1** to Delete  
**PRESS 2** to Re-enter  
    Record instructions. Press the star (\*) key when done  
    Hear the new instructions  
        **PRESS 1** if Correct  
        **PRESS 2** to Re-enter  
        **PRESS 9** to Exit  
**PRESS 9** to Exit and hear next absence
3. If you **pressed 3** to Cancel the job  
    **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  
        **PRESS 9** to Exit and hear next absence  
    **PRESS 9** to Exit and hear next absence (without canceling)  
    Once you confirm a request to cancel the job, you **MUST** wait for the system to say "*Job Number has been cancelled.*"

## **3 — TO REVIEW WORK LOCATIONS AND JOB DESCRIPTIONS**

1. Hear a list of your work locations and job descriptions  
    **PRESS 9** to Exit to menu options (number will not be changed)

#### **4 — TO CHANGE PIN OR RE-RECORD NAME**

1. **PRESS 1** to Change your PIN  
**PRESS 2** to Change the recording of your name  
**PRESS 9** to Exit to menu options
2. If you **pressed 1** to Change your PIN  
Enter a new PIN at least six (6) digits in length, followed by the star (\*) key **PRESS**  
    **1** if Correct  
    **PRESS 8** to Re-enter  
    **PRESS 9** to Exit to menu options
3. If you **pressed 2** to Change the recording of your name Record your name. Press the star key (\*) when done  
    **PRESS 1** to Accept  
    **PRESS 2** to Re-record name  
    **PRESS 9** to Exit to menu options

#### **WEB BROWSER ACCESS INSTRUCTIONS SIGN IN**

Open your web browser and access the SmartFindExpress Sign In page. Review the messages above the Sign In. Enter your **Access ID** and **PIN**. Review additional announcements on your home page, if any.

#### **PIN REMINDER**

If you forget your PIN, click on the “**Forgot your PIN**” link at the login screen and follow the instructions. Your PIN will be immediately sent to the email account registered in SmartFindExpress.

**Note:** The user must be registered with the system to use this option.

#### **TO CREATE AN ABSENCE**

Choose the *Create an Absence* link

**Important Note: Items in Bold are required to complete an Absence and receive a Job Number.**

- **Select the Location**
- **Select the Classification**
  - Choose from the drop-down menu
- **Select the Reason for this absence from the drop-down menu**
- **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 from the absence times, please enter the adjusted times
- Multiple Day (Recurring) Absence. Select the *Modify Schedule* button.
  - Your default work schedule is shown. Remove the checkmark(s) from the

- o Work Days boxes that do not apply to this absence
- o Modify daily schedule and/or times for absence and substitute
- o Select the *Continue* button
- Request a particular substitute
  - o 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
  - o Yes = substitute is prearranged and will not be called and offered the job
  - o No = call will be placed and the substitute will be offered the job
- Enter special instructions for the substitute to view
- **Select the Continue button**
- **Select the Create Absence button to receive a Job Number. Please record this Job Number.**

## 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.

**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* button



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 Substitute Management Unit  
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