



# Delta School District

Inspired Learning

A leading district for innovative teaching and learner success

## SmartFind Express – Quick Reference User Guide For

# SUPPORT STAFF – Employees (Regular/Temporary)

### Contact Information

System Phone Number:	<b>1.888.209.3161</b>	
System online log-in:	<b>https://deltasd37-smartfind.eschoolsolutions.com</b>	
Access ID :	Employee ID#	
Phone PIN:	6 digit PIN	
Web/Mobile password:	At least 8 total characters including: 1 alphabet character 1 number or special character	
Sub Desk phone number:	604.952.5361	6:00 a.m. to 10:00 a.m. weekdays
Sub Desk e-mail:	subdesk@deltaschools.ca	

### System Call-out Times

The system calls substitutes (i.e. casuals) during these times

	<b>Today's Jobs*</b>	<b>Future Jobs**</b>
Monday to Thursday	Calls start at 5:00 a.m.	3:15 p.m. to 10:00 p.m.
Friday	Calls start at 5:00 a.m.	No calls
Saturday	No calls	No calls
Sunday/Holidays	No calls	3:15 p.m. to 10:00 p.m.

\* **Today's Jobs** means the system is calling to offer an assignment for that day

\*\* **Future Jobs** means the system is calling to offer an assignment for a future date

### System Registration for New Employees

**Registration must be completed by phone before you can access the online system.**



1. **Call** the system phone number: **1.888.209.3161** and follow the system's prompts
2. **Enter** your Access ID and press the star key (\*): your 7-digit employee number 9XXXXXX \*
3. **Enter** your Phone PIN and press the star key (\*): your 7-digit employee number 9XXXXXX \*
4. Record your name & press the star key (\*)
5. **Confirm** or **Change** your call back number: this is the number the system will use to call you to offer or cancel assignments; you can change this number as often by phone or online
6. **Create** your own Phone PIN: must be at least 6 digits in length and different from your Access ID
7. **Press 9** to exit or continue the call to hear other system related options

Once you have completed your **phone** registration, proceed to set up your **Web** access.

**(Note: if you are also an active “substitute” (i.e., will be available for casual assignment/call-outs while also an “employee” in a temporary or regular position) please refer to the SmartFind Express – Quick Reference Guide for SUPPORT STAFF – Substitutes (Casuals) for accessing and using the call-out system).**

## Telephone Access Instructions

1. **Call** system phone number: [1.888.209.3161](tel:18882093161)
2. **Enter** your Access ID and press \* (i.e., your 7-digit employee number)
3. **Enter** your PIN and press \*

### Menu Options

Options	
1	Create an Absence (see detailed instructions below)
2	Review or Cancel Absence, Modify special instructions (follow prompts)
3	Review work locations and job descriptions (contact SubDesk immediately if this information is not accurate and needs to be changed)
4	Change password, re-record name (follow prompts)
9	Exit and hang-up

### How to Create an Absence

Press 1 if your absence is only for today  
 Press 2 if your absence is only for tomorrow  
 Press 3 to enter other dates/times for your absence  
 ▪ follow prompts to enter date(s) & time(s)

Enter the 2-digit code for the reason for your absence from the list below and Press \*  
**OR**  
 Wait to hear list of reasons and make selection

**Record Special Instructions (Optional)**  
 Press 1 to record instructions and Press \*  
 Press 2 to bypass this step

Press 1 if a substitute is required  
 Press 2 if a substitute is **not** required

Code	Reason for Absence	Code	Reason for Absence
01	ILLNESS	14	SUPERINTENDENT
03	JURY DUTY	15	SPECIAL PROGRAMS
04	BEREAVEMENT	16	SAFETY
05	COMPASSIONATE / BOARD	17	SCHOOL ACCOUNT
06	WCB	18	OVERTIME BANK
08	LEAVE WITHOUT PAY	19	UNION BUSINESS
12	MATERNITY/PATERNITY	22	SUPPLEMENTARY VACATION
13	CENTRAL IN-SERVICE	23	VACATION

**Complete creating your absence**  
 Press 1 to receive the job number (the job number is confirmation that you have successfully created an absence)

## Online (Web Browser) Access Instructions



### To get started:

1. Access SmartFind *Express* log-in page: <https://deltasd37-smartfind.eschoolsolutions.com>
2. Review the Announcement on the left of the Sign In.
3. To log in: enter your Access ID (emp #) and password. **NOTE:** If this is the first time accessing the Web format, you will receive a prompt to create a password to use when logging in on the web and mobile app
4. Review additional announcements on your home page, if any
5. If you are also an active “substitute” click on ‘Employee’ beside ‘Select Role’ on the upper right side of the screen.

### Forgot Password



The screenshot shows the login interface with fields for Access ID and Password. Below these fields, there is a 'Sign In' button and a 'Forgot Password?' link that is highlighted with a red rectangular box.

Select ‘Trouble signing in’. Follow the instructions on the screen and then click Submit. A link will be sent to the email address on your profile to change your password. If the link does not work, copy and paste the link it into your web browser. Contact the SubDesk, if your email address is not on your profile.

## SmartFind Express On-Line: Tabs and Functions

**TIP: Do not use the browser’s ‘back’ function to navigate screens; rather, use the system’s:**

- “Return to List” (takes you to previous screen),
- “Continue” (to proceed with action), or
- “Home” (to return to the Home Screen)
- The system’s terminology for ‘Casual’ is ‘Substitute’
- **Sign Out:** at any time during the session, the Sign Out link can be selected to end the session and disconnect from SmartFind Express. Selecting the browser’s **back** button or going to another site on the Internet does not disconnect the session. To ensure security and privacy of information, use the **Sign Out** link to disconnect from SmartFind Express and close the web browser when you finish with your session.

Create an Absence

Reason	Location(s)	Classification(s)	Start Date(s)	End Dates(s)	Substitute	Instructions
ILLNESS	INCLUSIVE LEARNING	EDUCATION ASSISTANT	09/20/2022	09/20/2022		

Create Absence

Basic Information

Absence Reason Required

01 ILLNESS  
03 JURY DUTY  
04 BEREAVEMENT  
05 COMPASSIONATE / BOARD  
06 WorkSafe BC (formerly WCB)  
08 LEAVE WITHOUT PAY  
11 VACANT ASSIGNMENT  
12 MATERNITY/PATERNITY  
13 CENTRAL INSERVICE (48hrs prior)  
14 SUPERINTENDENT BGT  
15 EA VACANCY  
16 SAFETY  
17 SCHOOL ACCOUNT (48hrs prior)  
18 OVERTIME BANK  
19 UNION BUSINESS  
22 SUPPLEMENTARY VACATION (12 MONTH EMP)  
23 VACATION  
30 INTERNATIONAL PROGRAMS  
36 MyEd EXTRA SUPPORT

**Absence Reason:** use drop-down menu to select reason code. You need prior approval for certain types of leaves (eg: leave without pay, jury duty, compassionate/board). Contact Employee Services if you have any questions about the leave. PLEASE remember to fill out a Leave Request Form for any absences over one day.

Absence Dates

Date selection options  
Does Not Repeat: For individual dates selection

Sep 2022

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

**Absence Date:** use drop-down menu to select option and date range

Next

Select Schedule(s)

INCLUSIVE LEARNING - EDUCATION ASSISTANT

EDUCATION PROGRAMS - EDUCATION ASSISTANT

Select Schedule(s)

INCLUSIVE LEARNING - EDUCATION ASSISTANT

EDUCATION PROGRAMS - EDUCATION ASSISTANT

**Location & Classification:** preset unless you are assigned to multiple schools then select a location

INCLUSIVE LEARNING - EDUCATION ASSISTANT

Schedule

Advanced Absence

Choose this if your absence will need different requirements on different days

Tuesday : 09/20/2022  No Sub Required

Custom Day

Substitute

Best Match

Prearranged **NOT AVAILABLE for Support Staff**

Class Instructions

Characters Remaining: 1000

Add Files

[Browse...](#)

[Back](#) [Submit](#)

**Substitute required?** default is “yes” if your position does not require a replacement, select “No Sub Required”

\*Minimum 4hrs absence is required for a casual to work

**Times:** Hours from your schedule are already entered

- Make adjustments click Advance Absence
- Check that AM/PM are entered correctly

### Schedule

Advanced Absence

Choose this if your absence will need different requirements on different days

Tuesday : 09/20/2022  No Sub Required

Absence Schedule

8:30 AM

4:00 PM

Substitute Schedule

8:30 AM

4:00 PM

**Confirm:** click “Submit” when finished and review confirmation page. The view the absence click on the arrow to cancel or edit.

Unified Talent  
SmartFind Express

Absences September 13, 2022 06:40 AM

Absence created successfully. ( Job ID 466667 )

Status	Reason	Location(s)	Classification(s)	Start Date(s)	End Dates(s)	Substitute	Instructions
✓	ILLNESS	INCLUSIVE LEARNING	EDUCATION ASSISTANT	09/20/2022	09/20/2022		<a href="#">&gt;</a>

Click arrow to cancel or edit

**Cancel:** click “Cancel Absence” and select “Do Not Cancel” or “Confirm Cancel”.

INCLUSIVE LEARNING - EDUCATION ASSISTANT

Job ID: 466667 ✔ Approved (Automatically)  
Reason: ILLNESS

Schedule

Tuesday : 09/20/2022  
Absence Schedule                      Substitute Schedule  
08:30 AM - 04:00 PM                      08:30 AM - 04:00 PM

Instructions

Class Instructions

Cancel Absence Edit

Reason: ILLNESS

Cancel Absence

Are you sure you want to cancel this absence?

Do Not Cancel Confirm Cancel

08:30 AM - 04:00 PM

Confirmation will appear and takes you back to the main page.

Unified Talent  
**SmartFind Express**

Absences September 13, 2022 06:45 AM

✔ The absence was cancelled successfully. X

Status	Reason	Location(s)	Classification(s)	Start Date(s)	End Dates(s)	Substitute	Instructions
<span style="color: orange;">🚫</span>	ILLNESS	INCLUSIVE LEARNING	EDUCATION ASSISTANT	09/20/2022	09/20/2022		

**Contact the subdesk if any information about your job classification or schedule is incorrect.**