5 Keys to Managing your SFE Calls

Dear Substitute:

Thank you for taking the time to review these training tools and reminders regarding the SmartFind*Express* (SFE) Substitute Calling System. There are five (5) keys to managing your SFE substitute experience with PWCS.

1. Understand how to Access SFE Training Tools and Videos

2. Review and update SFE Substitute Schedule Options
   - Enter unavailable dates online at https://pwcs.eschoolsolutions.com/, through "Schedule - Unavailable Dates" tab. For example, if you have a doctor's appointment two weeks from now, that "unavailable date" may be entered in SFE so the system does not try to secure you for a substitute job that day.
   - Establish when you are willing to receive calls for jobs (e.g. you may set up that you do not want to get calls after 9:00p.m. or before 6:00a.m) under the "Schedule - General" tab, and
   - Establish what days of the week and hours you are available to work on an ongoing basis under the "Schedule - General" tab. For example, if you have class every Tuesday afternoon and cannot work, you may enter you are not available Tuesday afternoons in SFE.

3. Keep your Email and Phone Number up-to-date

4. Maintaining your Work Location Preferences online through SFE

5. Maintaining your Classification Preferences by completing a Substitute Preference Form

1. Access SFE Training Documents and Videos

Once logged into SFE https://pwcs.eschoolsolutions.com, you may select the "Help" tab from the top right tool bar to access training videos.
   - **Four (4) videos available under this tab.** The total time to view all videos is approximately 8 minutes. Please note, at the conclusion the videos there is a brief pause then they repeat again.
   "QuickTime" is required to view SFE videos. You may download a free copy of QuickTime from the Apple Web site www.apple.com/quicktime/download/.

The PWCS specific Substitute User Guide is available on the PWCS Department of Human Resources Web site, http://humanresources.departments.pwcs.edu, by selecting "Employment Opportunities," "Substitute/Temporary Employment," then "Substitute Calling System" tab. Documents are listed at the bottom of the web site.

2. Review Substitute Schedule Options in SFE

The most important feature substitutes should utilize in SFE is their <u>schedule</u>. There are three (3) main schedule options.
   - Unavailable Dates
   - *Ongoing* Weekly Availability Schedule
   - *Ongoing* Weekly Do *not* Call Schedule

Unavailable Dates

SFE allows substitutes to indicate when they are not available. If you know you will not be available on a certain date, please enter the date in SFE as an "unavailable date." This will prevent the system from making unnecessary calls, and will alleviate you having to answer calls for jobs that you are not available to accept.

- If you would like to set an unavailable date, select "Schedule" from the main tool bar, then "Unavailable Dates."
- Select "New" to add a future period of time when you are not available to work. Unavailable dates can be scheduled as part of a day, a full day, or a range of dates.
- Specify the start date, end date, and times that you are unavailable.
- Select the "Call for future assignments" box, if you would like the system to continue calling you for assignments outside of your unavailable date range. For example, if you indicated you were unavailable next Wednesday to work, by checking "Call for future assignments" box, you are notifying the system that you are able to receive calls on that Wednesday for assignments that will occur on days other than that Wednesday.
- Click "Save."

- To *modify* an unavailable date already established, select the "Start Date" link.
- Make any updates, and select "Save."
- To delete your entry select the delete box next to the start date, and select "Delete."

Ongoing Weekly Availability Schedule

- If you are not available on a particular day of the week or time period *on an ongoing basis*, you may indicate this in the SFE system through the "Schedule," "General" tab. By changing your schedule in this section, the system will not try to secure you as a substitute on the day and/or time you indicated you were not available.

- For example, if you attend class every Tuesday and Thursday and are unavailable to work, the following outlines how you would make this change in SFE.
  - o Select "Schedule" from the main tool bar, then "General."
  - o Click the box in front of Tuesday and Thursday, and select "Delete." This will remove your availability for these days.

The new schedule will be displayed. Be sure to verify the status of your change request. The status will be displayed in red at the top of the page (ie."**Profile update successful**.")

Please reference this "New" button in the example below.

Ongoing **Weekly Do *not* Call Schedule**

In addition to specifying when you are available to work, under the "Schedule – General" tab, you can also specify when you do not want to receive calls.

SFE will attempt to secure substitutes *by phone* on the following Days/Times:
      Mon - Fri - SFE will call for *that day's* absences in the morning from 5:30AM-12PM
      Mon - Fri - SFE will call on *future* absences in the evening from 4:15PM-9:30PM
      Saturday- SFE will make no calls
      Sunday- SFE will call for *future* absences in the evening from 4:15PM- 9:30PM

- Let's say, for example, you are available for assignments in the morning on Wednesdays between 8:00a.m.to 12:00p.m., however you do not want the system to call for future jobs on Wednesday nights from 4:15 p.m. – 9:30 p.m.

  - To make this change, you would click the "Schedule" tab from the top tool bar, then "General."
  - If Wednesday, already exists delete it (see previous example), and then select "New" button above the Schedule List.
  - In this example, you would click the box under Wednesday (see below) and indicate the available start and end time (i.e. 08:00 AM and 12:00 PM) or select "All Day" if applicable.

  - To set up a regular ongoing "Do not Call" request, enter the times that you would prefer the system not contact you (i.e. sometime between the hours of 05:30 AM – 09:30 PM), and click "Save."
  - Verify the times listed are what you intended. Otherwise continue to make necessary changes (i.e. Delete, click "New," and reenter selections.)
  - If you get an error message, it is likely due to an overlap in hours, or if the time entered is not in the required format (i.e. HH:MM AM). If in doubt delete the day and reenter.

3. Review and Update Your Email and Callback Number

- Select the "Profile" tab from the top right tool bar, then "Update Email."
  - If you need to change the email address or no email address displayed, enter your "new email" address twice, and select "Save."
  The system will use this email address to send job reminders and cancellation notices.

4. Review and Update your Location Preferences

The SFE system allows substitutes to select/modify the locations in which they would like to work. Please review and update the schools for which you are interested in working.

IMPORTANT: You must enter the locations you wish to work in SFE. If you do not have any locations, you will not receive substitute job offers. There is no limit to the number of locations that may be selected. To make a change;

- Select "Schedule" from the main tool bar, then "Locations."

- To add a location,
  - Select "New."
  - Select the location name where you would like to work in the drop-down menu, and
  - Click "Save."
- To delete a location, check the "Delete" box next to the location name under the Location List, and click "Delete."

IMPORTANT: If "All School Locations" is displayed in your location list, please "Delete" this line, and then add your specific location preferences. Otherwise, SFE will call you for all PWCS locations.
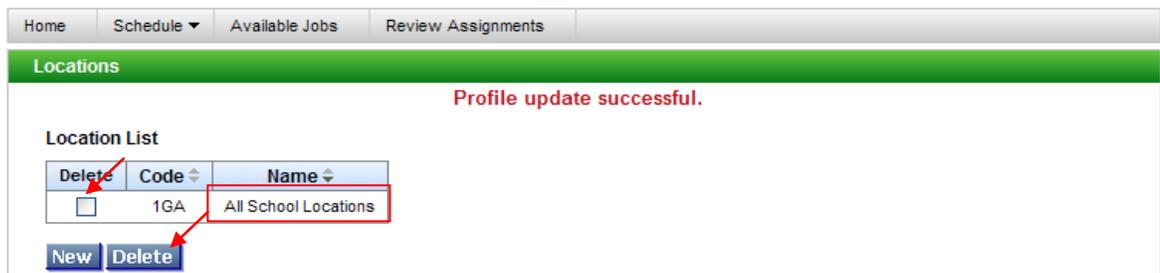
5. Review and Update your Classification (job group) Preferences

SFE contacts substitutes based on their Classifications (job group) preferences. If a substitute had not indicated they were interested in Spanish, for example, they typically would not receive calls for Spanish Teaching positions. In order to receive calls for all positions you are interested in, periodically review the Classifications you have listed and submit an updated Substitute Preference Form if changes are needed.

Reminder:

Please be sure to <u>accept or decline</u> all job offers you receive. By doing so, the system will not continue to call you for that particular job. In the evenings *future* jobs are called out, you may decline as many jobs as necessary. In the morning call out

only *that day's* jobs will be offered, you may decline up to 5 times before the system will assume you are not interested in working that particular day.

Questions?

If you have additional questions or need assistance, please contact the Department of Human Resources via email at personnelsub@pwcs.edu or by phone. The Sub/Temp Office is available Monday – Friday from 6:30a.m.-4:30p.m, 703.791.7897.

Thank you for being an integral part of our instructional team and for helping to make Prince William County a *World-Class* School Division.

Sincerely,
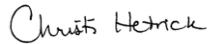
Christi Hetrick
Christi Hetrick
Administrative Coordinator
Department of Human Resources