

**Clark County School District**  
**Employee Quick Reference Card**

**System Phone Number**            **702-728-2763**

**Help Desk Phone Number**      **702-799-5420**

**Write your Password here** \_\_\_\_\_

**Write your Access ID here** \_\_\_\_\_

**Write your PIN here** \_\_\_\_\_

**Web Browser URL**                **ccsd.eschoolsolutions.com**\_\_\_\_\_

**TELEPHONE ACCESS INSTRUCTIONS**

**THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:**

	<b>Today's Jobs</b>	<b>Future Jobs</b>
Weekdays	Starts at 5:00 am	4:00 - 9:00 pm
Saturday	None	None
Sunday	None	4:00 - 9:00 pm
Holidays	None	4:00 - 9:00 pm

**REASONS FOR ABSENCE:**

1. Sick Leave
2. Personal Leave
3. Professional Development
4. FMLA
5. Military Leave
6. Jury Duty

Before any features are available, you must register with the system and create a PIN. The Access ID and PIN are used for all interactions with the system.

**REGISTRATION**

1. Enter your **Access ID** followed by the star (\*) key.
2. Enter your **Access ID** again when it asks for your PIN followed by the star (\*) key.
3. Record your name followed by the star (\*) key.
4. Hear your work schedule. If this information is incorrect, complete the registration and then contact your Help Desk to correct.
5. You will be asked to select 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** followed by the star (\*) key
2. Enter your **PIN** followed by the star (\*) key

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### 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

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### 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
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 (MMDD)
3. Enter the reason from page 1 followed by the star (\*) key or wait for a list of reasons
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
6. If you **pressed 1**, a substitute is required  
**PRESS 1** to Request a particular substitute  
Enter the substitute access 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 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.**

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### 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

2. 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  
Once you confirm a request to cancel the job, you **MUST** wait for the system to say "**Job Number has been cancelled.**"

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#### 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 BROWSER ACCESS INSTRUCTIONS

#### SIGN IN

Open your browser XXXXX.sfe.powerschool.com and access the SmartFindExpress Sign In page. Enter your Access ID and PIN. You will be prompted to create a new password. Follow the New Password Requirements to create a password. After login using Access ID / Password you will be prompted to validate your email address and callback number.

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#### FORGOT PASSWORD

The "Forgot Password?" link supports users who want to log into the system but have forgotten their Password. When this link is selected, the system displays the Password Reminder Request page. The user's Access ID must be entered on this page. Instructions will be sent to the email address on your profile.

**Note:** You must be registered with the system to use this option

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#### MANAGE PROFILE SETTING - Update your contact and account information.

1. Select Profile Icon > Personal Information.
2. Update your email address, password, PIN, contact information (for calls), or physical address.

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#### SELECT ROLE

- For multi-role employees, click on the **Profile Icon** to access another profile. No need to log out of the system and back in again!

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#### TO CREATE AN ABSENCE

1. Choose **Create an Absence** from the main menu.
2. Determine whether a substitute is required, then click **Continue**.
3. Complete the absence creation form.
  - If enabled for your district, you will have an option for **Location Type**.
    - **Non-Remote** indicates that the substitute will teach only in-person.
    - **Partly Remote** indicates that the substitute will teach both in-person and over video conference.
    - **Remote** indicates that the substitute will teach only over video conference.
  - Select the days of the absence on the **Weekly Schedule**.
    - For the definitions of **Morning Half Day** and **Afternoon Half Day**, contact the school administrator.
    - Select **Custom** to:

- Set different times for each day of your absence.
  - Create an absence that only needs a substitute for part of the absence.
  - **Specify a Substitute?** Allows you to determine the substitute you prefer using their access ID or name. If the substitute has not already accepted the job, we will call them first. If they have, we will not send the job to call out.
4. Click **Continue**.
  5. Review and confirm the absence details, then click **Create Absence**.

**COMPLETE!** You **MUST** receive a **Job Number** for your absence to be recorded in the system and to receive a substitute.

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## MANAGE ABSENCES

Using the web app, you can review all your absences, modify special instructions and attachments for active jobs, or cancel a job (when allowed).

1. Choose **Review Absences** from the main menu.
2. Define search criteria as needed, then click **Search**.
3. To review an open or active job, click its **Job #**.
  - a. Update the instructions or add attachments for the substitute.
  - b. To cancel the job (if available), click **Cancel**.
    - i. The system will ask if it should notify the assigned substitute.
    - ii. Ensure you receive the cancellation confirmation.
4. Click **Return to List**.

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## MANAGE PREFERRED SUBSTITUTES

Identify up to three preferred substitutes to be first offered the opportunity to fill in for your absences.

Choose **Preferred Substitutes** from the main menu.

1. Click **New**.
2. Click **Name Lookup** to find the desired substitute, then click their name.
3. Enter the substitute's priority **Order**.
4. Click **Save**.

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## 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.

You can click the Help link to access Help Guides and How-to videos.

**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.*