

SmartFindExpress - Frequently Asked Questions

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1. How does the system work?

A designated administrator enters the absence into the system and SFE finds an appropriate match based on assignment location, job classification and availability.

2. What happens if I have a rotary phone – can the system still call me?

The system may call you; however all prompts are based on an analogue system and therefore you will not be able to access the system. You must therefore have an analogue telephone.

3. What happens when the system calls me for an assignment?

When the system calls you must say “hello” or some other form of greeting as the system is voice activated. Then you will hear: This is the Catholic District School Board of Eastern Ontario automated dispatch system calling for (your name). You will then be prompted to input your access ID (this is your employee number – found on your paystub), followed by the star (*) key and then your password (which you should have changed from the default password), followed by the star (*) key. You will then be prompted to press 1 to hear the assignment details and to either accept or decline the assignment. If you decline, you will be asked to enter a reason from the list provided.

4. I forgot my access ID!

Your access ID is your employee number which can be found on your paystub. If for some reason you are unable to access your paystub, you can contact the Help desk (1-800-443-4562 x241) and leave a message and a system operator will email your employee number to your email account.

5. I forgot my PIN!

After logging onto the system through the web browser at cdsbeo.eschoolsolutions.com enter your User ID (employee number) and simply click on *Trouble Signing in?* Enter the security code provided on the screen and click “Submit”. The system will email your PIN to your email account provided in *SmartFindExpressExpress*.

6. What happens if someone else answers the phone?

The system has a feature that is designed to provide up to two minutes in order for you to get to the phone and enter your employee number and PIN. As soon as the call is answered, the individual who answers must press the star (*) key. Therefore, you should advise all members of your household that if the system calls, they need to press the star (*) key. When you get to the phone simply say “Hello” or some other form of greeting to activate the system to continue.

7. Will the system leave a message on my answering machine?

No. The system will disconnect and record the call as a “No Answer”. Occasionally the system will recognize an answering machine voice as the voice of someone directly answering the telephone so it is possible that you may get a partial message from *SmartFindExpress* but the system will disconnect.

8. When does the system call for assignments?

For same day assignments, the system will begin calling at 6:00am until job start time. For future assignments, the system will call between 5 pm and 10 pm Monday through Friday and between 5 pm and 10pm on Sundays. The system will not call on Saturdays or Statutory Holidays unless the holiday falls on a Monday. Note: Custodians may receive calls on Saturday’s or Statutory Holidays.

9. If I am in a permanent or long term assignment working less than an 8 hour day, can I still be called for casual work?

Yes. In order for this work, you need to modify your availability in the system in order that SFE knows when you may be called. For example, if you work Monday through Friday for part of the day, you will need to alter your availability so that the system knows you are available for the other part of the day.

To do this, click “Schedule”. In the drop-down menu click “General”. Here you will notice a Schedule List of Days Monday through Friday. You will see “Delete?” boxes along the left side of the week day listing. Click a check mark in each of the boxes and click delete at the bottom. This will remove the old schedule. You will be left with the “New” button. Click it now. You will now be in a screen that will allow you to specifically specify your time of availability. If you are only available certain hours each day then uncheck the “All Day” box beside “Available for Assignments, then indicate the specific start and end times you are available in the boxes to the right provided. If you are only available on alternate days, uncheck the days you are not available. **When you have completed your schedule change(s), you will need to click the “Save” button to save your work.** Once saved, you will see your new Schedule List. It is important to keep this up to date to avoid possible missed work opportunities or alternatively, unnecessary calls/job offers made to you by the system.

10. How do I get *SmartFindExpress* to stop calling me when I’m in a long term or part time position?

Be certain that you set your unavailability in the system. Select Schedule – Unavailable Dates – New.

11. Should the system keep calling me if I already have a job?

It should not call you for the same time period as the assignment that you have accepted. It may call for future jobs. Review your assignments in *SmartFindExpress* to be certain you have a job number for the original assignment you accepted.

12. Why does *SmartFindExpress* call me 10 minutes after a job has started? Do I accept?

The job is still unfilled and the administrator has decided to have the system continue to search for a substitute. You can accept the job and proceed to the work site as soon as possible. It is advisable to contact the school to inform them of your expected arrival time if you receive a late call.

13. Does *SmartFindExpress* stop calling at 9 a.m. for today’s jobs?

There may be jobs which are still unfilled or afternoon jobs still being put into the system. Therefore calls may come after 9 a.m. for today’s jobs.

14. How do I change the schools in my location list in *SmartFindExpress*?

After your initial Orientation Meeting the location choices you provided to us were entered into *SmartFindExpress*. Send an email request to one of the following email addresses if you would like any changes made to your current location list.

Occasional Teachers: OTEmployee@cdsbeo.on.ca
Casual Non Teaching: CasualNTEmployee@cdsbeo.on.ca

15. How do I change my classification(s) in *SmartFindExpress*?

You do not have access to change your classification. If your classification is incorrect email as soon as possible to have it corrected.

Occasional Teachers: OTEmployee@cdsbeo.on.ca
Casual Non Teaching: CasualNTEmployee@cdsbeo.on.ca

16. How do I change my profile information/address/email address?

To change your address.

Occasional Teachers: OTEmployee@cdsbeo.on.ca
Casual Non Teaching: CasualNTEmployee@cdsbeo.on.ca

The change will be made in our payroll system which in turn will be updated into *SmartFindExpress*.

You can change your email address and callback number at any time by calling into the system (1-844-802-5280) and following the prompts or by logging into the *SmartFindExpress* Website. Click the “Profile” tab. A drop down menu will appear. Select either “email address” or “callback number”. Change the number in the box and click “Save “. Be certain there is a “1” preceding your area code and number.

17. What is the format to enter my callback number into *SmartFindExpress*?

The dashes don't make a difference. It can be entered with or without dashes and must include a “1” + the area code at the beginning as SFE calls out from Toronto, Ontario, making the call long distance.

18. In what order are calls made?

Generally speaking, calls are made by location on a rotational basis. Search rules are developed based on your Collective Agreement. It does not matter how the system initiates the first set of calls because it will continue from where it left off for all subsequent calls in order to provide for equitable rotation, where possible.

19. Today I accepted an assignment by mistake. What should I do?

If the job is for a future day, cancel out of the job immediately so the system can continue to call other substitutes. If the job is for today, in addition to canceling out of the job, call the school and speak with an Administrator so they can monitor the system’s progress in finding another substitute. As well, The SFE helpline opens at 7:00am

20. The system called me and I declined a job offer indicating the reason “illness” but the system continued to call and offer other jobs for the same time period. Why does the system call me when I have already indicated that I am ill?

You will need to set your unavailability. The system does not automatically set your unavailability when you have declined a job because you are not available.

21. I received a call for a job but it was for Secondary teaching. I am a Casual Secretary.

If the system is calling you for assignments for which you are not qualified it is because your profile has an incorrect selection on it – you need to get this fixed ASAP by contacting the *SmartFindExpress* Help desk – until then you must decline the calls.

22. After receiving a call from *SmartFindExpress*, I entered in my access code and PIN three times. Each time I was told that what I entered was invalid. Then the system hung up on me.

Double check your Access ID and PIN. Enter the digits slowly so the system can recognize your input. If you are on a cell phone make sure that the Tone Length is set to Short or Normal not LONG. If you are on a cordless phone check the Tone Length as well. If you have a fax phone or fax on your phone line, disconnect it.

The system is reading the tones that come through the lines and in each of these situations the tones are not matching what the system is looking for so it disconnects you.

23. What happens if I will be out for an evening but still want to get called for assignments?

You can go into the system and modify your call back number to where you want the system to contact you. You must then remember to change it back when you return home if you wish to do so. You can do this by phone or web browser.

24. What do I do if I will not be available for a period of time?

You will need to go into the system and modify your availability so that the system does not call you. To do this click on the “Unavail Dates” tab and click new. Enter a start and end date and appropriate times, if not full days.

25. What happens if I have identified a period of time for which I am not available for assignments, but I still want to be called for future jobs? Is this possible?

Yes. You simply need to click on “Call for future assignments” when you are in modifying your availability as per above.

26. I am currently on Maternity leave. Is this automatically put into the system?

No. If you are on maternity/parental or any other form of long term approved leave of absence, set your unavailability period in *SmartFindExpress*.

27. Can I use the *SmartFindExpress* iphone APP?

The *SmartFindExpress* iphone App is currently unavailable.

28. What do I do if I am having trouble accessing or using the system?

You can call the Help desk at 1-800-443-4562 x241. If a system operator does not answer immediately, leave a message and your call will be returned as quickly as possible.

You can click on “Help” if you are already logged into *SmartFindExpress* and view help videos and access the Substitute User Guide. Links are also available from cdsbeo.schoolsolutions.com from www.cdsbeo.on.ca.