



Frequently Asked Questions by Substitutes

When using the Substitute Calling System (SmartFind Express)

- Q. What is the phone number to SmartFind Express/Substitute Calling System?**
720-279-7895
- Q. What is the online address to SmartFind Express/Substitute Calling System?**
A. The exact web address is <https://adams12.eschoolsolutions.com> . No “www” is required.
- Q. What is my Access ID for SmartFind Express/Substitute Calling System?**
A. Your **Access ID** is your phone number listed under your profile minus the area code.
- Q. How do I register?**
A. To register, call the SmartFind Express/Substitute Calling System at 720-279-7895 and enter your Access ID. When the system asks for your PIN, enter your Access ID *again*. The system will then prompt you to create a *new* PIN up to six digits. You **must** first register before you can use the SmartFind Express/Substitute Calling System. The system will not call you for jobs if you have not registered, nor can a teacher request or assign you to a job if you have not registered.
- Q. I forgot my PIN number. What do I do?**
A. Should you forget your PIN, click on the “Forget your Pin” button on the SmartFind Express homepage and your PIN will be emailed to your email address. ****You need an email address in your profile to use this option. Please enter an email address in your profile if you don’t have one in there already.**** If you need further assistance, please call 720-972-4057 before 10:30 a.m. or 720-972-4068.
- Q. I am calling the SmartFind Express/Substitute Calling System to listen for jobs and all I get is a busy signal. Why can’t I get through?**
A. The SmartFind Express/Substitute Calling System has a high volume early mornings and evenings. If you receive a busy signal, you need to keep trying until you get through. You may also try accessing available jobs through the website.
- Q. I am calling the SmartFind Express/Substitute Calling System and the system does not answer and continues to ring. Why won’t it answer?**
A. If you call the SmartFind Express/Substitute Calling System and the phone continues to ring and will not pick up, there is a problem with the system that needs immediate attention. If it is during business hours, 6:30 a.m. to 4:30 p.m., please call the Substitute Office at 720-972-4057 before 10:30 a.m. or 720-972-4068. If it is after business hours, please contact the Communications Center at 720-972-4911.
- Q. A school would like to assign me to a job. What do I give the school so that he/she may assign me to the job?**
A. The school can assign you a job using your Access ID. If a school assigns a job to you, the system will not notify you that you have an assignment. Please review your assignments either via the telephone or internet.
- Q. How do I change my Access ID?**
A. If you change your phone number (Access ID), you will need to complete the *Change of Personal Status* Form that is located on our website at <http://www.adams12.org/staff/substituteforms.asp> under Publications and Forms. Please submit the form to Human Resources/Substitute Office for processing. Generally if someone changes their Access ID, it is because they have moved and their phone number has changed.

Q. A school indicated he/she assigned me to a job and I showed up for the job. However, another substitute also showed up for the same job. Why did this happen?

A. When checking your assignments, make sure the job is under your job assignments. If there is no job number under your job assignments, the job has not been assigned to you. The school may have erroneously put the job out for callout and the job was picked up by another substitute.

Q. If a substitute was requested for a job and another substitute shows up for the same job, who gets the job?

A. The person who accepted the job via the SmartFind Express/Substitute Calling System is assigned the job.

Q. I showed up for a job and I was told the job was canceled. Why wasn't I notified?

A. If the school requests the system to notify you regarding the cancellation of a job, the system does attempt to contact you. However, you may not have been available to take the cancellation call and therefore did not receive notification that the job was canceled. It is recommended that on the morning of your assignment, you check by either calling or going online to SmartFind Express/Substitute Calling System to review your job assignments. If the job is not assigned to you, then the job was canceled.

Q. A school would like to assign me to a job and the system says I am not available. Why does this happen?

A. There are several reasons why this may happen; login to your profile and check your **daily availability**, check your **availability (this is different than your daily availability)**, make sure you have not accepted another job that conflicts with the date.

Q. I need a list of all the jobs I worked during the school year. How can I access this information?

A. You can access this information via SmartFind Express. Go to "Review Assignments" and enter the date range and press search. This will give you a list of all jobs for the date range you have requested.