



Frequently Asked Questions by Employees

When using the Substitute Calling System (SmartFind Express)

Q. What is the phone number to the substitute calling system?

A. The phone number is 720-279-7895.

Q. What is the web address for SmartFind Express?

A. The exact web address is <https://adams12.eschoolsolutions.com> . No "www" is required.

Q. How do I register and start using the system?

A. You must first register before you can start using the calling system or SmartFind Express. To register, call the Substitute Calling System at 720-279-7895 and enter your Access ID, which is your Employee ID Number (excluding leading letters/zeros). When the system asks for your PIN, enter your Employee ID Number **again** (excluding leading letters/zeros). The system will then prompt you to change your PIN to a 6-digit number. You may also refer to the printed reference guides included in your new hire paperwork for assistance, or contact the Substitute Office for assistance at 720-972-4057 before 10:30 a.m. or 720-972-4068.

Example: John Doe
Network Login: doe012345
Employee ID: 012345
John's Access ID: 12345

Q. I forgot my PIN number and cannot access the system. 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 school email address. If you need further assistance, please call 720-972-4057 before 10:30 a.m. or 720-972-4068.

Q. I would like to call in an absence and request a substitute from 10 a.m. until 2 p.m. Is this possible?

A. Yes, but be sure to enter those times when requesting the substitute.

Q. What if I only need a substitute for two hours? Can I call in an absence for two hours?

A. Yes. However the substitute is paid for a minimum of four hours.

Q. I am requesting a specific substitute and the system says the substitute is not available. Why does this happen?

A. There are a number of reasons this could be happening. Checks with the substitute to make sure you are entering his/her correct Access ID. A substitute's Access ID is their phone number without the area code. On SmartFind Express you can look up a substitute by name if you do not know their Access ID. Other reasons could be that the substitute's schedule has not been updated to show availability on a particular day of the week, or perhaps the substitute already accepted another job that conflicts with your absence.

Q. I will be out for the day; however I do not need a substitute. Do I need to do anything?

A. Yes, enter the absence and select **no substitute required**. This is required to assist the school office in tracking your time and attendance.

Q. I would like to provide feedback regarding a substitute. How do I do this?

A. *Substitute Teacher Evaluation Forms* are available in your school office or on our website at <http://www.adams12.org/staff/substituteforms.asp> under Publications and Forms. This form is used to provide positive and negative feedback about a substitute to Human Resources. You may also use this form if you would like to request that a particular substitute not teach in your classroom again. The principal or administrative authority must make the decision to remove a substitute from the entire school by completing the left side of the form.

Q. How far in advance can I report an absence?

A. You can report an absence up to 200 days in advance. However, the system will start calling for a substitute 60 days prior to the assignment.