Pembina Trails School Division
SmartFindExpress® (SFE) Employee Quick Reference Guide
2024-2025

System Phone Number	**1.844.294.7616**
Web Browser URL	**pembinatrails.sfe.powerschool.com**
Help Desk Phone Number	**204.488.1767 Ext. 1236 (teachers)** **204.488.1767 Ext. 1290 (non-teachers)**

Access/User ID (employee #) _____ PIN _____

Email confirmation comes from *noreply_pembinatrails@sfesubsystem.com*

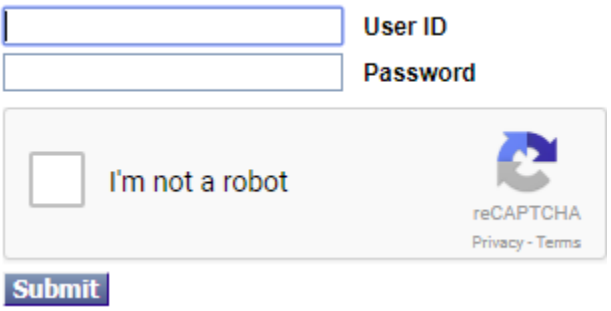
BEFORE ANY FEATURES CAN BE ACCESSED EITHER ONLINE OR BY PHONE, YOU MUST FIRST CALL THE SYSTEM TO REGISTER.

ONE-TIME TELEPHONE REGISTRATION 1.844.294.7616

1. Enter your Access/User ID (employee #) followed by the star (*) key
2. When the system asks for your PIN enter your Access ID again followed by the star (*) key
3. Record your name followed by the star (*) key
4. You will be asked to select a new PIN. Enter a PIN at least six (6) digits in length followed by the star (*) key. A PIN must be numeric and cannot start with zero.

ONLINE ACCESS SIGN IN INSTRUCTIONS

Open your browser and access the *SmartFindExpress Sign In* page at **pembinatrails.sfe.powerschool.com**. Review the messages to the left of the Sign In. Enter your Access/User ID and PIN and complete the Captcha.



1. Enter Access/User ID
2. Enter PIN
3. Click “I’m not a robot”
   a. If required, complete security puzzle
4. When green check mark appears click Submit

Review additional announcements on your home page, if any.

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.*

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	**Future Jobs**
Weekdays	Starts at 5:30 a.m.	5:00-10:00 p.m.
Saturday	None	None
Sunday	None	1:00-10:00 p.m.
Holidays	None	1:00-10:00 p.m.

REASONS FOR ABSENCE:

01 To be assigned by admin (*provide details of absence in Approval Comment box*)
003 Bereavement
007 Family Medical Leave
008 Illness
010 Recognition
012 School PD days
016 Billable – External Organizations *(provide complete billing address in Approval Comment box)*
021 Joint PD *(provide Joint PD approval # or indicate "pending")*
024 Personal Leave with Pay
051 Workplace Safety & Health Committee
054 Jury Duty
057 Teacher in Charge
060 Divisional First Aid/CPR Training
062 Non-teaching employees only – Day in Lieu

If an Approval Comment box appears after selecting a reason provide specific details about the absence. For example, for absences charging **SAT PD** or **NonPD Program, Numeracy, Student Services or Superintendent**, enter the name of the workshop/PD event and who is facilitating in the Approval Comment box. If you don't know what reason to select use 001 "to be assigned by admin" and provide specific details of the absence in the Approval Comment box.

TO CREATE AN ABSENCE

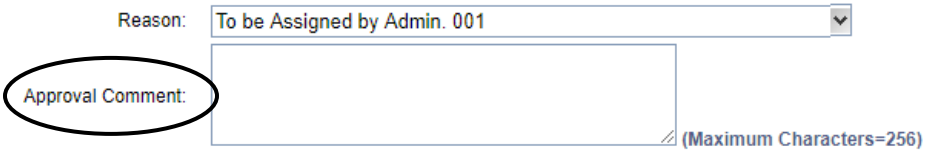
Choose the *Create an Absence* link

Important Note: Items in Bold are <u>required</u> to complete an Absence and receive a Job Number.

- Select the **Location** from the drop-down if you work at more than one location. If a sub is required for both locations create two separate absences

- Select the most appropriate **Classification** from the drop-down menu if you have more than one Classification

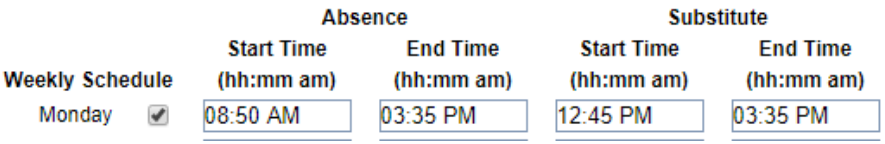
- Select the **Reason** for this absence from the drop-down menu. Some absence reasons require that you enter details about the absence in the **Approval Comment** box. For example, if you select SAT PD – Program (043) enter the name of the workshop and who is facilitating. Or if you select To Be Assigned by Admin enter specifics about the absence so the reason can be corrected by the school office. If an **Approval Comment** box appears details must be entered



- **Indicate if a substitute is required for this absence**
  - Choose Yes or No

- Select **Start and End Dates** for your absence. Absences cannot be created over a weekend. If away on a Friday and a Monday, create two separate absences
  - Enter the dates with forward slashes (MM/DD/YYYY) or use the calendar icon

- Select **Start and End Times for your absence. Default times for your location are listed.** Be careful about entering start and end times
  - To change defaults, enter time in HH:MM a.m. or p.m. format
  - Ensure that the correct time for your location is entered. If the time for the substitute is different than the absence time, enter the adjusted time



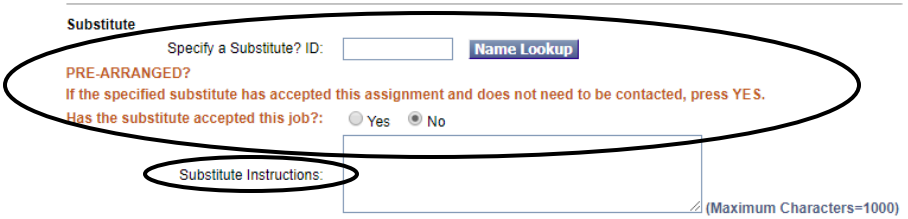
  - If entering an absence on **an iPhone or iPad** you must type in the complete absence time, including: (colon). For example, an absence time of 8:50 to 11:45 would be typed as follows 08:(colon)50spaceAM *tab to next field* and enter 11:(colon)45spaceAM

  - Use the tab or arrow keys to navigate through start and end times.

- Multiple Day Absence.
  - Absences cannot be created over a weekend
  - Your default work schedule is shown. Remove the checkmark(s) from the Work Days boxes that do not apply to this absence
  - Modify daily schedule and/or times for absence and substitute
  - Select the *Continue* button

- Request a particular substitute
  - Enter the substitute's access ID number or use the Search feature to find the substitute by name

- Indicate if the requested substitute has accepted this job
  - **Yes = substitute is prearranged and will not be called by the system**
  - **No = call will be placed and the specified substitute will be offered the job.** If the specified substitute declines, the system will go in to general callout
  -



- **Enter instructions for the substitute – these should include information about where to park, grade level of the assignment, subject area, duty or supervision that may be required, where to find the sub folder, and any other relevant information about the assignment. Do not include personal or student information. This step is important to ensure the substitute is comfortable in the assignment and is fully prepared to do the job.**

- Select the **Continue** button
  - Some absence reasons require approval from your administrator and you may see a message about this. Continue with create absence step below

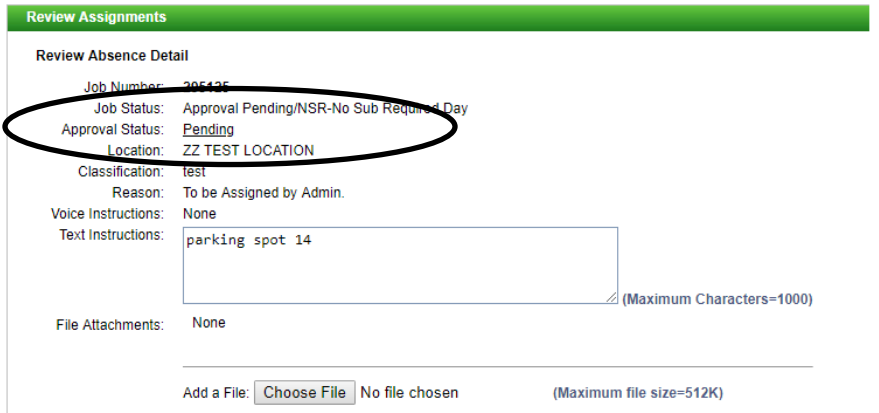
- Select the **Create Absence button** to receive a Job Number.

TO ADD AN APPROVAL COMMENT

Some absence reasons require details about the absence so the school office can correct the absence reason or the reason requires second level approval from the Admin. Office which means an approval comment must be entered when creating an absence. If you have forgotten this comment you can add it if the job is in the future.

Choose the *Review Absences* link to review past, present and future absences or to cancel an absence. Follow these steps

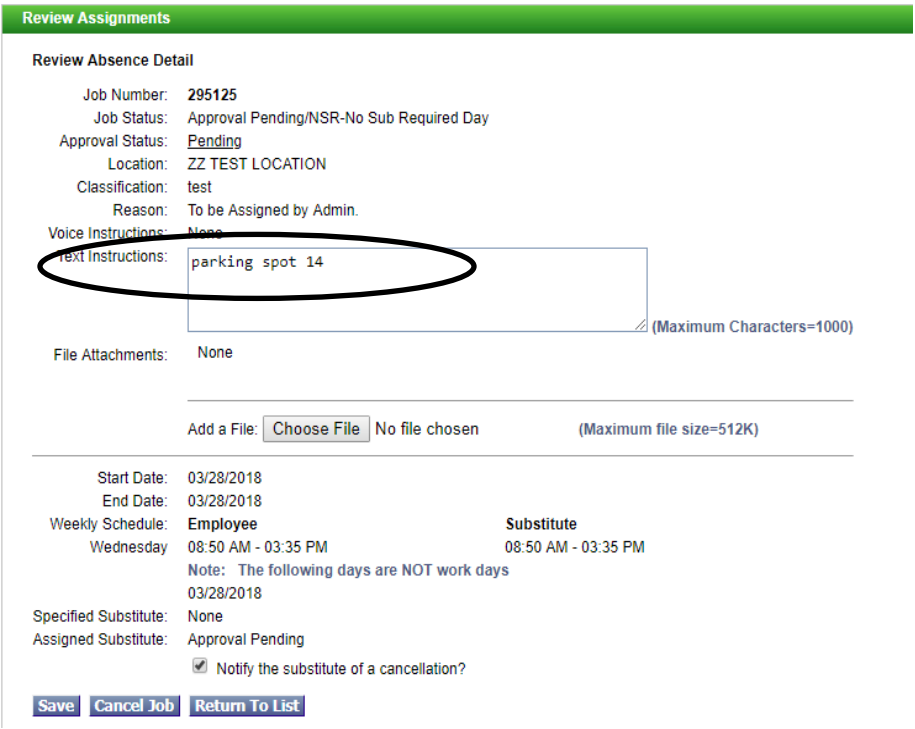
- Select the format for absence display: List or Calendar view.
- Search for Jobs: Enter specific date range (MM/DD/YYYY) or Calendar icon, or enter job number or leave blank to return all your absences
- Select the Search Button
- Select the Job Number link to view job details
- In Approval Status: Pending click the word Pending. Enter the Approval Comment on the next screen, click **Add**

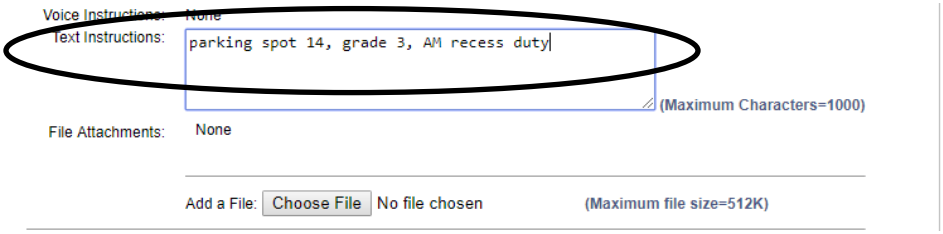


TO REVIEW OR CANCEL ABSENCE OR MODIFY SPECIAL INSTRUCTIONS

Choose the *Review Absences* link to review past, present and future absences or to cancel an absence. Follow these steps

- Select the format for absence display: List or Calendar view.
- Search for Jobs: Enter specific date range (MM/DD/YYYY) or Calendar icon, or enter job number or leave blank to return all your absences
- Select the Search Button
- Select the Job Number link to view job details
- To cancel your job, select the Cancel Job button
- If a substitute is assigned to your absence and you want the system to notify them of the job cancellation (by calling them), place a check mark in the box prior to the question “Notify the Substitute of Cancellation?”
- Select **Return to List** button to return to the job listing
- Special instructions for the substitute can be updated on future jobs. Be careful not to include personal or student information in instructions.





- Modify the instructions and select the Save button

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 SFE. 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 SFE, and close the web browser when you finish with your session.

TELEPHONE ACCESS INSTRUCTIONS

1. Call 1.844.294.7616
2. Enter your Access/User ID followed by the star (*) key
3. Enter your PIN followed by the star (*) key
   (If you do not have a PIN, enter your Access ID again, when prompted for your PIN. You will then be able to create a new PIN to use.)

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 or Change Language Preference
9 – Exit and hang-up

DO YOU WORK AT MULTIPLE LOCATIONS?
If you pressed 1 to Create an absence
1. Enter the location code followed by the star (*) key or wait to hear a list of locations
2. **PRESS 1** to Accept location choice
   PRESS 2 to Re-enter
   PRESS 9 to Exit to menu options

DO YOU HAVE MORE THAN ONE CLASSIFICATION?

If you pressed 1 to Create an absence

1. Enter the classification code followed by the start (*) key or wait to hear a list of classifications
2. **PRESS 1** to Accept location choice
   PRESS 2 to Re-enter
   PRESS 9 to Exit to menu options

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
   PRESS 9 to Exit to menu options

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
   Enter two digits for the month and two digits for the day (MMDD)
   PRESS 9 to Exit to menu options

   For all options
   Enter Start Time
   PRESS 1 to Accept offered time
   PRESS 2 to Enter time
   Enter two digits for the hour and two digits for the minutes in HH:MM format.
   Enter 1 for a.m. or 2 for p.m.
   Repeat procedure for end date and time
   PRESS 9 to Exit to menu options

3. Enter the reason from **page 1** followed by the star (*) key or wait for a list of reasons
   PRESS 1 if Correct
   PRESS 2 to Re-enter
   PRESS 9 to Exit to menu options

4. Record Special Instructions for the Substitute
   These should include grade level of the assignment, any duty or supervision required, where sub plan is located, parking spot etc.
   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
   PRESS 9 to Exit to menu options

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 9 to Exit to menu options
   PRESS 2 to Re-enter
   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.
   PRESS 1 to Hear the job number again
   PRESS 9 to Exit to menu options
   PRESS 2 to Review absence information

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
   PRESS 8 to Hear the next absence
   PRESS 9 to Exit to menu options

2. If you pressed 2 to Modify special instructions
   PRESS 1 to Delete
   PRESS 2 to Re-enter
   Record instructions. Press the star (*) key when done
   Hear the new instructions
   PRESS 1 if Correct
   PRESS 2 to Re-enter
   PRESS 9 to Exit and hear next absence

3. If you pressed 3 to Cancel the absence
   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
PRESS 9 to Exit and hear next absence
PRESS 9 to Exit and hear next absence (without canceling)

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

TO REVIEW WORK LOCATIONS AND JOB DESCRIPTIONS

1. Hear a list of your work locations and job descriptions

TO CHANGE PIN, RE-RECORD NAME

1. **PRESS 1** to Change your PIN
   PRESS 2 to Change the recording of your name
   PRESS 9 to Exit to menu options

2. If you pressed 1 to Change your PIN
   Enter a new PIN at least six (6) digits in length, followed by the star (*) key
   PRESS 1 if Correct
   PRESS 2 to Re-enter
   PRESS 9 to Exit to menu options

3. If you pressed 2 to Change the recording of your name
   Record your name. Press the star key (*) when done
   PRESS 1 to Accept
   PRESS 2 to Re-record name
   PRESS 9 to Exit to menu options