



Dear Substitute:

Welcome to Substitute employment with Prince William County Public Schools (PWCS). We are excited to have you join our team. This document provides the necessary steps to activate your SmartFindExpress (SFE) Substitute Calling System account and provides information about the features available. **It is imperative that you activate your account by phone (step 1) and create a 4-9-digit numeric PIN. Failure to do so will result in the SFE being unable to contact you for any jobs/work.** It will take approximately 40 minutes to complete the full recommended login, set up, and review process listed below.

Substitutes are critical to the success of the School Division. Each day, SFE makes thousands of phone calls to attempt to secure substitutes for available positions. **PWCS substitutes are required to:**

- **Answer their phone and accept or decline job offers.**
  - If a job offer is declined, SFE will not continue to offer that job to the substitute.
  - If the job is not declined, a substitute hangs up, or does not answer, SFE will continue to try to reach the sub to offer that job. This often results in multiple calls and uses valuable time.
- **Maintain an up-to-date schedule of their weekly availability** in SFE. (Step 5)
- **Record dates when they are unavailable** to work in SFE to prevent unnecessary calls (Step 8)

If you have any questions, contact the Sub/Temp Office. Check off each Step as you review/complete it.

Step 1	Register with SFE by Telephone	Initial Registration
Step 2	Update your PWCS Network Password	Initial Registration
Step 3	Log into SFE by Internet and Validate Email and Phone Number	Initial Review of SFE
Step 4	Review District Announcements and SFE Training Documents and Videos	Initial Review of SFE
Step 5	Review and Update your Schedule and Communication Preferences	Initially and Ongoing for Changes
Step 6	Review and Update Location Preferences	Initially and Ongoing for Changes
Step 7	Review and Update Classification Preferences	Initially and Ongoing for Changes
Step 8	Review and Update Future Dates for which you are Unavailable	Initially and Ongoing
Step 9	Review Assignments and Search for Future Assignments	Initially and Ongoing
Step 10	Submit Documentation if you hold an Active Teaching License	As Needed
Step 11	Review Suggestions for New Subs	Recommended
Step 12	PWCS Email and ESS Account	Review

## Step 1 - Register with SFE by Telephone

1. Call **703.794.2489**. You will hear the welcome message "Welcome to eSchool Solutions."  
The SFE system will ask you to enter your **Access ID and PIN**. **Both are the same- the number on your substitute badge without leading zeroes** followed by the star (\*) key. **Do not use speaker phone when registering.**  
*If you receive an "Invalid" response and previously used PWCS's SFE System as a Teacher, TA, or Substitute, your previously created 4-9-digit numeric PIN is likely still active and can be used to access SFE. You do not need to register again. Skip to Step 2- Updating your PWCS Network Login.*
2. You will be asked to **record your name**. Record your full name: first name, last name, and suffix (if applicable) and press the star (\*) key.
3. You will hear your **callback number**. This is the telephone number that SFE will use to call you for available jobs.
  - Jobs can be accepted by web or by phone. It is very important that your phone number, referred to as "call back number" in SFE, is the best number to reach you. The following are a few important things to consider about the call back number:
    - Provide a phone number that you will most likely be able to answer.
    - If you use your cell phone and have music or a ring back tone programmed for your incoming calls, SFE will assume an answering machine has picked up and will end the call.
4. Create a 4 to 9-digit numeric **PIN**. **The PIN must be different than your Access ID Number**. Enter your NEW 4 to 9-digit numeric PIN and press the star (\*) key. You will be asked to confirm by pressing 1.

**Note: When SFE calls you, it will only ask you to enter your PIN followed by the star (\*) key. When you call SFE, you will need to enter both Access ID and PIN.**

## Step 2 – Updating your PWCS Network Login

*If your Network password has already been updated, skip to step 3, otherwise, to update it complete this step.*

**If you have used a PWCS computer in the past**, and cannot recall your previous credentials or your login does not work, you may be able to use your personal cell phone and/or personal email on file with PWCS under the multifactor authentication (MFA) option to verify your account in Toolbox <https://toolbox.pwcs.edu> and update your password.

- Your username is your PWCS email (prior to the "@pwcs.edu")

Once in Toolbox, click on your name, select "Profile Settings" and then "Edit Profile" and enter your personal email and contact information. This contact information may be used in the future to verify your identity and authenticate your account, should your password become expired.

**If you have never accessed a PWCS computer** or created a PWCS network password, you must go to Toolbox at <https://toolbox.pwcs.edu/> to update your computer password.

- Your **username** is your PWCS email account prior to "@pwcs.edu." This was the same username you used to access the onboarding documents through PWCS Records.
- Your temporary **password** is initially your first initial, last initial in capital letters, a dash (-), then the last 6 digits of your badge number (e.g., John Smith badge number 12345 would be JS-012345)

If you need assistance please contact PWCS Tech Support at via <https://pwcs.zendesk.com/hc/en-us> or call **703-791-8826**. Tech Support is available Monday – Friday from 8am – 4:30pm. If you contact Tech Support, please have your PWCS badge number handy. Passwords must be updated every six months.

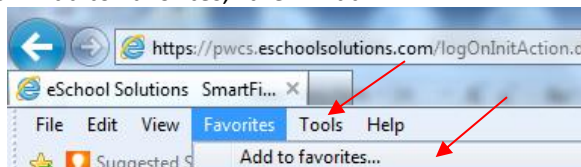
### Step 3 - Log into SFE Online and Update Email and Phone Number

You must register by phone (step 1) and have a PWCS updated network password (step 2) before you can login to SFE online.

1. Open your Internet browser and access the SFE website <https://pwcs.sfe.powerschool.com>.
  - Internet explorer is not supported by SFE. For full functionality, SFE recommends Chrome or Edge.
2. You may want to "Save" this website to your Internet Favorites. To do so, click the star in the upper right corner of Chrome or Edge to bookmark the page.



From the "Favorites", click "Add to Favorites," then "Add."

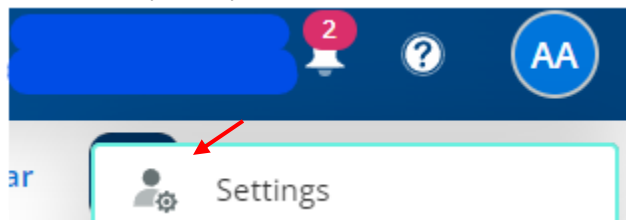


3. Use your PWCS network login (which is your PWCS email account prior to "@pwcs.edu") to log in.

If you have difficulty accessing SFE via the website and are using Chrome or Edge, and have registered by phone, contact [techsupport@pwcs.edu](mailto:techsupport@pwcs.edu) or 703.791.8826.

#### Update Your Email and Confirm/Update Callback Phone Number/Register for Mobile App

- When you log into SFE, update your email and phone number by clicking on your initials in the top right-hand corner and choosing "Settings" then "Personal."
- IMPORTANT: SFE uses your email address to send reminders and job cancellation notices. Update your email using Edit email and enter your **personal (non-pwcs) email only**.
- Confirm or update your callback number.



#### Register for Mobile App

- If you use your phone to access SFE, it would be best to register for the SFE mobile app so the website screen will be easily viewable by phone. In the top right-hand corner of the screen, you will see Register for Mobile App. When you click on it, SFE will send you an email to register. **The PWCS district code is RXLB.**



If you have an iPhone, upload the app at:

<https://apps.apple.com/us/app/smartfind-express/id1441480371?ls=1>

If you have an Android phone, upload the app at:

<https://play.google.com/store/apps/details?id=com.powerschool.sfn>

Here is a user guide for using the mobile app:

<https://video.eschoolsolutions.com/mobileapp/SubstituteGuideSmartFindExpressMobile.pdf>

## Step 4 – Review PWCS Communications, View Training Documents and Videos

1. When you first log into SFE, click on the notification's icon (bell icon). Using the dropdown select **District Announcement**. Please be sure to read the entire page carefully. This is where PWCS posts most of our communications to you. Review this often for updates.



2. On the top left-hand side select "Take a Tour!" (see picture below) for an introduction.
3. On the top right-hand side of SFE's main screen is a question mark. Clicking on it will bring a choice of **Online Help** that includes general instructions for a variety of tasks in SFE.



## Step 5 - Review and Update Your Schedule and Communication Preferences

Select "Your Initials" then "Settings" and from the main tool bar click

The SFE system assumes substitutes are available to work full days, every day, Monday through Friday.

- If you are not available on a particular day of the week or for a period, you may indicate this in SFE. By doing so, SFE will not try to secure you on the day(s) and/or time(s) you indicate you are not available.

For example, if you attend class every Tuesday and are unavailable to work, the following outlines how you would make this change in SFE.

- Click on your initials (top right), then select "Settings" from the main toolbar.
- Click on the pencil icon to the right of Tuesday, under "Available Times". This will give you 3 choices:
  - You may choose Unavailable to tell SFE not to call on that day of the week.
  - You may choose All Day to tell SFE you are available anytime that day.
  - You may also choose Custom Time which allows you to enter times of days you are available i.e., 8 am to 12 pm.

### SFE will attempt to secure substitutes on the following Days/Times:

Mon - Fri - SFE will call for that day's absences in the morning from 5:30AM-12PM

Mon - Fri - SFE will call for future absences in the evening from 4:15PM-9:30PM

Saturday- SFE will make no calls

Sunday- SFE will call for future absences in the evening from 4:00PM- 9:30PM

You may choose to modify when SFE will attempt to reach you, on a particular day, by choosing the pencil icon under the day's **Do Not Call Times** (see picture below).

- **None** means that you will receive all applicable calls. (Default)
- **All Day** means the SFE will not make any calls to you on that day.
- **Custom Time** allows you to select what times of the day you do not want to receive calls.

- Then click **Save** and the new schedule will be displayed.

The screenshot shows a scheduling interface with three main sections: 'Days' (displaying 'Tuesday'), 'Available Times' (displaying 'All Day'), and 'Do Not Call Times' (displaying 'None'). Each section has a pencil icon for editing. Red arrows point to the 'Do Not Call Times' section, specifically to the 'None' text and the pencil icon.

You may register to receive **push notifications** (*an automated message sent by an app to user when the app is not open*) **can be chosen to remind you of assignments, notifications and/or cancelations**) as well as **email notifications**. To turn push notifications on, click on your **Initials**, then **Settings**, then **Notifications** tab. In the middle of the page select the push notifications you would like to receive.

SFE allows substitutes to block themselves from receiving calls temporarily for up to 24 hours or on an *ongoing* basis (if you only want to search for jobs on the web). Click on your **Initials**, choose **Settings**, then choose **Personal** and select either “Do Not Call Until” enter a time up to 24 hours in the future that you don’t want to receive calls (see print screen below) or choose “**Block phone calls from Smart Find Express**” to never receive calls.

Please note, you will not receive cancellation calls when phone calls are blocked. You may want to ensure you choose to receive text messages instead. Substitutes who show for a job that has been canceled, will not receive pay if you report and the assignment was canceled. It is the **substitutes responsibility** to check SFE, or review the generated phone/text notifications, prior to reporting for an assignment to ensure a cancelation/change has not occurred.

#### Contact Information

Call Back Number *Not Verified*

(555) 555-1212

Do Not Call Until

hh:mm am

Enter a time that is up to 24 hours from now. If a time is not entered you will be called during regular calling periods.

☐ Block phone calls from SmartFind Express

**Text job Offers:** Besides receiving phone calls or searching on the web, you may elect to receive texts of available jobs.

By selecting this option, you will no longer receive phone calls. Instead, you will receive text messages for job offers. Regardless of your choice to use the phone or receive text messages, you will always be able to search for jobs online. You may turn on the option to receive text messages or turn it off, as desired.

#### To Turn on Text option

1. Under your initials choose Settings, then go to Notifications and Text notifications
2. Enter your mobile provider and cell number
3. To enable job offers by text, toggle Job Offer option from the Off to the green ON button (see print screen below). If you would like to use text messaging, we recommend toggling all options to ON.

Job Offers	ON	<input checked="" type="checkbox"/>
Job Modification Notice ( <i>Mobile provider is needed</i> )	ON	<input checked="" type="checkbox"/>
Assignment Notice ( <i>Mobile provider is needed</i> )	ON	<input checked="" type="checkbox"/>
Assignment Cancellation Notice ( <i>Mobile provider is needed</i> )	ON	<input checked="" type="checkbox"/>

4. If you choose to receive “texts,” the SFE will not make “calls” to you. However, if you have “blocked calls” enabled, you will not receive texts. Please verify/remove “blocked calls” if you want to receive texts. To do so,
  - a. Click on your initials
  - b. Settings
  - c. Personal

- d. Ensure the “Block phone calls from SmartFindExpress” is NOT checked.
- e. There is no save button. SFE will remember your selection.

#### ***When you receive a Text Messages from SFE***

1. If you “opt in” to receive text message job offers, SFE will send you only **one** text for each available job, that matched your profile, each day.
2. To accept the job, type Y (**space**) number provided in the text message. For example: Y 89915
3. To decline the job, type N (**space**) number provided in the text message. For example: N 89915
4. You can attempt to accept the job at any time. If jobs are assigned to you, then you will get a confirmation text, but if a job has already been taken by another sub, you will get a text notification saying the job is no longer available.
5. This is an example of what a text job offer will look like:

[pwcs]: **JOB available**  
ZZ Test Location / TEST TEACHER  
CLASSIFICATION for ZZ Test Teacher 1  
07/18/2022 to 07/18/2022  
Mon 10:15 am to 12:15 pm  
Reply  
Y 89915 to accept  
N 89915 to decline  
Reply STOP to end texts and receive phone calls

6. If you responded yes (Y #####) to the job offer via text and the job was available, this “confirmed” text will be received.

[pwcs]: You are **CONFIRMED**  
for Job #1,216,244.  
Additional information and  
instructions are available on the  
web.

7. If you responded yes (Y #####) to the job offer via text but the job is no longer available, you will receive the “Job no longer available” text.

[pwcs]: **JOB is no longer  
available.**  
View available jobs on web.

## **Step 6 – Review and Update your Location Preferences**

SFE allows you to select/modify the locations in which you would like to work. Please review and update the schools for which you are interested in working.

**IMPORTANT: You must enter the locations you wish to work in SFE. If you do not have any locations, you will not receive substitute job offers.** There is no limit to the number of locations that may be selected. To make a change.

- Select “Your **Initials**” then “**Settings**” and from the main tool bar click “**Locations.**”
- You may select locations individually or by groups. Click on **Edit** next to My Locations or My Groups to move choices from the location choices on the left to your personal selections on the right.
- When using My Groups, select groups you are interested in i.e. ‘All Elementary Schools in Woodbridge’ and click on the arrow in the middle to add the location group from the left-hand side location group list to your chosen location group under My Location Groups on the right-hand side. Then **Apply**.

- **IMPORTANT:** Please remove the default “Z.All School Locations” displayed in your “My Groups” (We put this in only to get you started). To do so, click on Z- All School locations and then the left pointing arrow in the middle to remove that from your My Location Groups to the Location Group List pick list. Then Apply.

Location Group	Code
z.All School Locations	1 GA

## Step 7 – Review and Update Your Classification Preferences

SFE allows you to select/modify the classifications (types of assignments) in which you would like to work. Please review and update the classifications for which you are interested in working. SFE imports default classification groups (“Z2 All Teacher Jobs, Z2 All Teacher Assistant Jobs, and Health and PE). You may delete and replace these default classifications groups with your specific group choices as applicable. Under the classifications tab, you will see My Classifications and My groups. PWCS only uses classification groups (i.e., K-3 Teachers). To make a change to a to your classification groups:

- Select “Your **Initials**” then “**Settings**” and from the main tool bar click “**Classifications.**”
- Click the **Edit** button under ‘**My Groups**’ (ignore ‘**My Classifications**’ as we do not use that).
  - Select the classification groups on the left under Classification Groups list that you are interested in working, then choose the right-hand pointing arrow to add the classification group to the right-hand side which are your chosen My Classification Groups. Then Apply.
  - We prefer that you remove **Z2 all teacher and Z2 All teacher assistant (defaults)** by selecting them and moving them with left pointing arrow to the Classification Groups Pick List.
  - *You may still be called/view classifications that you don’t pick if SFE cannot find subs that match specifically.*

Classification(s)

Health and PE - Female

Z2 All Teacher Assistant Jobs

Z2 All Teacher Jobs

## Step 8 –Enter Future Dates for which you are Unavailable

You must indicate when you are not available to work in the SFE. If you know you will not be available on a certain date, please enter the date in SFE as unavailable. This will prevent SFE from making unnecessary calls and will alleviate having to answer calls for jobs that you are not available to accept.

- To set an unavailable date, select “**Add Unavailability**” on the right-hand side of the screen underneath your initials.
- Select the period of time when you are not available to work. Unavailable dates can be scheduled as portions of a day, a full day, or a range of dates.
- Specify the start date, end date and times that you are unavailable.
- Select the “Continue receiving calls during periods of unavailability” box, if you would like SFE to call you on days in which you are unavailable, for future days in which you are available.
  - For example, if you were unavailable on Tuesday, but you would like SFE to call you on Tuesday for jobs that will take place on Wednesday, then select the “Continue receiving calls during periods of unavailability.”
- Click “Save.”

Register for the Mobile App

+ Add Unavailability

**Add Unavailability Date**

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Select Date

Start Date (Required)  
MM/DD/YYYY  
10/21/2021 28

End Date (Required)  
MM/DD/YYYY  
10/29/2021 28

Time/Duration

☐ All Day



☐ Custom Time

Future Calls

☐ Continue receiving calls during periods of unavailability

Cancel
Save

- To *modify* or *remove* an unavailable date already established, click **Unavailable** from the main header, then select Edit or Remove.

Available   Active   Finished   Canceled <b>Unavailable</b>			
Date	Duration/Time	Receive Future Job Calls	<div> Edit Remove </div>
Thur - Fri 10/21/2021 10/29/2021	12:00 AM 11:59 PM	Yes	<div>   </div>

## Step 9 – Review and Search for Future Assignments

Substitutes are encouraged to regularly search for available jobs that interest them. The search may be completed through the SFE Website (preferred) or by phone (703.794.2489). Jobs are available that will occur within the next 28 days. The following instructions review how to search for jobs by web.

- Log into the SFE website, <https://pwcs.sfe.powerschool.com>.
- Select the **Available** tab on the top tool bar.
- If you want more information about the job before accepting or declining, you can select the **down arrow**.
- Once you have decided to accept the job, tap the green checkmark under “**Accept**.”
- Choose the “**Active**” tab to see the jobs you have accepted. Choose the **arrow** next to the job to open the details, any instructions, and attachments, and you can also CANCEL the job from this detail view.
- Additionally, you may view accepted jobs and details from **My Calendar** (see calendar icon) at top right.
- The top toolbar also allows you to view Finished jobs, Canceled jobs and your Unavailable dates.
- You can apply a filter** (using the left side of the screen) to search for jobs by **Date**, **Location**, **Classification**, **Employee**, and **Requested** (if a school has requested you specifically) **and Instructions** (you would probably want to search by this only when you are looking at your active (accepted) jobs to see if instructions or lesson plans have been uploaded.)

Substitutes may search jobs based on the following schedule:

- 12:00 AM– 5:29 AM: Subs may search for that day's available jobs.
- 5:30 AM – 10:00 AM: The Interactive Voice Response (IVR) Phone system will make calls for that day's open jobs.

Substitutes may search for available jobs by web and phone during this time for that day's jobs. The only jobs that will be available are those that are not currently “in call out.” If the system is actively placing calls with substitutes for a particular job, the system will not allow another substitute to obtain that job. Periodically, the system will place a job on hold, to begin



calling out another job. If this occurs, there may be a short period in time, when a substitute could log in and be able to secure a job for *that day*.

- 10:00 AM - 4:15 PM: Subs may search for future available jobs.
- 4:15 PM - 9:30 PM: The Interactive Voice Response (IVR) Phone system will make calls for future open jobs.

If the system is “calling out” on job to a substitute, another substitute will not be able to access that job to accept it. However, if the system places that job on hold, to begin calling out another job, there may be a short period in time, when a sub could log in and be able to secure that specific *future* job.

- 9:30 PM – 11:59 PM: Subs may search for future available jobs.

## Step 10 – Active Teaching License

If you currently hold an active (non-expired) Virginia teaching license, and your ID badge does not specifically state “Licensed Substitute,” please provide a copy of your license to the Sub/Temp Office by fax 703.791.8021, scan and email to [hsub@pwcs.edu](mailto:hsub@pwcs.edu) or send the document by mail to PWCS Attn: HR Sub Office, P.O. Box 389, Manassas, VA 20108. Please indicate “Sub Office” and your badge number in the top right corner of the document.

## Step 11 – New to Subbing Recommendations

1. If you are new to teaching or have been out of the classroom setting for some time, you are strongly encouraged to accept a Teacher Assistant (T/A) assignment as your first job or until you feel comfortable leading a class. As a Teacher Assistant, you will have the opportunity to watch a teacher in action. You will see how they greet students, handle classroom management and instruction, see what a typical teacher assignment/day looks like, etc. Teacher Assistant pay is different than teacher pay and that pay rate can be found on the PWCS district announcement page from Step 4.
  - Teacher Assistant positions all start with the letters “T/A” in SFE, and the title will include the word “Assistant.” Teacher assistant positions are available in kindergarten, preschool, physical education and special ed classes.
2. Consider taking the optional sub training class.  
PWCS periodically offers optional training in classroom management techniques and special education. Be sure to check SFE home page for those announcements.
3. Consider subscribing to PWCS weather alerts so that you will know if schools are closed or delayed.
  - You may choose to receive inclement weather alerts by subscribing at the link below. Otherwise, check [pwcs.edu](http://pwcs.edu) website, or your TV news or radio for updates.

[https://www.pwcs.edu/departments/communications\\_home/\\_p\\_w\\_c\\_s\\_weather\\_alerts\\_subscription](https://www.pwcs.edu/departments/communications_home/_p_w_c_s_weather_alerts_subscription)

## Step 12 PWCS Email and ESS Account

The SFE, Employee Self Service (ESS), Office 365, and many other important website links (see arrows below), may be accessed from the [www.pwcs.edu](http://www.pwcs.edu) web site, by selecting the “Staff” tab at the top.



Families ▾ Staff ▾ Community ▾ Work For PWCS ▾ About ▾ Contact ▾



Launchpad



Office 365/Outlook Email



Password Reset



Toolbox

### Shortcuts

[Closures, Delays & Emergencies](#)[Employee Self Service \(ESS\)](#)[Office 365/Outlook Email](#)[PWCS Perform \(evaluations\)](#)[PWCS Records \(HR document management\)](#)

### Professional Development

[New Educator Induction](#)[Professional Learning Catalog](#)

### Tools And Technology

### For Teachers

[TeacherVUE](#)[Certification](#)[Library Media Programs & Research](#)[SmartFind Express \(Sub Call System\)](#)[Teacher Direct \(VDOE\) Teacher Resource Center](#)

If you are accessing the PWCS website ([www.pwcs.edu](http://www.pwcs.edu)) by cell phone, you will need to click on the “MENU” option, then “**Staff**” to get to the menu (above).

All staff that use computers, websites, and emails related to PWCS must follow the guidance provided in “Computer Systems and Network Services PWCS Responsible Use and Internet Safety Policy,” Regulation 295-1. Regulation 295-1 is accessible via: <https://go.boarddocs.com/vsba/pwcs/Board.nsf/goto?open&id=A2X3H5668571#>

### Employee Self Service (ESS)



Substitutes may complete the required Direct Deposit form, view pay stubs, W2 forms (after January 31<sup>st</sup>), and make address changes through the Employee Self Service (ESS) portal.

Link to access the [Benefits website](#) ( log in using your PWCS computer network credentials)

Link to access directions for ESS - [https://www.pwcs.edu/userfiles/servers/server\\_340140/file/human-resources/subs-temp/sub-temp-ess-directions.pdf](https://www.pwcs.edu/userfiles/servers/server_340140/file/human-resources/subs-temp/sub-temp-ess-directions.pdf)

If you need assistance logging into ESS, please contact [TechSupport@pwcs.edu](mailto:TechSupport@pwcs.edu) or call 703.791.8826.

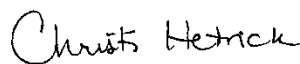
Once you have logged in follow these steps to access and complete the Direct Deposit form:

- Select **Pay Checks**  (left side of the screen)
- Select Manage Direct Deposit (blue menu)
- Click the ‘Create’ button 
- Click the + sign and enter the following information:
  - ABA Routing Number: (9 digits)
  - Account Number: (Up to 17 digits)
  - Select Account Type: (Savings/Checking)
  - Review information for accuracy
- Click the ‘Update and Close’ button (upper right corner)

If you have any other questions or need assistance, please contact the Department of Human Resources via email at [hsub@pwcs.edu](mailto:hsub@pwcs.edu) or by phone (703.791.7897). The Sub/Temp Office is available Monday – Friday from 6:30a.m.- 4:30p.m.

Thank you for being an integral part of our instructional team and for helping to make Prince William County a *World-Class* School Division.

Sincerely,



Christi Hetrick  
Supervisor, Substitute and Temporary Employment  
Department of Human Resources  
Prince William County Schools

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