

Substitutes – SmartFind Registration and Important Info.

How to Register with SmartFind

- Call (402) 802-9155 to register with SmartFind.
 - You must wait to register until you are officially hired in all HR systems. If all paperwork has been submitted, this could be 2-3 business days after onboarding.
 - If hired with a future start date (ex. – hired in the summer for a job that begins in August), you must wait until after 1:30pm your start date to register with SmartFind, unless notified otherwise by HR.
 - **If you've previously registered with SmartFind, as an employee or substitute, you DO NOT need to register again.** You will have the same phone PIN you created when you first registered. If you don't remember that PIN, you may follow the directions further below, regarding what to do if you forget your phone PIN.
- When prompted, enter your Access ID as your 8-digit LPS employee ID), followed by the * key
- When prompted, enter your 8-digit LPS employee ID # again, as your PIN, followed by the * key
- You'll be prompted to record your name. When finished, hit the * key, and confirm your recording.
- Once your recording is confirmed, the system will prompt you to create a new PIN. This number needs to be 6-9 digits long, and one you will be able to easily remember. **Your new PIN may NOT begin with a zero and may NOT be the same as your LPS employee ID #.**
- You're registered! You may begin using SmartFind via the phone or online!
- Via the phone you have the option to review/cancel jobs; hear available jobs; change your call-back number; review/modify temporary do not call times, unavailability dates, and your daily availability; and to change your PIN or recording of your name.
- **IF YOU FORGET YOUR SMARTFIND PHONE PIN**, you may create a new phone PIN via SmartFind online.
 - Log into SmartFind online, using your LPS username and password
 - Click on the circle with your initials (upper right hand corner of your screen) and select "Settings", then "Personal"
 - Click the "Edit PIN" link next to "PIN (Phone Password)"
 - Create/enter, confirm, and save your new phone PIN. **Reminder: Make sure your phone PIN is 6-9 digits long and does NOT begin with a zero.**

Accessing SmartFind Online

- Once registered, you may use SmartFind via the phone OR online. To access SmartFind online, go to www.lps.org, enter the keyword "Portal" in the LPS search box, and select "SmartFind".
 - Click on the **Lincoln Public Schools SSO** link (with the Microsoft Windows symbol next to it).
 - Enter your LPS email address (your LPS username followed by @lps.org)
 - When prompted, enter your LPS username and password (This time, do **NOT** include the "@lps.org") to log into the LPS Portal. This should be the same username and password you use to access your LPS email.
 - If **not** on the LPS network, you'll immediately receive a text sent to your cell phone, from 531-301-8780, providing you with a LPS Multi-Factor Authentication (MFA) code.
 - Enter that MFA code in the box that says "PIN". *If you want to bypass authenticating with MFA for the next 90 days, on that device and browser, check the "Remember Me" box.*
 - You should now be logged into SmartFind!
 - The first time you use SmartFind online, you'll be asked to verify your email address (You'll only do this once).
 - Enter your LPS email address and click the "Validate" button. SmartFind will send a validation link to your LPS email account.
 - Log into your LPS email account within 5 minutes of clicking the "Validate" button, and click the validation link to continue. If you time-out, log back into SmartFind and begin again

Help with using SmartFind Online

- When logged into SmartFind Online, via a non-mobile device, the Job Search menu on the left allows you to filter information when reviewing **Available**, **Active** (jobs you've accepted but not yet worked), and **Finished** jobs.
- Detailed instructions, for each feature in SmartFind, are available by clicking your "Help" icon (question mark within a circle, in the top right corner of your screen) and selecting **Online Help**.

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- Your **Settings** are found by clicking the circle that contains your initials (top right corner).
 - In your **Settings** you may set your schedule, adjust notification settings (where you may select to receive text notifications, instead of phone calls), review/update the locations you'll go to, review your classifications (subjects), review your personal information, and change your PIN (Phone Password) or call back number
 - It's highly recommended that you **DO NOT check the "Block phone calls from SmartFind Express" box**. This hinders your ability to be contacted first for jobs you've been requested to fill. It also blocks cancellation notification from coming through. If you do not want calls, either select the text message option on your **Notifications** screen, or enter **Do Not Call Times** on your **Schedule** screen.
 - You may not change your SmartFind password or email address through SmartFind. Your email address and password for SmartFind online will remain the same as your standard LPS email address and your password that's used for LPS email, the portal, CORE, etc....
- **Announcements** are available to review by clicking the bell icon in the upper right corner of your SmartFind screen.
- SmartFind online looks slightly different when accessed via a mobile device. All of the same functions are available, but will just look slightly different than the non-mobile (desktop/laptop computer) view.

Additional Info...

- Call out / text out times –
 - SmartFind calls/texts in the morning, beginning at 5:30am, for jobs that are happening that day. It will keep contacting subs throughout the day. It stops trying to fill a job when 25% of the job's time has passed.
 - SmartFind calls/texts in the evenings, from 5:00pm-10:00pm, for future jobs, up to 30 days in advance.
- ALWAYS make sure to document your job number. This is the confirmation number you are given when you successfully accept a job. If you forget to write it down while accepting the job, you may view your job numbers on your **My Current/Active Jobs** screen.
- The job cancellation deadline for subs is NO LATER THAN 90 minutes prior to the scheduled start time of the job. If you need to cancel less than 90 minutes prior, then you must contact the specific job location. If you cancel within 12 hours of a job's start, please notify the school, as well as canceling in SmartFind. Leave them a message if necessary.
- When SmartFind calls, if you need some time to grab your glasses, a pen, paper, etc... hit the "*" key, before entering your access ID and PIN, and the system will give you up to 2 minutes of pause time before it will time out. When ready, enter your access ID and PIN, and proceed with listening to the job offer!
- You're able to set up your own job locations in SmartFind. To start, you're assigned the all locations group. To change this, go to **Locations** on your settings screen. Click **Edit** next to **My Groups**. Select the location group to remove, and click the arrow to move it to the left column. Click **Apply**. Then, click **Edit** next to **My Locations** and select the locations you wish to add. Click the arrow to move the locations to the right, and click **Apply**.
- To change your classifications (subjects) you must contact a SmartFind Operator (contact info. at bottom of page).
- You may reject up to 3 jobs in a call out/text out period before SmartFind will stop contacting you with additional jobs during that call out/text out time. It will begin contacting you again during the next call out/text out period. If you CANCEL a job *on the day of the job*, you will not be able to review any other available jobs for that day.
- Employees are able to request you by name when they are entering their absence into SmartFind online. Employees using the phone will need to use your access ID/LPS employee ID number to request you. You may want to give that number to people you enjoy subbing for.
- Make sure to check your LPS email account for notifications regarding job reminders, job modifications, and cancellations.
- There's a free SmartFind Express mobile app available to download. To receive information and instructions for this app, click the **Send Mobile Registration Email** button in the upper right hand side of your SmartFind screen. You'll be sent, to your LPS email account, an email containing a link to download the app, as well as a link to detailed instructions for using the app.
- SmartFind Operators in Human Resources
 - Darbi Umholtz – Operator – dumholtz@lps.org – 402-436-1589
 - Caitlin Marrow – Back-up Operator/ /Hiring Secretary for Certified Subs – cmarrow@lps.org – 402-436-1588