

SFE – SMART FIND EXPRESS- SUBSTITUTE WEB ACCESS GUIDE

Registering with the System

In order to access SFE over the web, you will need to register first by telephone.

The number to call is **1-844-251-6728**. Please listen carefully and follow the prompts.

- Both your Access ID and PIN are your 6 digit Employee Number.
- **Enter** your Access ID followed by the star (*) key.
- **Enter** your PIN followed by the star (*) key.
- You will be asked to record your name. When you have finished recording, press the star (*) key.
- Next please enter your callback number. This is the telephone number the system will use to call you. Please enter a '1' in front of your area code.
- Create your new PIN. Enter the PIN you want to use followed by the star (*) key. The PIN must be numeric, minimum 5 digits and cannot be more than 9 digits.
- **This PIN will be used to access SFE via the telephone and to log in to SFE online for the first time only.**

Logging into SmartFindExpress Online – For the First Time Only

Use the link below to log in to SmartFind Express:

<https://ddsb.eschoolsolutions.com/homeAction.do>

Or go to www.ddsb.ca. Click on Staff (at the top right) and enter your network login, then click SPARK, My Employment and scroll down the page and select SmartFindExpress, then click Login to SFE.

For the **first time only** when logging in to SFE online please use your 6 digit employee ID number as your District User Id and the PIN # you created over the phone as your password. You will be prompted to create a new password.

First time logging in to SFE Online - Only

The screenshot shows the login interface for SmartFind Express. At the top, it says "Unified Talent SmartFind Express". Below that, there are two input fields: "District Username" with the instruction "6 digit Employee Number" and "Password" with the instruction "PIN # you created over the phone". Red arrows point to both input fields. Below the password field is a blue "Submit" button. Underneath the submit button, there is a link for "Forgot Password?". At the bottom, it says "OR, SIGN IN WITH" followed by the Microsoft logo.

Logging into SmartFindExpress Online – Going Forward

<https://ddsb.eschoolsolutions.com/homeAction.do>

1

This is an annotated version of the login page from step 1. Red boxes and arrows highlight key elements: a box labeled "Leave Blank" points to the password field; a box labeled "Click here to log in to SFE" points to the Microsoft sign-in option; and a box labeled "Submit" points to the submit button.

2

The screenshot shows the Microsoft sign-in page. It features the Microsoft logo, the text "Sign in", and a text input field containing the email address "js123456@ddsb.ca". Below the input field is a link that says "Can't access your account?". A blue "Next" button is positioned to the right. At the bottom, there is a note: "Please sign in using your regular computer login followed by @ddsb.ca (staff) or @ddsbstudent.ca (students)." and a "Sign-in options" link with a magnifying glass icon.

3 At the Campus Sign in Page,
Sign in with your **DDSB Username**
followed by **@ddsb.ca**.
For example:
js123456@ddsb.ca (or)
abcdxyz1234@ddsb.ca



If the Campus Page login fails and you require assistance logging in to DDSB Systems with your DDSB Network Credentials please submit an incident via the “Report an Issue” option on the IT ServiceNow Portal (<https://durhamschboard.service-now.com/help?id=ddsb>) or contact the Help Desk at 905-666-6977.

Upon successful login, the Substitute home page is displayed. From your home page you can:

- Review assignments
- Enter unavailable dates
- View Available Jobs

[Managing Profile Information](#)

Click on your initials at the top right-hand corner of your Home page then select settings, then personal information. This feature lets you view profile information, change your password and change your call back number. You can also enter a temporary do not call time in SFE for up to 24 hours.

[View Profile Information](#)

Your current status in the system and your address in the system are shown.

[Verify Your Email Address](#)

To receive job notifications, cancellations, and reminders by email, you must have a valid DDSB email address. Please enter your Board email account using the following format: (firstname.lastname@ddsb.ca)

[Change PIN](#)

Your PIN must be different from your Access ID/Username, must be numeric, between five and nine digits with no leading zeros. You can also change your PIN over the telephone.

[Locations](#)

Click Locations to see the areas you have selected to work. DDSB has seven geographic areas: Ajax, Pickering, Whitby, Oshawa, Brock, Scugog and Uxbridge. If you need to modify your locations, please send an email to SFE.Support@ddsb.ca

[Unavailability Dates](#)

To add unavailable periods for when you are not available to work, in the top right-hand corner of your SFE home screen select “Add Unavailability”. Specify the date(s) and time that you are unavailable. If unavailable all day, click “All Day.” To receive calls for future assignments during the date/time specified for unavailability, check the “Continue receiving calls during periods of unavailability” box and Save.

[Review Assignments](#)

You can review your active jobs and finished jobs in list view or you can select “calendar” in the top right hand corner to view all jobs in a calendar view. Click on the job number link for the assignment you want to review.

[Job Offers](#)

You can accept job offers over the telephone and on the web. The View Available Jobs feature allows qualified substitutes to accept assignments over the web for Today's Jobs only beginning at 6:00am. If there are future assignments available these jobs can be viewed from 6:30pm to midnight.

[Assignment Cancellation](#)

You can cancel yourself out of an assignment in SFE if it is 12 hours or more before the start time of the job. When cancelling an assignment, the cancellation reason must be selected from the drop-down menu. Once the Cancel Assignment button is pressed, a "cancelled successfully" message is displayed.

Should you need to cancel an assignment with less than 12 hours notice before the start time please send an email to dispatch@ddsb.ca as soon as possible indicating your name, employee number, job number, school name and reason for cancellation. Supply Support Services will remove you from the assignment and you will be booked unavailable for the remainder of the day. Please also call the school and leave a message to let the school know of the last-minute cancellation.

If the school cancels an assignment, you will be called once per hour during callout periods. The details of the cancelled job are played. You will also receive an email of the job cancellation.

If an assignment has been cancelled with less than 90 minutes notice before the start time please call or email dispatch@ddsb.ca immediately to be reassigned.

[Help](#)

Help guides for SFE and FAQ's, can be found on SPARK. Should you require assistance please contact SFE.Support@ddsb.ca