

WELCOME TO OCM BOCES

Automated Substitute Call-In Service

OCM BOCES offers an efficient and cost-effective solution to secure substitutes through the Automated Substitute Call-In Service. Currently, we provide service to 25 subscribing area school districts. The system utilizes the latest technology to provide the best-qualified substitute for an absence or vacancy, using custom set parameters based on individual District needs.

GETTING STARTED

All users must be approved by the Board of Education of the District in which they intend to work. Once the hiring district has issued users their Access ID, they will need to register to gain access to our service.

****Once registered, users can gain access to the system by phone, website, or mobile app.****

Users will have one account (one Access ID) with our system no matter the districts or roles they work for. If you find you have been issued a second Access ID, please contact the Help Line noted below and we will merge the accounts for you.

STEP 1: HOW TO REGISTER- Required

Registration is required for ALL users and can only be done by TELEPHONE.



1. **Dial 315-433-2640** for the Automated Substitute Call-in Service
2. Enter your **Access ID** followed by the star (*) key
3. For the **PIN**, enter your **Access ID (AGAIN)** followed by the star (*) key
Note: Entering Access ID the second time is for registration.
4. Record your name followed by the star (*) key

PRESS 1 to Accept (go to step 5)
PRESS 2 to Re-enter
PRESS 9 to Exit (this will hang-up call)

NAME CHANGE?

To re-record voicing of your name due to a name change, dial (315) 433-2640 and choose 7 from the main menu.

5. This step varies by user type:

SUBSTITUTES	EMPLOYEES	ADMINISTRATORS
Hear your: callback (telephone) number • PRESS 1 to Modify your callback number ○ PRESS 1 if Correct ○ PRESS 2 to Re-enter • PRESS 9 to Exit <u>to go to step 6</u>	Hear your: work location & classification <div style="text-align: center;">  <u>(Skips to step 6)</u> </div>	 <u>(Skips to step 6)</u>

6. Create a PIN at least four (4) digits, no more than nine (9), in length followed by the star (*) key

PRESS 1 if Correct (completes registration process)
PRESS 8 to Re-enter
PRESS 9 to Exit (this will hang-up call; DOES NOT complete registration process)

Registration complete when you hear "Your PIN has been changed. Please write down this number for future reference. Validate your email address when logging onto the web."

Your PIN is for use with the AUTOMATED PHONE SYSTEM (315) 433-2640.

OCM BOCES SUBSERVICE

PHONE: 315-433-2640

WEBSITE: subserviceocmboces.eschoolsolutions.com

MOBILE APP: For Substitutes- SmartFind Express Mobile

For Employees- Unified Talent Mobile

NEED HELP?

Live help is available

Monday-Fridays 6:00 am-2:00 pm

HELP LINE: 315-433-2606

STEP 2: SET UP WEBSITE ACCESS- *Optional*

You MUST BE REGISTERED with the system to use this feature.

1. Visit subserviceocmboces.eschoolsolutions.com for the Automated Substitute Call-in Service
2. Enter your **Access ID**
For the **Password**, enter your PIN
Click **Submit**
3. You will be brought to "New Password Requirements" page

Create a unique password incorporating the following criteria:

- 1 Alphabet Character
- 1 Number of Special Character
- A minimum of 8 total characters

Enter New Password

Confirm New Password

Click **Submit**

Your Password has been saved when you see

"New password updated successfully. Redirecting to Login page..."

Your **PASSWORD** is for use with the **WEBSITE** (subserviceocmboces.eschoolsolutions.com)
and **MOBILE APPS** (FOR SUBSTITUTES- *SmartFind Express Mobile*; FOR EMPLOYEES- *Unified Talent Mobile*).

STEP 3: DOWNLOAD & SIGN IN ON MOBILE APPS- *Optional*

You MUST BE REGISTERED with the system **AND** have **COMPLETED STEP 2** (above) to use this feature.

1. Go to your phone's app Store and **Download**:
For Substitutes: [SmartFind Express Mobile](#)
For Employees: [Unified Talent Mobile](#)



NOTE: There is not a mobile app for Administrator at this time.

2. **Open** the app
SUBSTITUTES Note: When opening the app for the first time, it will ask if you would like to have notification sent to your phone. Notifications may include alerts, sounds, and icon badges. These can be configured in app's Settings. Choose "Don't Allow" or "Allow" depending upon your preference.

3.

SUBSTITUTES	EMPLOYEES
<ul style="list-style-type: none">• Enter your District Code: NBFB• Click "Add District"• Tap on "OCM BOCES AUTOMATED SUBSTITUTE CALL-IN SERVICE Syracuse, NY"	<ul style="list-style-type: none">• Select "SmartFind Express"• Enter your District Code: NBFB• Click "Next"

4. **Sign in** using your Access ID and Password

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June 2023