

Substitutes Frequently Asked Questions

How do I get my Access ID?

The District in which you were hired will issue your Access ID after your profile has been created.

How do I register?

The District will issue your Access ID after your profile has been created.

REGISTRATION – **Can only be done by TELEPHONE**. Call 315-433-2640.

1. Enter your **ACCESS ID** followed by the star (*) key
2. Enter your **ACCESS ID** again when it asks for your PIN followed by the star (*) key
3. Record your name followed by the star (*) key
4. Hear your callback #. Correct if necessary.
5. You will be asked to create a PIN. Your PIN needs to be at least four (4) digits, not to exceed nine (9) digits and should not start with a “zero”.
6. Once a PIN has been created, you are registered and can access the system either by phone or by Web.

I can't register; it's not letting me create a PIN.

Please refer to Step 2 above!!

I already have an Access ID and have been issued a new one.

Email Sub Service (subservice@ocmboces.org) to request the profiles are merged. You should only have one profile.

Provide your name, the districts you work(ed) for and both Access ID numbers. The new profile will be merged with the existing profile.

My PIN is invalid.

The system doesn't indicate “invalid” until both numbers are entered. Please check both numbers for accuracy.

If you are using a touch screen cell phone, enter the numbers slowly and deliberately. The touch screen phone can “echo” an entry. An echo is when the digit appears to be entered twice. (i.e., 1234 is recorded as 12334, the “3” appears to be entered twice).

You need to enter the star “*” key after the Access ID and PIN. The hashtag “#” is not recognized.

Can I have a second phone number for the system to call?

The system allows one phone number at a time.

Can I change my telephone number?

You can change your call-back number as often as you want.

When does the system call?

	Today's Jobs	Future Jobs
Monday - Friday	Starts at 5:30 am	6:00 pm - 10:00 pm
Saturday / Sunday	None	6:00 pm - 10:00 pm
Holidays	None	6:00 pm - 10:00 pm

How do I get the job information or a call back if I just missed the call?

You don't. In order to receive an offer to work, you must answer the phone and accept the call when offered.

Why am I not receiving calls?

Review your Profile.

Verify your phone number on your profile. Is the system calling the correct phone number?

Did you block automated called?

Are your days, classifications and locations listed correctly?

Are you certified? NYS requires that the District attempt to hire a certified substitute before moving on to the uncertified pool of subs.

How can I receive more calls?

Add more classifications and locations. Apply to other districts that use Sub Service.

Caller ID

The caller ID could read "OCM BOCES", "433-2600", "433-2606", or "SFE". Please answer and listen to the identifier. You need to hear the "Welcome to OCM BOCES..."

Note: Syracuse City uses the same vendor.

How do I change my schedule?

To change your schedule (call-out times or days available):

Go to your profile

Select Schedule: General

Select New:

Delete?	Day	Type	Times
<input type="checkbox"/>	Monday	Available	All Day
<input type="checkbox"/>	Tuesday	Available	All Day
<input type="checkbox"/>	Wednesday	Available	All Day
<input type="checkbox"/>	Thursday	Available	All Day
<input type="checkbox"/>	Friday	Available	All Day

Note: This is where you start for any permanent changes to your schedule.
For temporary changes see: Unavailable Dates.

CHANGE TIMES the system calls you. (For example: you do not want calls after 8:00 pm)

Select: Sun and Sat (Note for changing morning call-out you do not have to select Sun and Sat)

Select: the times you do not want to be called

Uncheck the ALL DAY box.

Select: Save

New Schedule

* Sun Mon Tue Wed Thu Fri Sat

Available for assignments: All Day - or - * Start Time * End Time
(HH:MM AM) (HH:MM AM)

The system will NOT call: - or -
(HH:MM AM) (HH:MM AM)

Delete?	Day	Type	Times
<input type="checkbox"/>	Monday	Available	All Day
<input type="checkbox"/>	Tuesday	Available	All Day
<input type="checkbox"/>	Wednesday	Available	All Day
<input type="checkbox"/>	Thursday	Available	All Day
<input type="checkbox"/>	Friday	Available	All Day

Your New Schedule (The system will not call between 8:00 p.m. and 10:00 p.m.)

Home Schedule Review Assignments

Substitute Schedule

Profile update successful.

New

Schedule List

Delete?	Day	Type	Times
<input type="checkbox"/>	Monday	Available	All Day
<input type="checkbox"/>	Tuesday	Available	All Day
<input type="checkbox"/>	Wednesday	Available	All Day
<input type="checkbox"/>	Thursday	Available	All Day
<input type="checkbox"/>	Friday	Available	All Day
<input type="checkbox"/>	Sunday	Do Not Call	08:00 PM - 10:00 PM
<input type="checkbox"/>	Monday	Do Not Call	08:00 PM - 10:00 PM
<input type="checkbox"/>	Tuesday	Do Not Call	08:00 PM - 10:00 PM
<input type="checkbox"/>	Wednesday	Do Not Call	08:00 PM - 10:00 PM
<input type="checkbox"/>	Thursday	Do Not Call	08:00 PM - 10:00 PM
<input type="checkbox"/>	Friday	Do Not Call	08:00 PM - 10:00 PM
<input type="checkbox"/>	Saturday	Do Not Call	08:00 PM - 10:00 PM

Delete

PRE-ARRANGE only, you can stop all system calls by:

Checking: Sun and Sat boxes

Selecting: "All Day" for "The system will not call"

Home Schedule Review Assignments

Substitute Schedule

New Schedule

* Sun Mon Tue Wed Thu Fri Sat

Available for assignments: **All Day** - or - * Start Time * End Time
(HH:MM AM) (HH:MM AM)

The system will NOT call: - or -
(HH:MM AM) (HH:MM AM)

Save Return To List

Your new schedule reflects your do not call times. The system will NOT call you for any jobs; you will need to be pre-arranged by the teacher or building administrator.

Home Schedule Review Assignments

Substitute Schedule

Profile update successful.

New

Schedule List

Delete?	Day	Type	Times
<input type="checkbox"/>	Monday	Available	All Day
<input type="checkbox"/>	Tuesday	Available	All Day
<input type="checkbox"/>	Wednesday	Available	All Day
<input type="checkbox"/>	Thursday	Available	All Day
<input type="checkbox"/>	Friday	Available	All Day
<input type="checkbox"/>	Sunday	Do Not Call	All Day
<input type="checkbox"/>	Monday	Do Not Call	All Day
<input type="checkbox"/>	Tuesday	Do Not Call	All Day
<input type="checkbox"/>	Wednesday	Do Not Call	All Day
<input type="checkbox"/>	Thursday	Do Not Call	All Day
<input type="checkbox"/>	Friday	Do Not Call	All Day
<input type="checkbox"/>	Saturday	Do Not Call	All Day

Delete

To remove the Do Not Call times, check the appropriate box and select Delete

ADDING AND DELETING DAYS – ARE DONE THE SAME WAY.

To remove day(s):

Check the box in front of the day and select “delete”.

To add day(s):

After you select NEW, deselect the days that are currently on your schedule, selecting only the day you want to add. Then Save.

How do I make myself unavailable – set unavailable dates?

This is a modification to your availability; these dates are limited and expire. When setting the unavailable dates, you can indicate whether you want job offers during the unavailable dates – for jobs that occur when these dates expire.

Go to your profile:

Schedule

Unavail Dates

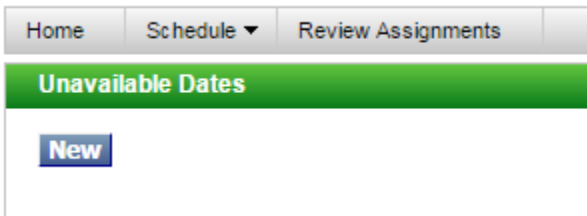
Home Schedule Review Assignments

Home

Welcome RILLO Today

PLEASE REVIEW YOUR PROFILE AND SCHE

Select New



Enter your date Range – Can be for a single day or a range of dates.

A screenshot of the 'New Unavailable Date' form. The form has a title 'New Unavailable Date' and a note: 'Note: Times apply to every unavailable day in the date range.' There are two main sections: '* Date Range' and '* Time'. The '* Date Range' section has 'Start:' and 'End:' labels, each followed by an empty text input box and a calendar icon. Below these is a checkbox labeled 'Call for future assignments'. The '* Time' section has an empty text input box, followed by '- or -' and another empty text input box. To the right of the second time input box is a checkbox labeled 'All Day'. At the bottom of the form are two buttons: 'Save' and 'Return To List'.A screenshot of the 'New Unavailable Date' form, similar to the previous one but with some fields filled. The 'Start:' date field contains '11/21/2016' and the 'End:' date field contains '11/30/2016'. The 'All Day' checkbox is checked. The 'Call for future assignments' checkbox is unchecked. The 'Save' and 'Return To List' buttons are still present at the bottom.

Remember to select “Call for future assignments” if you want to receive jobs offers during your unavailable dates.

Save your selections.

Home Schedule Review Assignments

Unavailable Dates

Profile update successful.

New

Unavailable Date List

Delete?	Start Date	End Date	Start/End Time
<input type="checkbox"/>	11/21/2016	11/30/2016	All Day

Delete

You can have multiple entries and we encourage you to enter all days you will be unavailable for the school year. You do not need to take any further action. When the date(s) expire you will be available for calls. This prevents unwanted calls from the system and ensures you get calls for only the days you are available to work.

Can I change my classification/locations?

All requests for additions must go through the District that hired you.
All requests for deletions can be emailed to subservice@ocmboces.org.

How do I know if my assignment has been cancelled?

You will receive a phone call notifying you of the cancellation. You must listen to the message and acknowledge it; otherwise the system will continue to call until you do.

If your email address is in the system, you will receive an email notification of the cancellation.

You can always review your calendar either online or by phone for your assignments.

How can I cancel an assignment?

You can cancel assignments either by phone or by the web.

Access the system, find the job and cancel. You will need to enter a reason for canceling (system required) and you will need to get confirmation that they job has been canceled.

Why am I not able to see available jobs on the web?

This is not a feature we support; we do not allow "job shopping." The only way to receive a job offer is by telephone during the call-out periods.