

Substitute Quick Reference Card

Web Browser URL <https://subserviceocmboces.eschoolsolutions.com>
System Operator E-mail subservice@ocmboces.org
System Operator Phone Number **315-433-2606 (6:30 am – 10:00 am)**
Automated Phone Number **315-433-2640**

Write your Access ID here _____
Write your PIN here _____

REGISTRATION INSTRUCTIONS

Before any features are available, you must register with the system and create a PIN. The ACCESS ID and PIN are used to identify you.

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. Enter a PIN at least four (4) digits, not to exceed nine (9) digits, in length followed by the star (*) key.

TELEPHONE ACCESS INSTRUCTIONS

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	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

THE SYSTEM CALLS

1. Enter your **ACCESS ID** followed by the star (*) key
2. Enter your **PIN** followed by the star (*) key

HEAR THE JOB OFFER

1. **PRESS 1** to Hear the job offer
PRESS 2 to Set Temporary Do Not Call

- If you **pressed 1** to Hear the job offer
PRESS 1 to Hear the job description
PRESS 2 to Decline the job (without hearing the description)
Enter the decline reason followed by the star (*) key
- If you **pressed 1** to Hear the job description
PRESS 1 to Accept this job
Job Number need for building sign-in sheet .
You are successfully assigned to the job.
PRESS 2 to Repeat the job description
PRESS 3 to Decline the job
Enter the declination reason followed by the star (*) key
PRESS 1 to Accept the declination reason code
- If you **pressed 2** to Set a Temporary Do Not Call, hear a time offered
PRESS 1 to Accept the time offered
PRESS 2 to Enter an earlier time in HH:MM format.

HEAR THE CANCELLATION

- Hear “This assignment has been cancelled” and the job information
- PRESS 1** to Repeat the job information

CALLING THE SYSTEM

MENU OPTIONS

- 1 - Review or Cancel Assignments
- 3 - Change your Callback Number
- 4 - Review or Modify Temporary Do Not Call Time
- 5 - Review or Modify Unavailability Dates
- 6 - Review or Modify Daily Availability
- 7 - Change PIN or Re-record Name
- 9 - Exit and hang-up

REVIEW OR CANCEL ASSIGNMENTS

- Hear assignments in chronological order
PRESS 1 to Hear assigned job information again
PRESS 2 to Cancel this assigned job
- If you **pressed 2** to Cancel assignment
PRESS 1 to Confirm cancellation (Enter cancellation reason followed by the * key)

CHANGE YOUR CALLBACK NUMBER

- Hear the Callback telephone number
PRESS 1 to Modify callback telephone number
- Enter new telephone number followed by the star (*) key.

TO CHANGE PIN or RE-RECORD NAME

- PRESS 1** to Change your PIN
PRESS 2 to Change the recording of your name
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WEB BROWSER ACCESS INSTRUCTIONS

SIGN IN

Open your browser and access the Sign In page (<https://subserviceocmboces.eschoolsolutions.com>). Enter your ACCESS ID and PIN.

PIN REMINDER

The “Forgot your PIN?” link supports users who want to log into the system, but have forgotten their PIN. When this link is selected, the system displays the PIN Reminder Request page. The user’s ACCESS ID and the security code being displayed must be entered on this page. **Note: You must be registered with an email address entered into the system to use this option.**

PROFILE

Email - Enter or change email address

Callback # - Update the phone # you want the system to use to call to offer you jobs

Change PIN - Enter your current PIN followed by a new PIN twice & Save

SCHEDULE

General

- **Modify an Availability Schedule**
 - Choose day or days of the week you want to delete by checking the boxes by that day and select the *Delete* button
 - Select the *New* button to add a new day of week or time.

Phone Number

- Enter the telephone number where you can be contacted by the system. Include the ‘1’ (long distance indicator) and area code.
- Specify a Temporary “Do Not Call Until” time if you do not want to be called by the system. [Can be up to three (3) hours]

Classifications and Locations

- This reflects what you have been Board approved for in the District and will be used to “match” you with jobs entered.

Unavailable Dates Tab

- **Create Unavailability Schedule**
 - Select the *New* button
 - Enter Start and End Date Range (MM/DD/YYYY) or use the calendar
 - Select the *All Day* check box or enter the time range in HH:MM am or pm format
 - Select the *Call for Future Assignments* checkbox, if during the unavailable time period entered you would still like to receive calls for future assignments. Leave box unchecked if you do not want any calls during this time
 - Select *Save* button
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REVIEW ASSIGNMENTS

Choose the *Review Assignments* link to review past, present and future assignments or to cancel an assignment

Follow these steps:

- Select format for Assignment display. List or Calendar view
- Search for assignments
- Press the *Search* button to display the list of assigned jobs
- Choose the *Job Number* link to view job details
 - Select the *Return to List* button to review other jobs assigned to you
 - Select the *Cancel Assignment* button to cancel your assignment. Enter a reason for canceling from the pull down list. Wait for the “Job was cancelled successfully” notification.
 - An assignment may contain file attachments. To view or download a file attachment, click on the file name.

REASONS - DECLINE / CANCEL

10 – Illness	20 – Jury Duty	25 – Bereavement
45 – Family Illness	55 – Military Duty	65 – Religious Holiday
70 – Other	75 – Already Working	80 – Not Comfortable with Subject
85 – Unavailable	90 – Substitute Assignment Change	

Please remember that the declination reason is not connected to the call-out cycle. You will continue to get calls for jobs unless you set a Do Not Call change your schedule to make yourself unavailable. To set a temporary Do Not Call listen to the entire message and at the end there is an option to set the temporary “Do Not Call”.

SIGN OUT AND WEB BROWSER INFORMATION

At any time during the session, the *Sign Out* link can be selected to end the session and disconnect. Selecting the browser's back button or going to another site on the Internet does not disconnect the session. To ensure security and privacy of information, use the *Sign Out* link to disconnect from SmartFindExpress, and close the web browser when you finish with your session.

Need Help? You can click the Help link to access Help Guides and How-to videos.

Important Notes:

Do NOT use the browser's BACK button to navigate to screens. Navigation buttons are on the bottom of the screens, such as the Return to List and Continue buttons.

You MUST have a job number for the building sign-in sheet when reporting for work.

Make sure your email is in the system. The system will send confirming, cancellation and reminder emails

Review your calendar regularly to ensure accuracy. Some participating districts use to verify payroll.