

ACCESS ID	PIN (phone)	PASSWORD (web)
SELF-SERVICE SYSTEMS (always available)		
SYSTEM: subserviceocmboces.eschoolsolutions.com	PHONE	
INFO: ocmboces.org/teacherpage.cfm?teacher=1322	315 433 2640	
STAFFED SERVICE (6:30am-2pm)		
Helpdesk EMAIL:	subservice@ocmboces.org	
Helpdesk PHONE:	315 433 2606 (workdays)	

MUST REGISTER before **FIRST USE**
REGISTRATION is done **BY PHONE**

"INVALID" said system during my phone registration!
MAY MEAN you have already registered!
Forgot the PIN you created? Reset it online!

1. Dial **315 433 2640**
2. Listen to and **FOLLOW PROMPTS**
3. Enter your **ACCESS ID** and the star (*) key
4. For **PIN** - use **ACCESS ID** again, followed by star (*)
5. Record your name, followed by star (*)
6. Hear your callback (phone) number - confirm or correct it
7. Create your own PIN: enter number 4-9 digits long (don't start w/ zero!), followed by the star (*)

*** STAR KEY ***
use it - not pound key!

USING BY PHONE

1. Dial **315 433 2640**
2. Listen to and **FOLLOW PROMPTS**
3. Enter your **ACCESS ID** and star (*)
4. Enter **PIN** you created, followed by star (*)

MAIN MENU OPTIONS

- press 1..... Create an absence
- press 2..... Review, cancel or modify jobs
- press 3..... Review work location and job descriptions
- press 4..... Change PIN or name recording

CREATE AN ABSENCE (main menu option 1)

- press 1..... from main menu to create
- press 1..... if only for today
- press 2..... if only for tomorrow
- press 3..... to enter dates & times
(date format is MM DD) (year not needed!)

Follow Prompts!
They'll repeat twice.

Enter 3-digit absence code followed by star key (**list of codes will play**)
Record instructions (press 1) **or skip** instructions (press 2)
Is a sub required? – **press 1 for yes**, or press 2 for no (if Supt Conf Day, e.g.)

PRESS 1 to request a **particular sub (or PRESS 2** to skip requesting a sub)

Enter the sub's Access ID, followed by the star (*) key

PRESS 1 to Accept requested substitute

PRESS 1 if Sub should be called (specified)

PRESS 2 if Sub has already agreed to work

PRESS 2 means:

- your sub is pre-arranged **and**
- no one receives a system call

TO "PRE-ARRANGE" CORRECTLY – Press 2 !!

Pressing 2 means...	If you do NOT press 2 then...
You confirmed sub will accept	System sees absence as needing a sub
System sees your absence as filled	Specified Sub is NOT pre-arranged
Sub will get email with job details	System will call your sub first
Sub won't get system call	If "Specified Sub" does not accept, system calls other subs
Your specified sub has the job	

REVIEW DETAILS

PRESS 1 to Confirm absence & receive job number (**Job Nbr is your confirmation**)

REVIEW, CANCEL OR MODIFY JOBS (main menu option 2)

Job number & info is relayed (in date order)

PRESS 1 ... repeats the job info (or **PRESS 8** for next job)

PRESS 2 ... to add or modify special instructions

PRESS 3 ... to cancel absence

PRESS 1 ... to confirm cancellation request

PRESS 1 for the System **to call** the assigned substitute [**Recommended**]

CAN ONLY CANCEL FUTURE JOBS

see bldg admin to cancel today's job

[**Wait for it!**] ... **MUST** hear system state: **"Job Number has been canceled"**

CHANGE PIN or RECORDED NAME (main menu option 4)

PRESS 1 to Change your PIN

PRESS 2 to Change the recording of your name

Name change? Re-record it!

USING ONLINE

subserviceocmboces.eschoolsolutions.com

!!! CAN'T USE WEB UNTIL PHONE REGISTRATION IS COMPLETE !!!

FIRST LOGIN: Password is PIN from phone registration

AND you must validate your email

LATER LOGINS: Use password created during first login

Read & follow screen prompts

CREATE AN ABSENCE

(click to create)

Very first screen:

"Sub required?"

Could be "No" if Supt Conf Day, etc.

Absence Information

To complete absence, press Continue and proceed until a job number is assigned.

Location: (default info ... or: choose from drop down) → v

Classification: (default info ... or: choose from drop down) → v

Reason: (default info ... or: choose from drop down) → v

Budget Code: (n/a – leave blank)

Is a Substitute required?: Yes No

Start Dates: MM/DD/YYYY

End Dates: MM/DD/YYYY

Multiple Non-Consecutive Days AND Time of Day Sub is Needed

- If absence for non-consecutive days; modify weekly schedule (eg: taking every Mon for the next three weeks: check only Monday)
- If sub only needed a partial day, modify the Substitute start & end times (eg: teacher’s workday is the full day; but students in class A.M. only: make Absence time a full day; but make Sub time morning hours only)

REPORTING MULTIPLE DAYS?
If the days are non-consecutive, remember to "uncheck" the day(s) from the weekly schedule.
If every day of the absence does not start and end at the same time, remember to change the times on the weekly schedule.

Weekly Schedule	Absence		Substitute		
	Start Time (hh:mm am)	End Time (hh:mm am)	Start Time (hh:mm am)	End Time (hh:mm am)	
Monday <input checked="" type="checkbox"/>	08:00 AM	03:00 PM	08:00 AM	03:00 PM	<----> (sub for the whole day)
Tuesday <input checked="" type="checkbox"/>	08:00 AM	03:00 PM	08:00 AM	11:00 AM	<----> (sub for just the morning)
Wednesday <input type="checkbox"/>	08:00 AM	03:00 PM	08:00 AM	03:00 PM	<----> (box unchecked: I'm working, no sub!)
Thursday <input checked="" type="checkbox"/>	08:00 AM	03:00 PM	08:00 AM	03:00 PM	<----> (sub for the whole day)
Friday <input checked="" type="checkbox"/>	12:00PM	03:00 PM	12:00PM	03:00 PM	<----> (sub for just the afternoon)

!! Double check the "AM" or "PM"

Specify, Pre-Arrange, Instructions, Attachments

- Enter sub’s ID or use “Name Lookup” to **Specify a Sub**
- **Pre-arranged?** ... Have you confirmed “Specified Sub” cell will accept?

TO “PRE-ARRANGE” CORRECTLY – Choose Yes/No properly !!

YES means...	NO means...
You confirmed sub will accept	System sees absence as needing a sub
System sees your absence as filled	Specified Sub is NOT pre-arranged
Sub will get email with job details	System will call your sub first
Sub won’t get system call	If “Specified Sub” does not accept, system calls other subs
Your specified sub has the job	

- **Sub Instructions** to help sub understand job/allow them to determine if they can accept (eg: where to find lesson plans, field trip day, special attire, location change, etc.) - **shared with ALL** who are contacted to fill job
- **File Attachments** may include helpful documents (lesson plans, roster, seating charts, emergency procedures, etc.) – **shared only w/ sub who accepts**
 - o Click “Choose File” then navigate to & select file(s) to attach (remove attachment(s) by clicking the trash can icon next to the file name)

SPECIFY A SUB – BEFORE CONFIRMING

Sub can only be specified when creating an absence.
Cannot be added after absence is confirmed.
(to add after: have to cancel and re-enter the absence)

Verify entries before clicking “Create Absence” *Especially look at:*

- Dates, time of day (AM/PM) (4 on each line!)
- Reason for absence
- Specified Sub –name showing? (if applicable)
- Assigned Sub – name of specified **AND** pre-arranged sub showing? (if applic)

Click “Create Absence” to get “Job Creation - Successful” Notice

MUST GET TO THIS
Final Screen

screenshot abbreviated

Create Job

Job Creation – Successful.

Create Absence Verification

Job Number: 1234567

*ALL details shown;
including...*

Specified Sub:

Assigned Sub:

New Absence

....(to enter another, separate absence)

ABSENCE CREATED
when there is a
JOB NUMBER!!

REVIEW/ CANCEL ABSENCE OR MODIFY SPECIAL INSTRUCTIONS

Choose “Review Absences” menu button to review any absence (can cancel or modify)

- Select to display in List or Calendar view
For specific search, enter dates or job number
- Click “Search”
- “Job Number” will be a link if job is active - click link to view job details

MODIFY ABSENCE

- Add instructions or attach documents – click “Save” after entries
- ANY OTHER change: have to CANCEL the absence and re-enter it!

CANCEL ABSENCE - Open the job and click “Cancel”

- If name appears in “specified sub” or “assigned sub” check the “Notify ...” box (so sub is automatically contacted by the system)
- Select “Cancel Job”

NEED HELP? See “Help” link for How-To videos. Email: subservice@ocmboces.org.
Explore docs & info on: ocmboces.org/teacherpage.cfm?teacher=1322

GOOD NOTES

REMEMBER to SIGN-OUT when ONLINE!!

- ✓ **ACCESS ID** – **you only have one**; even if you work for many for Districts
 - it is linked to YOU and YOUR EMAIL (keep email current!)
 - registering your Access ID is only **done once** (no matter how long ago!)
- ✓ **PIN** – is for **phone** access
 - **forgot PIN?** Reset it online (hover over “profile” & choose “personal info”)
- ✓ **PASSWORD** – is for **online** access
 - **forgot password?** Reset it online (click “Forgot Password” on the login page)
 - check your email for link to reset (keep email current!)
- ✓ **PERSONAL INFO** – hover over “profile” & choose “personal info”
 - Edit phone, email, PIN or password!
- ✓ Review your calendar regularly to ensure accuracy