

## EMPLOYEE QUICK REFERENCE SHEET FAQ

### *I have forgotten my Password (mobile app & web). What can I do?*

Go to the SubService website and click on the “Forgot Password” link. An email will be sent to the email address on file with our service, which includes a One Time Password (OTP) and link to sign in.

**TIP:** Be sure to use the link from the email when entering the OTP.

### *Can I change my Password (mobile app & web) and PIN (automated phone)?*

Yes, you can edit your Password and PIN by visiting our SubService website (only). To do this, click on the blue circle with your initials in it (at the top right corner of the website). Click on “Personal Information” from the drop-down menu. From here you can click “Edit Password” or “Edit PIN” to make changes.

**TIP:** Be sure to write down your new Password and PIN in a safe place for future reference.

### *What is the “District Code” for the mobile app?*

The mobile app, Unified Talent, “District Code” is NFBF.

### *When creating an absence, what is the difference between “Best Match”, “Specify” and “Pre-Arrange” a substitute?*

- Best Match- our system will call certified substitutes first for the position before calling non-certified substitutes.
- Specify- the substitute will be called to be offered the job first.
- Prearrange- our system will NOT call the substitute as you are assigning them to the job.

### *How do I know my absence went in?*

Upon successful completion of an absence entry, you will be assigned a Job Number. This is confirmation that the absence has been successfully reported and is not trackable from within our system.

### *I put in for an absence but now need to change it. What do I do?*

Once an absence is reported, Employees can edit the “Class Instructions” and/or add sub plan “files” only. If other changes are needing to be made, please seek out an Administrator.

**NOTE:** Employees can cancel an absence altogether if needed.

### *My work location and/or subject area are not listed correctly in SubService. What do I do?*

If your work location and/or classification are not correct in our system, please let you Administrator know. They will need to give SubService approval to make changes to your account.

**NOTE:** Any previously reported absences will show the location and/or classification at the time of absence entry.

### *My contact information has changed. How can I make the changes in SubService?*

Employees can edit their email address only. Mailing addresses and phone number changes should be given to the district Administrator. The Administrator will request approved changes to be made in SubService.

#### **OCM BOCES SUBSERVICE**

PHONE: 315-433-2640

WEBSITE: [subserviceocmboces.eschoolsolutions.com](http://subserviceocmboces.eschoolsolutions.com)

MOBILE APP: Unified Talent

#### **NEED HELP?**

Live help is available

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

HELP LINE: 315-433-2606

Updated 12/05/2022