

EMPLOYEE'S USER GUIDE

Automated Substitute Call-In Service

You MUST BE REGISTERED with the system to access our service. If you have not registered, please see visit [OCM BOCES > Substitute Call-In Service](#) for further details on [How to Register](#).

WELCOME

You have been assigned Employee access to the SubService. You will have one account (Access ID) no matter how many districts you work for. Each subscribing district hires their own employees and then notifies SubService of the approved profile set up.

Forgot your log-in information?
[\(Click Here\)](#)

[SYSTEM ACCESS](#)

THIS GUIDE INCLUDES...

[PROFILE MANTINENCE](#)

[HELPFUL TIPS](#)

SYSTEM OVERVIEW

The Automated Substitute Call-In system allows employees to create absences and specify or prearrange a substitute via the internet, mobile app, or telephone. If a substitute is not prearranged, the system will call the best-qualified substitute based on set parameters during the next call-out period. The substitute can then accept or decline the job. Employees, Substitutes, and Administrators will have **24/7 access to the system** where they can review past, present and future jobs.

DAILY SYSTEM CALLOUT TIMES

MORNING	5:30 am – 25% of the Job's time has past <i>Ex. For a full day job that's 7am–3pm, our system could call as late as 9am.*</i>	For current day assignments <i>*If a sub accepts job that has already begun, they are asked to contact the school to notify of approx. arrival time.</i>
EVENING	6:00 pm – 10:00 pm	For future dates <i>For next day's work-365 days in advance</i>

PROFILE INFORMATION

The employee's main function is to report to work and create an absence (job) for when they are unable to do so. Employees can....

[View](#)

- Address
- Work Schedule / Classification*
- Absences
- Communications / District Announcements

[Modify](#)

- E-Mail
- PIN & Password
- Create / Cancel Absence**

* *NOTE: Classification is the type of substitute we will look for in the Employee's absence.*

** *Employees cannot modify an absence once reported (only Administrators can). Employees can cancel an absence prior to it's start.*

NAME CHANGE?

To re-record voicing of your name due to a name change, dial (315) 433-2640 and choose 4 from the main menu.

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
 E-Mail: subservice@ocmboces.org

SYSTEM ACCESS

There are 3 ways to access our service (available 24/7):

- **Automated Phone System:** (315) 433-2640
- **Website:** subserviceocmboces.eschoolsolutions.com
- **Employee Mobile App:** [Unified Talent Mobile](#)

LOGINS

Depending upon which of the above system accesses you like to use, you will need...

	ACCESS ID	PIN	PASSWORD
Automated Phone System: (315) 433-2640	YES	YES	X
Website: subserviceocmboces.eschoolsolutions.com	YES	X	YES
Employee Mobile App: Unified Talent Mobile	YES	X	YES

FORGOT YOUR LOGIN INFORMATION?

Forgot your...

ACCESS ID? (for use with phone system, website & mobile apps)

Contact your building or district system Administrator. They will be able to release this information to you.

PIN? (for use with phone system)

Log into our system via website (subserviceocmboces.eschoolsolutions.com), click on the blue circle with your initials (top right of screen).

- **Employees:** select "Personal Information", then "Personal" to select "Edit PIN"

PASSWORD? (for use with website & mobile apps)

NOTE: You must have a valid email address in your profile to use this option.

Use the *Forgot Password?* link on the website (subserviceocmboces.eschoolsolutions.com) or mobile apps (Employees: [Unified Talent Mobile](#)) to reset it. Users must enter their Access ID and click the *Submit* button to receive an OTP (One Time Password), sent via email. The OTP is valid for 15 minutes AND must be used in conjunction with the website link from the email. Users will be prompted to create a new Password for future use.

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PROFILE MAINTENANCE

Personal information is provided by the district for the user's profile creation. Most information can be edited by the user. However, if an update to a name, mailing address, work schedule (location or classification) or status is needed, please contact your district. They will notify SubService of the approved changes to make.
NOTE: A user's Access ID will always remain the same, even if roles/accesses change within the system.

SETTINGS / PERSONAL INFORMATION

Below are some general directions on how to maintain your Employee profile in our system via our [Substitute Call-In Service website](#). *NOTE: Employees cannot view/modify Personal Information on the mobile app.*

The screenshot shows the 'EMPLOYEE VIEW' interface. On the left, under 'WEBSITE:', there is a navigation menu with 'Personal Information' highlighted by a yellow arrow. The main content area is titled 'Personal Information' and contains several fields: 'Employee' (TEST EMPLOYEE'S NAME), 'Email' (TESTEMPLOYEE@EMAIL.COM) with a red box around it and an 'Edit Email' link, 'Password' and 'PIN (Phone Password)' fields with orange boxes around them and 'Edit Password' and 'Edit PIN' links, 'Address' (315 SCHOOL WAY ROAD, BELL TOWN, NY 12345), and 'District Code (Mobile App)' (NBFB).

EMAIL

It is the user's responsibility to update their email as indicated by the red box above. All email notices will be generated by the system and sent to the email address on file. Emails notifications are listed below.

EMPLOYEE EMAIL NOTICES

Emails contain Job info: Job #, Employee Name, Location (w/map link), Classification, Absence Reason, Dates/Times, Specified/Assigned Substitute's Name (if applicable), and Special Instructions (if applicable).

Job Creation

Job Cancellation

PASSWORD & PIN

A user's Password and PIN* can be changed as often as needed, as indicated by the orange box above.

**NOTE: An employee's Password and PIN cannot be modified on the mobile app.*

- The Password is used to login with the website & mobile app.
- The PIN is used to login with the Automated Phone System only.

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HELPFUL TIPS

Specified vs. Prearranged Substitutes

- **Specified:** A specified sub is called first and is the only substitute called until 3 days prior to the start of the job. At that point, the job is offered to others, while continuing to try the specified sub.
- **Prearranged:** The job is reported AND assigned to a sub in the system. The system will NOT take any actions (NO calls made).

Substitutes in **Long Term Substitute** assignments will be assigned as a sub to the job. District system Administrators request Employee access be added to Substitute's profile so that they can create an absence during the long-term assignment, if needed.

Absences (Jobs) can be reviewed at any time by phone, on the website, or in the mobile app. If an employee finds they are no longer going to be absent, they can cancel the job. *NOTE: Only district & building level Administrators can modify an absence.*

ADDITIONAL RESOURCES

OCM BOCES has additional resources available at [OCMBOCES.org](https://ocmboces.org) > [Substitute Call-In Service](#) webpage that you may find helpful (user guides, website link, help videos, etc.).

The system webpage (subserviceocmboces.eschoolsolutions.com) also has a help feature (? icon on the toolbar), where Employees can gain to access to the vendor's "Online Help" for additional resources.

Your building's system Administrator(s) serve as the front line for all questions and concerns from employees and substitutes. There are also designated district-wide system Administrators that may be able to assist as well. In the even that they are unavailable or unable to assist, please contact our System Operator (contact information below). We'd be happy to help!

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