

FORGOT LOGIN 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](#).

FORGOT YOUR LOGIN INFORMATION?

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

Please contact your school or district system administrator to obtain your Access ID.

PIN *(for use with phone system)*

NOTE: You must have already set up your website access and know your current Password to use this option.

You can change your PIN by logging into the system website at subserviceocmboces.eschoolsolutions.com.

- Click the blue circle with your initials in the top-right corner.
- **Administrators and Employees:** Select **Personal Information**, then choose **Edit PIN**. Enter and confirm your new PIN, then click **Save**.
- **Substitutes:** Select **Settings**, then click the **Personal** tab. Choose **Edit PIN**, enter and confirm your new PIN, then click **Save**.

PASSWORD *(for use with website & mobile apps)*

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

If you've forgotten your password or need to set up your website access, use the **Forgot Password?** link on the system website (subserviceocmboces.eschoolsolutions.com).

- Enter your Access ID and click **Submit**.
- You will receive an email with a **One-Time Password (OTP)** that is valid for 15 minutes.
- Click the link provided in the email and use the OTP to create a new password. **You must use the link from the email**; do not try to enter the OTP directly on the system website.

Note: **Substitutes** can also use the **Forgot Password?** link on the [SmartFind Express Mobile](#) app.

OCM BOCES SUBSERVICE

PHONE: 315-433-2640 TEXTING: 844-850-9650
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