

## 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?

#### 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](http://subserviceocmboces.eschoolsolutions.com)), click on the blue circle with your initials (top right of screen).

- **Employees:** Select “Personal Settings”, then pick the radio button for “PIN (Phone Password)” to type in your New PIN & Confirm PIN. Be sure to hit “Save” once complete.
- **Substitutes:** select “Settings”, then “Personal” to select “Edit PIN”. Type in your New PIN & Confirm PIN. Be sure to hit “Save” once complete.

**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](http://subserviceocmboces.eschoolsolutions.com)) or mobile apps (Employees: [Unified Talent Mobile](#); Substitutes: [SmartFind Express 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.

#### OCM BOCES SUBSERVICE

PHONE: 315-433-2640 TEXTING: 844-850-9650  
WEBSITE: [subserviceocmboces.eschoolsolutions.com](http://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](mailto:subservice@ocmboces.org)