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), click on the blue circle with your initials (top right of screen).

- **Substitutes:** select "Settings", 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 (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
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

1   *August 2023*