WELCOME TO OCM BOCES
Automated Substitute Call-In Service

OCM BOCES offers an efficient and cost-effective solution to secure substitutes through the Automated Substitute Call-In Service. Currently, we provide service to 25 subscribing area school districts. The system utilizes the latest technology to provide the best-qualified substitute for an absence or vacancy, using custom set parameters based on individual District needs.

GETTING STARTED

All users must be approved by the Board of Education of the District in which they intend to work. Once the hiring district has issued users their Access ID, they will need to register to gain access to our service.

**Once registered, users can access the system by phone, website, or mobile app.**

Users will have one account (one Access ID) with our system no matter the districts or roles they work for. If you find you have been issued a second Access ID, please contact the Help Line noted below and we will merge the accounts for you.

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### STEP 1: HOW TO REGISTER - Required

Registration is required for ALL users and can only be done by TELEPHONE.

1. **Dial 315-433-2640** for the Automated Substitute Call-in Service
2. Enter your **Access ID** followed by the star (*) key
3. For the **PIN**, **enter your Access ID (AGAIN)** followed by the star (*) key

   Note: Entering Access ID the second time is for registration.

4. Record your name followed by the star (*) key
   - PRESS 1 to Accept (go to step 5)
   - PRESS 2 to Re-enter
   - PRESS 9 to Exit (this will hang-up call)

5. This step varies by user type:

<table>
<thead>
<tr>
<th>SUBSTITUTES</th>
<th>EMPLOYEES</th>
<th>ADMINISTRATORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hear your: callback (telephone) number</td>
<td>Hear your: work location &amp; classification</td>
<td>(Skips to step 6)</td>
</tr>
<tr>
<td>• PRESS 1 to Modify your callback number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o PRESS 1 if Correct</td>
<td></td>
<td>(Skips to step 6)</td>
</tr>
<tr>
<td>o PRESS 2 to Re-enter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• PRESS 9 to Exit if go to step 6</td>
<td></td>
<td></td>
</tr>
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</table>

6. Create a **PIN** at least four (4) digits, no more than nine (9), in length followed by the star (*) key
   - PRESS 1 if Correct (completes registration process)
   - PRESS 8 to Re-enter
   - PRESS 9 to Exit (this will hang-up call; DOES NOT complete registration process)

Registration complete when you hear “Your PIN has been changed. Please write down this number for future reference. Validate your email address when logging onto the web.”

Your PIN is for use with the AUTOMATED PHONE SYSTEM (315) 433-2640.

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OCM BOCES SUBSERVICE
PHONE: 315-433-2640
WEBSITE: subserviceocmboces.schoollines.com
MOBILE APP: For Substitutes- SmartFind Express Mobile
For Employees- Unified Talent Mobile

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NEED HELP?
Live help is available
Monday-Fridays 6:00 am-2:00 pm
HELP LINE: 315-433-2606

June 2023
STEP 2: SET UP WEBSITE ACCESS - Optional

You MUST BE REGISTERED with the system to use this feature.

1. Visit subserviceocmboces.eschoolsolutions.com for the Automated Substitute Call-in Service
2. Enter your Access ID
   For the Password, enter your PIN
   Click Submit
3. You will be brought to “New Password Requirements” page
   
   Create a unique password incorporating the following criteria:
   • 1 Alphabet Character
   • 1 Number of Special Character
   • A minimum of 8 total characters

   Enter New Password
   Confirm New Password
   Click Submit

   Your Password has been saved when you see
   “New password updated successfully. Redirecting to Login page...”

   Your PASSWORD is for use with the WEBSITE (subserviceocmboces.eschoolsolutions.com)
   and MOBILE APPS (FOR SUBSTITUTES- SmartFind Express Mobile; FOR EMPLOYEES- Unified Talent Mobile).

STEP 3: DOWNLOAD & SIGN IN ON MOBILE APPS - Optional

You MUST BE REGISTERED with the system AND have COMPLETED STEP 2 (above) to use this feature.

1. Go to your phone’s app Store and Download:
   For Substitutes: SmartFind Express Mobile
   For Employees: Unified Talent Mobile

   NOTE: There is not a mobile app for Administrator at this time.

2. Open the app
   SUBSTITUTES Note: When opening the app for the first time, it will ask if you would like to have notification sent to your phone. Notifications may include alerts, sounds, and icon badges. These can be configured in app’s Settings. Choose “Don’t Allow” or “Allow” depending upon your preference.

3. 

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<tr>
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<tbody>
<tr>
<td>• Enter your District Code: NBFB</td>
<td>• Select “SmartFind Express”</td>
</tr>
<tr>
<td>• Click “Add District”</td>
<td>• Enter your District Code: NBFB</td>
</tr>
<tr>
<td>• Tap on “OCM BOCES AUTOMATED SUBSTITUTE CALL-IN SERVICE Syracuse, NY”</td>
<td>• Click “Next”</td>
</tr>
</tbody>
</table>

4. Sign in using your Access ID and Password

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