

OCMBOCES SUBSERVICE

# New Substitute Experience User Guide



OCMBOCES SUBSERVICE WEBSITE:

<https://subserviceocmboces.sfe.powerschool.com/>

OCMBOCES AUTOMATED PHONE # 315-433-2640

OCMBOCES HELP DESK HONE # 315-433-2606

Live help availble Mon. - Fri. 6:30 am - 1 pm

# New Substitute Experience User Guide

## How do I see my assigned, or active, jobs?

### Steps:

- 1 From the Home Page, select the “Active” tab. The layout is the same as the Available Jobs!
- 2 View all your Active Jobs from this page. If you need more information, just hit the down arrow.
- 3 You can also view your Active Jobs from your Calendar! Just select the “My Calendar” button.

July 02, 2021 01:56 PM 28 My Calendar Register for the Mobile App

Available **Active** Finished Canceled Unavailable

Job ID	Date	Time	Duration	Employee	Classification	Location
5775	Monday 07/05/2021	07:30 AM 05:00 PM	Full Day	Emp 7001 Michael	ZZ Test Classification	Remote ZZ Test Location
5777	Wednesday 07/07/2021	07:30 AM 05:00 PM	Full Day	Emp 7001 Michael	ZZ Test Classification	Remote ZZ Test Location
5778	Thursday 07/08/2021	07:30 AM 05:00 PM	Full Day	Emp 7001 Michael	ZZ Test Classification	Remote ZZ Test Location

### What about jobs that were canceled?

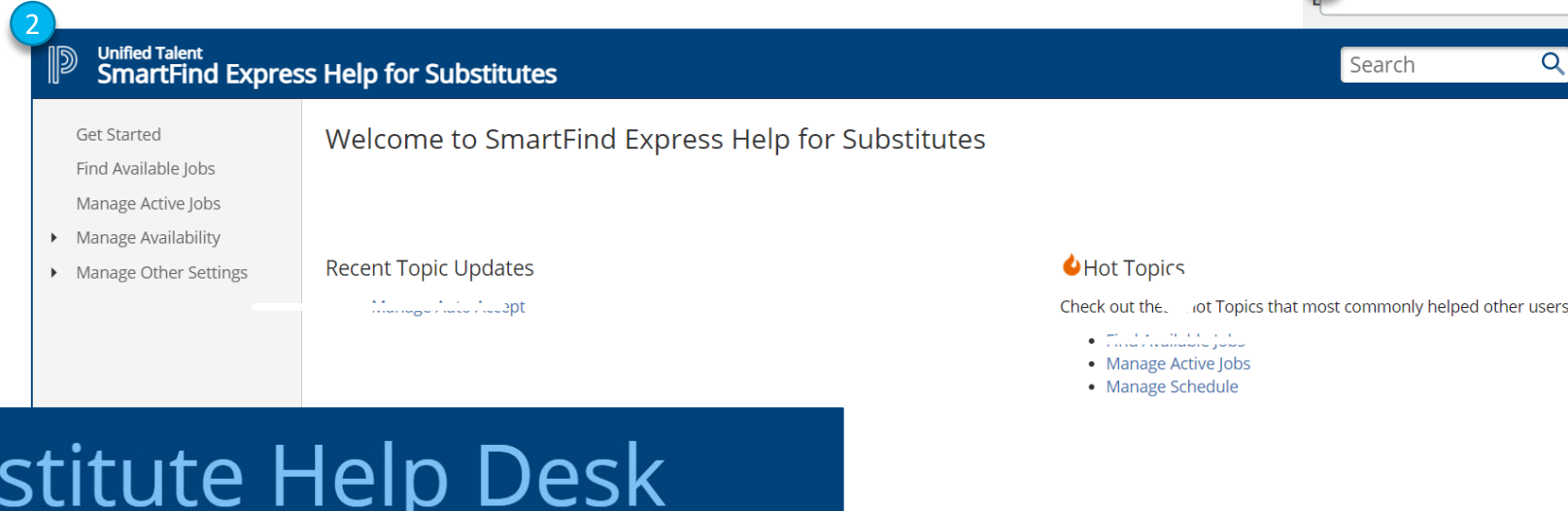
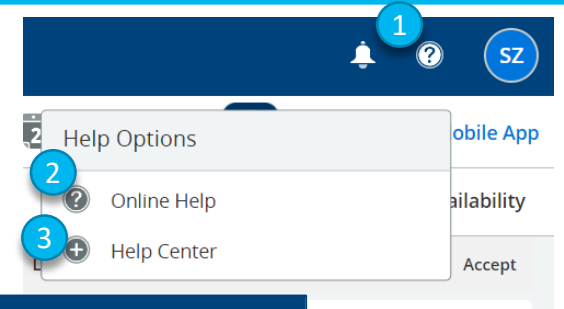
- 4 From the Home Page, select the “Cancelled” tab. The layout is the same as the Available Jobs!

# New Substitute Experience User Guide

## How do I find Help Documentation if I get lost?

### Steps:


- 1 The (?) icon on the top right will lead you to two pages:
  - “Online Help” (pictured to the right) – help documentation that is updated with every release and accessible from anywhere (no need to be logged in!).
  - “Help Center” – a page with your districts address, phone number, and email.





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## Substitute Help Desk

OCMBOCES SUBSERVICE WEBSITE:  
<https://subserviceocmboces.sfe.powerschool.com/>

 Address

 Phone

 Email

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# New Substitute Experience User Guide

## How do I add unavailability and why should I?

### Steps:

- 1 Select the “Add Unavailability” button on the top right of your screen, and a modal will pop up.
- 2 Select when you will be available (this is required!).
- 3 Then select the time and duration of your unavailability. If you don’t want to receive communication all day, select “All Day”. If you are only unavailable for a short time (i.e., doctor’s appointment), you can select “Custom Time”
- 4 If you want to keep receiving communication (calls, texts) from SmartFind Express when you’re unavailable, select this checkbox to turn it ON, meaning you will receive communication.

The screenshot shows a calendar interface with a modal titled "Add Unavailability Date". The modal contains the following elements:

- Step 1:** A button labeled "Add Unavailability" in the top right corner of the calendar view.
- Step 2:** "Select Date" section with "Start Date" and "End Date" fields, both marked as "Required".
- Step 3:** "Time/Duration" section with radio buttons for "All Day" and "Custom Time".
- Step 4:** "Future Calls" section with a checkbox labeled "Continue receiving calls during periods of unavailability".
- Step 5:** "Cancel" and "Save" buttons at the bottom of the modal.

- 5 Select “Save”, and your unavailability will be saved!

### Why Should I Add An Unavailability?

Adding an Unavailability tells your district that you are unable to work that date or time period. There are many reasons substitutes use unavailability:

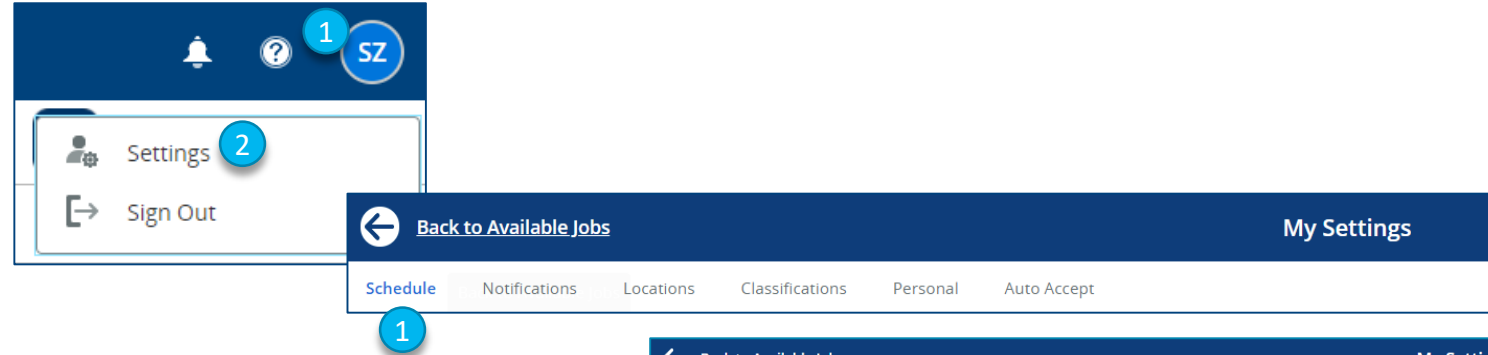
- You are going on vacation and want to unplug
- You have a doctor's appointment
- It's your birthday and you need a day off!

# New Substitute Experience User Guide

## How do I manage Profile Setting?

### Navigation Steps:

- 1 Select your initials on the top right of the screen.
- 2 Select "Settings"



### Schedule Configuration Steps:

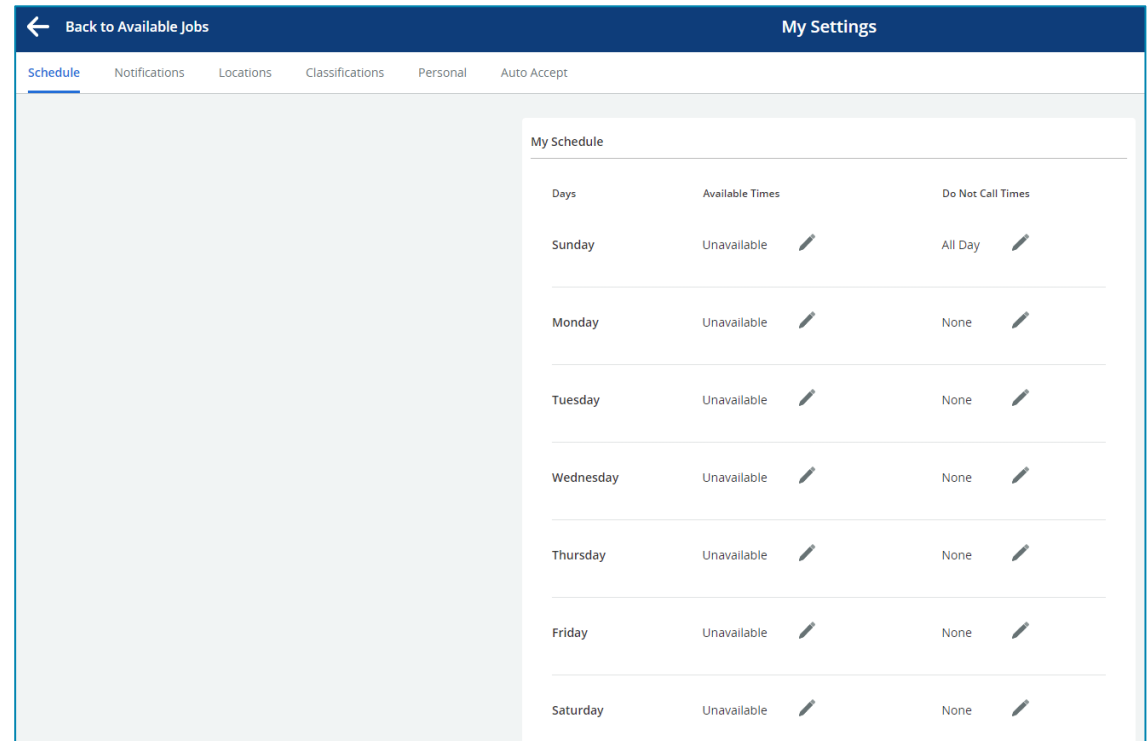
- 1 Select "Schedule"

For each day of the week, click **Edit (pencil)** to define **Available Times** and **Do Not Call Times**.

Click **All Day**, **Unavailable**, or **Custom**.

If custom, enter **Start Time** and **End Time**.

Click **Save**.

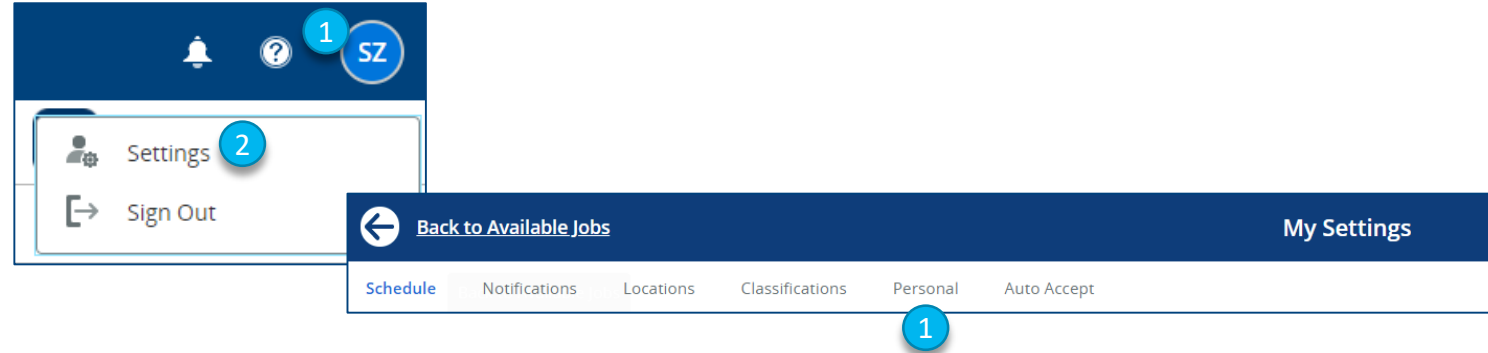


# New Substitute Experience User Guide

## How do I manage Profile Settings? Cont'd

### Navigation Steps:

- 1 Select your initials on the top right of the screen.
- 2 Select "Settings"



### Personal Configuration Steps:

- 1 Select "Personal"
- Update your email address, password, PIN, contact information (for calls), or physical address.

A screenshot of the 'Personal Information' configuration page. It contains several input fields and sections:

- Name:** amanda
- Email:** Not Verified, j@test.com, Edit Email
- Password:** Edit Password, \*\*\*\*\*
- PIN (Phone Password):** Edit PIN, \*\*\*\*\*
- Address:** (empty field)
- Contact Information:**
  - Call Back Number:** Verified, (916) 461-9000
  - Do Not Call Until:** hh:mm am

Enter a time that is up to 24 hours from now. If a time is not entered you will be called during regular calling periods.

A screenshot of the 'Certifications' and 'Identity Providers' section. It includes a checkbox for 'Block phone calls from SmartFind Express' and a table for 'Certifications' with columns for Name, Code, Date, and Comments. Below the table is a message: 'No Data Available.' Below that is the 'Identity Providers' section, showing a Microsoft provider that is 'UNLINKED' with a toggle switch.