

SUBSTITUTE’S USER 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](#).

WELCOME

You have been assigned Substitute access to the SubService. You will have one account (Access ID) no matter how many districts you work for. Each subscribing district hires their own substitute and then notifies SubService of the approved classifications (subject areas) & locations a substitute is eligible for.

Forgot your log-in information?
[\(Click Here\)](#)

THIS GUIDE INCLUDES...

[SYSTEM ACCESS](#)

[PROFILE MANTINENCE](#)

[HELPFUL TIPS](#)

SYSTEM OVERVIEW

The Automated Substitute Call-In system allows employees to create absences and specify or prearrange a substitute via the internet, mobile app, or telephone. If a substitute is not prearranged, the system will call the best-qualified substitute based on set parameters during the next call-out period. The substitute can then accept or decline the job. Employees, Substitutes, and Administrators will have **24/7 access to the system** where they can review past, present and future jobs.

DAILY SYSTEM CALLOUT TIMES

MORNING	5:30 am – 25% of the Job’s time has past <i>Ex. For a full day job that’s 7am–3pm, our system could call as late as 9am.*</i>	For current day assignments <i>*If a sub accepts job that has already begun, they are asked to contact the school to notify of approx. arrival time.</i>
EVENING	6:00 pm – 10:00 pm	For future dates <i>For next day’s work-365 days in advance</i>

PROFILE INFORMATION

The substitute’s main function is to **ANSWER the phone** to accept substituting assignments and to maintain their profile information ([Schedule](#), [Unavailability Dates](#), [Callback Phone Number](#), and [Email Address](#)). Substitutes can....

<p style="text-align: center; color: blue; text-decoration: underline;">View</p> <ul style="list-style-type: none"> Address Work Locations Classifications Current / Finished / Canceled Job Assignments Communications / District Announcements 	<p style="text-align: center; color: blue; text-decoration: underline;">Modify</p> <ul style="list-style-type: none"> E-Mail Address / Phone Number PIN & Password Work Schedule / Unavailability Dates / Do Not Call Times Notifications (E-Mail & Push Notifications) Blocked Calls
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**Substitutes can request to REMOVE locations & classifications from their profile with the System Operator via email (subservice@ocmboces.org).*

*** ONLY District Admin. can request to ADD locations, classifications, and roles (accesses).*

NAME CHANGE?

To re-record voicing of your name due to a name change, dial (315) 433-2640 and choose 7 from the main menu.

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

SYSTEM ACCESS

There are 3 ways to access our service (available 24/7):

- **Automated Phone System:** (315) 433-2640
- **Website:** subserviceocmboces.eschoolsolutions.com
- **Substitute Mobile App:** [SmartFind Express](#)

LOGINS

Depending upon which of the above system accesses you like to use, you will need...

	ACCESS ID	PIN	PASSWORD
Automated Phone System: (315) 433-2640	YES	YES	X
Website: subserviceocmboces.eschoolsolutions.com	YES	X	YES
Substitute Mobile App: SmartFind Express	YES	X	YES

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.

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PROFILE MAINTENANCE

Personal information is provided by the district for the user's profile creation. Most information can be edited by the user. However, if an update to a name, mailing address, or status is needed, please contact the district(s). They will notify SubService of the approved changes to make.

NOTE: A user's Access ID will always remain the same, even if roles/accesses change within the system.

SETTINGS / PERSONAL INFORMATION

Below are some general directions on how to maintain your Substitute profile in our system via our [Substitute Call-In Service](#) website & [SmartFind Express Mobile](#) app.

The image displays two screenshots side-by-side. The left screenshot shows the 'WEBSITE:' interface with a 'My Settings' menu where 'Settings' is highlighted. The right screenshot shows the 'SUBSTITUTE VIEWS' website's 'Personal' settings page, with various fields like Email, Password, and Call Back Number highlighted in colored boxes. Below this, the 'SMARTFIND EXPRESS MOBILE APP:' interface is shown, with the 'Settings' screen and the 'Personal' tab selected, also highlighting the same key fields as the website view.

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EMAIL

It is the user's responsibility to update their email as indicated by the red box  above. All email notices will be generated by the system and sent to the email address on file. Emails notifications are listed below.


SUBSTITUTE EMAIL NOTICES
<i>Emails contain Job info: Job #, Employee Name/Vacancy, Location (w/map link), Classification, Dates/Times, and Special Instructions (if applicable).</i>
Job Acceptance
Job Cancellation: <i>system will also call</i>
Job Modification: <i>any changes, documents or instructions added, change of times.</i>
Reminder Notification: <i>3 days prior to assignment</i>

PASSWORD & PIN


A user's Password and PIN* can be changed as often as needed, as indicated by the orange box  above. *NOTE: PINs cannot be modified on the mobile app.

- The Password is used to login with the website & mobile app.
- The PIN is used to login with the Automated Phone System only.


CALL BACK NUMBER

This phone number is used by the system to offer jobs and is indicated by the yellow box  above. It can be changed as often as needed.

DO NOT CALL UNTIL

This feature allows substitutes to enter a temporary Do Not Call time, as indicated by the green box  above. A time that is up to 4 hours from now can be entered. If a time is not entered, substitutes will be called during regular calling periods.

BLOCK PHONE CALLS FROM SMARTFIND EXPRESS

If a substitute would like to be pre-arranged only (blocking ALL calls), checking this box will stop the system from placing calls. The Block Phone Calls section is indicated by the blue box  above. This can be changed as often as needed.

NOTE: Blocking Phone Calls from SFE does not remove a substitute from district's substituting list. The substitute will need to contact the district(s) to inform them of their resignation. The district will then submit the request to SubService for removal/deactivation.

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HELPFUL TIPS

Job Search is NOT currently enabled at this time. The only way to receive subbing jobs is when our system calls a substitute by phone.

- It's a good idea to add our System Phone number in your Contacts.
- When answering our system calls, say "hello". SFE is voice activated and may hang up if it doesn't detect a response.
- If a sub hangs up a call or if SFE gets their voicemail, they system will try back at a later time as long as the job remains available. *NOTE: Substitutes cannot call back into the system after missing a call.*

Accepted job assignments can be reviewed at any time by phone, on the website, or in the mobile app. If you find that you are unable to keep an assignment, please cancel ASAP. If the cancellations if for the same day of the assignment, please notify the building Administrator as well.

A substitute's **Schedule** is their availability Monday-Friday (days of the week) for 365 days in advance. Removing a day of the week from their Schedule means the substitute is never available on a given day. (ex: removing Mondays... the substitute would not be called for any jobs that fall on or include Monday dates.)

If a substitute is unavailable to work on a particular day or dates, adding an **Unavailability Date** into the system tells the district(s) that they are unable to work on the indicated date(s) or time period (ex. Going away on vacation, a doctor appointment, etc). Substitutes can also select if they would like future job call offerings during the date(s) of unavailability during the entry process as well.

NOTE: There is a maximum of a 30-day date span per Unavailability Date entry.

If at any time a substitute wishes to be **removed from a district's substituting list**, they will need to contact the district to inform them of their resignation. The district will then submit the request to SubService for removal/deactivation.

ADDITIONAL RESOURCES

OCM BOCES has additional resources available at [OCMBOCES.org](https://ocmboces.org) > [Substitute Call-In Service](#) webpage that users may find helpful (user guides, website link, help videos, etc.).

The system webpage (subserviceocmboces.eschoolsolutions.com) also has a help feature (? icon on the toolbar), where Substitutes can gain to access to the vendor's "Online Help" and additional resources.

The district's building Administrator(s) serve as the front line for all questions and concerns from employees and substitutes. There are also designated district-wide system Administrators that may be able to assist as well. In the even that they are unavailable or unable to assist, please contact our System Operator (contact information below). We'd be happy to help!

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