

## SUBSTITUTES: TROUBLESHOOTING PHONE CALLS

### 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](#).

#### 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	<b>5:30 am – 25% of the Job’s time has past</b> <i>Ex. For a full day job that’s 7am–3pm, our system could call as late as 9am.*</i>	<b>For current day assignments</b> <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	<b>6:00 pm – 10:00 pm</b>	<b>For future dates</b> <i>For next day’s work-365 days in advance</i>

## TROUBLESHOOTING PHONE CALLS

Below is a helpful check list of tips to try when troubleshooting issues with your Substitute Call-In Service phone calls:

- Say “Hello”** when answering system calls (system is voice activated)
- Add to your Contacts** the Automated Phone System phone number: (315) 433-2640
- Avoid using the speaker** setting on phones (prevent echoes)
- If more time is needed to enter your PIN, press the \* key to hold the call
- Confirm your Access ID** number with your district for accuracy
- Be sure to **shut down and re-boot your phone frequently** (allowing it to re-set)
- Use a provider with **4G coverage or better**
- Receive phone calls directly to your callback number (not through call forwarding)
- Ensure your cell phone battery is charged before callouts begin
- Confirm signal strength is adequate** in your location before callouts, either based on bars or decibels (ex: -50 decibels is a strong signal while -113 decibel is very weak or sleeping)
- Stay informed of mobile communication impacts to quality of network connections with your phone’s service provider (ex: towers/lines could be down for maintenance or severe weather conditions)

#### OCM BOCES SUBSERVICE

PHONE: 315-433-2640  
 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)