

Web Browser URL <https://subserviceocmboces.eschool solutions.com>
System Operator E-mail subservice@ocmboces.org
System Operator Phone Number **315-433-2606 (6:30 am – 10:00 am)**
Automated Phone Number **315-433-2640**

Write your ACCESS ID here _____
Write your PIN here (CANNOT START WITH "ZERO") _____

REGISTRATION INSTRUCTIONS

Before any features are available, you must register with the system and create a PIN. The ACCESS ID and PIN are used to identify yourself.

REGISTRATION – Can only be done by TELEPHONE. Call 315-433-2640.

1. Enter your **Access ID** followed by the star (*) key
2. Enter your **Access ID** again when it asks for your PIN followed by the star (*) key
3. Record your name followed by the star (*) key
4. Hear your callback #. Correct if necessary.
5. You will be asked to create a PIN. Enter a PIN. Your PIN cannot start with a zero "0", must be at least four (4) digits and not exceed nine (9) digits, in length followed by the star (*) key.

TELEPHONE ACCESS INSTRUCTIONS

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Monday - Friday	Starts at 5:30 am	6:00 pm - 10:00 pm
Saturday / Sunday / Holiday	None	6:00 pm - 10:00 pm

THE SYSTEM CALLS

1. Enter your **PIN** followed by the star (*) key

HEAR THE JOB OFFER

1. **PRESS 1** to Hear the job offer
PRESS 2 to Set Temporary Do Not Call

- If you **pressed 1** to Hear the job offer
PRESS 1 to Hear the job description
PRESS 2 to Decline the job (without hearing the description)
Enter the decline reason followed by the star (*) key
- If you **pressed 1** to Hear the job description
PRESS 1 to Accept this job
Job Number need for building sign-in sheet.
You are successfully assigned to the job.
PRESS 2 to Repeat the job description
PRESS 3 to Decline the job
Enter the declination reason followed by the star (*) key
PRESS 1 to Accept the declination reason code
- If you **pressed 2** to Set a Temporary Do Not Call, hear a time offered
PRESS 1 to Accept the time offered
PRESS 2 to Enter an earlier time in HH:MM format.

HEAR THE CANCELLATION

- Hear "This assignment has been cancelled" and the job information
- PRESS 1** to Repeat the job information
- You must confirm that you heard and accept the cancellation or the system will continue to call. You can log onto the system and confirm the cancellation on your homepage.**

CALLING THE SYSTEM

MENU OPTIONS

- 1 - Review or Cancel Assignments
- 3 - Change your Callback Number
- 4 - Review or Modify Temporary Do Not Call Time
- 5 - Review or Modify Unavailability Dates
- 6 - Review or Modify Daily Availability
- 7 - Change PIN or Re-record Name
- 9 - Exit and hang-up

REVIEW OR CANCEL ASSIGNMENTS

- Hear assignments in chronological order
PRESS 1 to Hear assigned job information again
PRESS 2 to Cancel this assigned job
- If you **pressed 2** to Cancel assignment
PRESS 1 to Confirm cancellation (Enter cancellation reason followed by the * key)

CHANGE YOUR CALLBACK NUMBER

- Hear the Callback telephone number
PRESS 1 to Modify callback telephone number
- Enter new telephone number followed by the star (*) key.

TO CHANGE PIN or RE-RECORD NAME

- PRESS 1** to Change your PIN
PRESS 2 to Change the recording of your name

REMINDER: Whenever you have a name change, you need to re-record your name.

WEB BROWSER ACCESS INSTRUCTIONS

Additional Handouts provided

SIGN IN

Open your browser and access the Sign-In page (<https://subserviceocmboces.eschoolsolutions.com>). Enter your ACCESS ID and PIN. We now use CAPTCHA security, so you may need to answer the puzzle box for verification.

PIN REMINDER

The “Forgot your PIN?” link supports users who want to log into the system, but have forgotten their PIN. When this link is selected, the system displays the PIN Reminder Request page. The user’s ACCESS ID and the security code being displayed must be entered on this page. **Note: You must be registered with an email address entered into the system to use this option.**

PROFILE

Email - Enter or change email address

Callback # - Update the phone # you want the system to use to call to offer you jobs

Change PIN - Enter your current PIN followed by a new PIN twice & Save
Your PIN cannot start with a zero “0”, must be at least four (4) digits and not exceed nine (9) digits, in length

SCHEDULE

General

- **Modify your Availability** –
- Selecting days/time you are available to substitute.
- See Handout

Phone Number

- Enter the telephone number where you can be contacted by the system. Include the ‘1’ (long distance indicator) and area code.
- Specify a Temporary “Do Not Call Until” time if you do not want to be called by the system. [Can be up to three (3) hours]

Classifications and Locations

- This reflects what you have been Board approved for in the District and will be used to “match” you with jobs entered.

Unavailable Dates Tab

- Create Unavailability Schedule
 - Will be limited to 30-days.
 - See Handout
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REVIEW ASSIGNMENTS

Choose the *Review Assignments* link to review past, present and future assignments or to cancel an assignment

Follow these steps:

- Select format for Assignment display. List or Calendar view
- Search for assignments
- Press the *Search* button to display the list of assigned jobs
- Choose the *Job Number* link to view job details
 - Select the *Return to List* button to review other jobs assigned to you
 - Select the *Cancel Assignment* button to cancel your assignment. Enter a reason for canceling from the pull down list. Wait for the “Job was cancelled successfully” notification.
 - An assignment may contain file attachments. To view or download a file attachment, click on the file name.

REASONS - DECLINE / CANCEL

10 – Illness	20 – Jury Duty	25 – Bereavement
45 – Family Illness	55 – Military Duty	65 – Religious Holiday
70 – Other	75 – Already Working	80 – Not Comfortable with Subject
85 – Unavailable	90 – Substitute Assignment Change	

Please remember that the declination reason *is not connected to the call-out cycle*. You will continue to get calls for jobs unless you set a Do Not Call or change your schedule to make yourself unavailable. To set a temporary Do Not Call listen to the entire message and at the end there is an option to set the temporary “Do Not Call”.

SIGN OUT AND WEB BROWSER INFORMATION

At any time during the session, the *Sign Out* link can be selected to end the session and disconnect. Selecting the browser's back button or going to another site on the Internet does not disconnect the session. To ensure security and privacy of information, use the *Sign Out* link to disconnect from SmartFindExpress, and close the web browser when you finish with your session.

Need Help?

Go to **OCMBOCES.ORG**, there is a quick link on the home page to the Automated Substitute Call-In Service for documents and handouts. Please note that OCM BOCES does not use all features that are available in the SFE, only those in our handouts.

Important Notes:

1. *Do NOT use the browser's BACK button to navigate to screens. Navigation buttons are on the bottom of the screens, such as the Return to List and Continue buttons.*
2. *You MUST have a job number for the when reporting to the building.*
3. ***Make sure your email is in the system for confirming, cancellation and reminder emails***
4. *Review your calendar regularly to ensure accuracy. Some participating districts use to verify payroll.*