

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 24 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, the user will need to register to gain access to our service.

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

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

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 will prompt the registration set-up.

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

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.

5. This step varies by user type:

SUBSTITUTES	EMPLOYEES	ADMINISTRATORS
Hear your: callback (telephone) number • PRESS 1 to Modify your callback number <ul style="list-style-type: none"> ○ PRESS 1 if Correct ○ PRESS 2 to Re-enter • PRESS 9 to Exit <u>to go to step 6</u>	Hear your: work location & classification  <u>(Skips to #6)</u>	 <u>(Skips to #6)</u>

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 is 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.

OCM BOCES SUBSERVICE

PHONE: 315-433-2640 TEXTING: 844-850-9650
 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

STEP 2: SET UP WEBSITE ACCESS- *Optional*

You **MUST BE REGISTERED** (completed Step 1) **AND** have a valid email address on file to use this platform.

1. Visit subserviceocmboces.eschoolsolutions.com for the Automated Substitute Call-in Service
2. Click **Forgot Password**
3. Enter **Access ID** and click "Submit" to receive an OTP (One Time Password) via email
4. You will be sent an email titled "Password Reminder | SmartFind Express" from noreply_subserviceocmboces@sfesubsystem.com (be sure to check both your in-box as well as Spam & Junk folders).

NOTE: The OTP is valid for 15 minutes AND must be used in conjunction with the website link from the email.

5. Users will follow directions in the email to create a new Password for future use.

PASSWORD REQUIREMENTS

Create a unique password incorporating the following criteria:

- 1 Alphabet Character
- 1 Number of Special Character
- A minimum of 8 total characters

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** (completed Step 1) **AND COMPLETED STEP 2** (above) to use this platform.

1. Go to your phone's app Store and **Download**:

For Substitutes: [SmartFind Express Mobile](#)



For Employees: [Unified Talent Mobile](#)



ADMINISTRATOR USERS: There is NO mobile app for Administrator Users. Administrators can access their system by the phone & website platforms.

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.

SUBSTITUTES	EMPLOYEES
<ul style="list-style-type: none">• Enter our universal District Code: NFBF• Click "Add District"• Tap on "OCM BOCES AUTOMATED SUBSTITUTE CALL-IN SERVICE Syracuse, NY"	<ul style="list-style-type: none">• Select "SmartFind Express"• Enter our universal District Code: NFBF• Click "Next"

4. **Sign in** using your Access ID and Password

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