

JOB CANCELED NOTICE

If job you accepted is canceled **you must acknowledge**
via: (1) click thru online or (2) the system call to you!

PREARRANGED as the SUB? IF YOU ARE, then...

You will receive an email confirming the job (**very important to keep email current!!**). If you don't get email in a timely manner – job likely not entered correctly. Reconfirm with employee that the absence is entered, with you as the prearranged sub (not simply the **"specified"** sub but the **"YES – prearranged – specified"** sub).

YOU MUST "Review Absences" for special instructions or attached documents

"Instructions" - Conveyed during system callout please listen carefully
"Attachments" - Files available only to the sub who accepts the job

Have a JOB NUMBER? – You have THE JOB
DON'T have a Job Number? – You DON'T have the job

FORGOT PASSWORD?

Click the "Forgot Password?" link on the login page. On the next screen enter your Access ID. An email will be sent to the email in your profile (**very important to keep email current!!**).

NEED HELP? See "Help" link for How-To videos. Email: subservice@ocmboces.org. Explore docs & info on: ocmboces.org/teacherpage.cfm?teacher=1372

GOOD NOTES

- ✓ **ACCESS ID – you only have one;** even if you work for many for Districts
 - it is linked to YOU and YOUR EMAIL (**keep email current!**)
- ✓ **PIN – is for phone access**
 - registering your Access ID is only **done once** (no matter how long ago!)
- ✓ **PASSWORD – is for online access**
 - **forgot PIN?** Reset it online (hover over "profile" & choose "personal info")
 - **forgot password?** Reset it online (click "Forgot Password" on the login page)
 - check your email for link to reset (**keep email current!**)
- ✓ **PERSONAL INFO – hover over "profile" & choose "personal info"**
 - Edit phone, email, PIN or password!
- ✓ Review your calendar regularly to ensure accuracy

ACCESS ID	PIN (phone)	PASSWORD (web)
SELF-SERVICE SYSTEMS (always available)		
SYSTEM:	subserviceocmboces.eschoolsolutions.com	PHONE
INFO:	ocmboces.org/teacherpage.cfm?teacher=1322	315 433 2640
STAFFED SERVICE (6:30am-2pm)		
Helpdesk EMAIL:	subservice@ocmboces.org	
Helpdesk PHONE:	315 433 2606 (workdays)	

MUST REGISTER before FIRST USE
REGISTRATION is done **BY PHONE**

"INVALID" said system during my phone registration!
MAY MEAN you have already registered!
Forgot the PIN you created? Reset it online!

1. Dial **315 433 2640**
2. Listen to and **FOLLOW PROMPTS**
3. Enter your **ACCESS ID** and the star (*) key
4. For **PIN** - use **ACCESS ID** again, followed by star (*)
5. Record your name, followed by star (*)
6. Hear your callback (phone) number - confirm or correct it
7. Create **your own PIN**: enter number 4-9 digits long (don't start w/ zero!), followed by star (*)

*** STAR KEY ***
use it - not pound key!

RESPOND TO JOB CALL

TODAY JOBS: calls begin @ 5:30a
FUTURE JOBS: calls begin @ 6:00p

Listen to and FOLLOW PROMPTS

1. Enter your **PIN** and the star (*) key
2. **PRESS 1:** hear the job offer
 - or press 2 for "Do Not Call" (& follow prompts!)
- 2a. **PRESS 1:** hear description
 - or press 2 to decline, enter reason followed by star (*) key
- 2b. **PRESS 1** to accept (**WRITE DOWN JOB #** and bring it with you!)
 - If accepted **in error**: PRESS 2 (replays description), so you can
 - Then PRESS 3 to decline job - follow the rest of the prompts

JOB CANCELED CALL
Info auto-plays
Follow prompts to acknowledge
(system calls until acknowledged)

Top 4 Decline Codes
10 – Sick
45 – Family Illness
75 – Already Working
85 – Unavailable
(7 more codes avail)

REMEMBER to SIGN-OUT when ONLINE!!

CALL THE SYSTEM: 315 433 2640 **LISTEN TO and FOLLOW PROMPTS**

Menu Options
Press the number to
review or change
info or settings!

- PRESS 1** Assignments
PRESS 3 Phone number
PRESS 4 Do Not Call
PRESS 5 Unavailable
PRESS 6 Available
PRESS 7 PIN / Recorded Name

Name change?
Re-record it!

LISTEN & FOLLOW PROMPTS of your MENU CHOICE
Remember: **STAR KEY** (not the # key!)

USE ONLINE - subserviceocmboces.eschoolsolutions.com

!!! CAN'T USE WEB UNTIL PHONE REGISTRATION IS COMPLETE !!!

FIRST LOGIN: Password: PIN you made when you registered

AND you must validate your email

LATER LOGINS: Use password created during first login

Read & follow screen prompts

HOME PAGE (screenshot, abbreviated)

PROFILE (drop down menu)

Personal Info to view and keep current your information, especially:

Email **very important to keep email current!**

Password or PIN

Phone Number ("callback or call back" number)

Notification Pref

How you receive job confirmations or changes

ACTION BUTTONS

GENERAL (to see the hours/days you're available to work and more!)

Use "View" to modify days or time of day. When changing, select only the day(s) to change. To remove Friday as an available day, check the box next to Friday (on the "Available" row) and select "Delete." If you want to add Friday as a work day, click "New" and select Friday's check box. Always double check your "Schedule List" after changes are saved.

DO NOT CALL – TEMPORARY or FULL BLOCK (input "don't call me" notation)

USE ONLINE - subserviceocmboces.eschoolsolutions.com

Select "Classification" or "Locations" to see the districts that employ you as a sub and for which grade level(s), areas, etc.

DISTRICT PROVIDES THE LIST

ONLY DISTRICT CAN CHANGE INFO

~ TELL DISTRICT IF CORRECTION NEEDED ~

UNAVAILABLE DATES (enter "I'm not available!" dates)

1. Enter the date range

2. Check the "all day" box ~ or ~ time of day that you're unavailable

May enter certain hours of the day -- eg...unavailable in the morning (can work afternoons) or vice versa

3. Decide about the "Call for future assignments" checkbox:

Checked - YES, call me during this period!

... system will call with jobs beyond your unavailable period

Unchecked - NO, don't call me at all during this period!

...system will not call you until your unavailable period ends

REVIEW ASSIGNMENTS

view jobs, instructions/documents or to cancel job (view in list or calendar format)

JOB NUMBER LINK
click it to change (or view!)

(all details about the job will be listed here)

IF YOU CANCEL A JOB

MAKE SURE SYSTEM GIVES CONFIRMATION OF CANCELLATION

ONLINE: IT'S ONSCREEN / ON PHONE: IT'S SPOKEN