

3. If you **pressed 2** to Change the recording of your name
Record your name; press the star key (*) when finished
PRESS 1 to Accept
PRESS 2 to Re-record name
PRESS 9 to Exit to menu options
4. If you **pressed 3** to Change the language preference
Enter language followed by the star key (*) when finished
PRESS 1 to Accept
PRESS 2 to Hear more language options
PRESS 9 to Exit to menu options (without saving language)

**ON THE WEB
ACCESS INSTRUCTIONS**

SIGN IN

Open your web browser and access the SmartFindExpress Sign In page. Review the messages above the Sign In. Enter your Access ID and PIN. Review additional announcements on your home page, if any.

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 the system to use this option.**

If the submitted information is valid, the system sends the user an email containing their PIN. This information will enable the user to successfully log into the system. The email is sent to the email address in the user's profile. If the submitted information is invalid, the system will return an error message and allow new information to be entered.

PROFILE

Choose the *Profile* link to view and update your information

Profile Tab

- **Change your Callback Number**
Enter the telephone number where you can be contacted by the system. Include the '1' (long distance indicator) and area code only if required for the system to call you from the district office
- **Add Temporary Do Not Call setting**
Enter a time in HH:MM am or pm format for the system to resume calling (The maximum is 24 hours from the current time)

Schedule Tab

- **Create a new Availability Schedule**
 - o Select *New* button
 - o Select days of the week for the schedule by leaving boxes checked by that day
 - o Select *either* the times you are available to work or the times you should not be called, but not both
 - Check box for all day or
 - Enter a start and end time range in HH:MM am or pm format
 - o Select *Save* button
 - o To Exit without saving changes, select the *Return to List* button
- **Modify an Availability Schedule**
 - o Choose day or days of the week you want to delete by checking the boxes by that day
 - o Select the *Delete* button
 - o Select the *New* button to add a new day of week or time. Follow the steps for "Create a New Availability Schedule" as outlined above

Classifications and Locations Tab

- Review classifications and locations you have chosen for possible assignments

Unavailable Dates Tab

- **Create Unavailability Schedule**
 - o Select the *New* button
 - o Enter Start and End Date Range (MM/DD/YYYY) or use the calendar icon
 - o Select the *All Day* check box or enter the time range in HH:MM am or pm format
 - o Select the *Call for Future Assignments* checkbox, if during the unavailable time period entered you would still like to receive calls for future assignments. Leave box unchecked if you do not want any calls during this time
 - o Select *Save* button
- **Delete Unavailability Schedule**
 - o Place a checkmark in the desired date range box
 - o Select the *Delete* button

Email Tab

- Enter or change email address.

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
 - o Enter the date range with forward slashes (MM/DD/YYYY) for your search or use the calendar icon. Leaving dates blank will return all data
 - o Enter a specific job number (date range will not be used)
- Press the *Search* button to display the list of assigned jobs
- Choose the *Job Number* link to view job details
 - o Select the *Return to List* button to review other jobs assigned to you
 - o 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. You cannot cancel an assignment that has already started
 - o An assignment may contain file attachments. To view or download a file attachment, click on the file name.

SIGN OUT AND WEB BROWSER INFORMATION

At any time during the session, the *Sign Out* link can be pressed to end the session and disconnect from SmartFindExpress. Pressing the browser's back button or going to another site on the Internet does not disconnect the session from SmartFindExpress.

To ensure security and privacy of information, use the *Sign Out* link to disconnect from SmartFindExpress and close the browser when you finish with your session.

Important Note: Do NOT use the browser's BACK button to navigate to screens. Navigation buttons are on the bottom of SmartFindExpress screens, such as the *Return to List* and *Continue* buttons.



<https://www.subservice.ocmboces.org>

subservice@ocmboces.org
315-433-2640 (Automated)
315-433-2606 (System Operator)

**Substitute
Quick Reference Card**

Access ID # _____

PIN # _____

TO: Substitute Teacher
FROM: David Cirillo and Patricia Berry
DATE: 2008-2009 School Year
SUBJECT: Automated Substitute Call-In Service

Welcome to the OCM BOCES Automated Substitute Call-In Service. Because your school district subscribes to our service, your work assignments will be coordinated through our automated system. Assignments will be offered via a telephone call from our automated system. The system begins to make calls at 5:45 a.m. for *current day* assignments and calls between 6:00 p.m. and 10:00 p.m. for *all other* future assignments.

You have been issued an Access ID number which will be used to register. Both the Access ID and PIN number are used in conjunction to access the system. Please keep these numbers in a place that is readily accessible to you.

You will have the option of reviewing any work assignment(s) you have accepted using the telephone at (315) 433-2640, or the Internet at <https://www.subservice.ocmboces.org>. The prompts on both the telephone and Internet are intuitive and self-explanatory; however, this user guide has been created to provide you with more detailed information.

This system is simple to use, and I am sure will be an invaluable tool. Please do not hesitate to e-mail any questions to subservice@ocmboces.org.

THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	Starts at 5:45 am and continues until 25% of completion of job	6:00 - 10:00 pm
Saturday	None	None
Sunday	None	6:00 – 10:00 pm
Holidays	None	6:00 – 10:00 pm

TELEPHONE ACCESS INSTRUCTIONS

1. Enter your **Access ID**, followed by the star (*) key
2. Enter your **PIN**, followed by the star (*) key
(If you do not have a PIN, enter your Access ID again, when prompted for your PIN. You will then be able to enter a new PIN to use.)

When the system calls you, pressing the star (*) key will make the system wait for 2 minutes for you to enter your Access ID and PIN.

REGISTRATION

1. Record your name followed by the star (*) key
PRESS 1 to Accept
PRESS 2 to Re-enter
PRESS 9 to Exit and hang-up
2. Hear your callback telephone number
PRESS 1 to Modify your callback number
PRESS 1 if Correct
PRESS 2 to Re-enter
PRESS 9 to Exit to next step
3. If your PIN is the same as your access ID, enter a PIN at least six (6) digits in length followed by the star (*) key
PRESS 1 if Correct
PRESS 2 to Re-enter
PRESS 9 to Exit and hang-up

THE SYSTEM CALLS - HEAR THE JOB OFFER

1. **PRESS 1** to Hear the job offer
PRESS 2 to Set temporary Do Not Call
PRESS 9 to Exit and hang-up
2. 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 from page 1 followed by the star (*) key or wait for a list of reasons
3. If you **pressed 1** to Hear the job description
PRESS 1 to Accept this job
Record the Job Number. You are successfully assigned to the job. The District requires you to note this Job Number next to your name when you report and sign in.
PRESS 1 to Hear the job number again
PRESS 2 to Repeat the job description
PRESS 2 to Repeat the job description
PRESS 3 to Decline the job
Enter the decline reason from page 1 followed by the star (*) key or wait for a list of reasons
PRESS 1 to Accept
PRESS 2 to Re-enter
PRESS 9 to Exit and repeat this step
4. If you **pressed 2** to Set 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. Enter two digits for the hour and two digits for the minutes. Enter 1 for am or 2 for pm
PRESS 9 to Exit and hear the job offer

HEAR THE CANCELLATION

1. Hear “This assignment has been cancelled” and the job information
2. **PRESS 1** to Repeat the job information
PRESS 9 to Exit and hang-up

CALLING THE SYSTEM**MENU OPTIONS**

- 1 - Review or Cancel Assignments
 - 2 – Hear Available Jobs
 - 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, Re-record Name, or Change Language Preference*
 - 9 - Exit and hang-up
- * If multiple languages are configured.

1 - REVIEW OR CANCEL ASSIGNMENTS

1. Hear assignments in chronological order
PRESS 1 to Hear assigned job information again
PRESS 2 to Cancel this assigned job
PRESS 8 to Hear another assigned job
PRESS 9 to Exit to menu options
2. If you **pressed 2** to Cancel assignment
PRESS 1 to Confirm cancellation
Enter cancellation reason from page 1 followed by the star (*) key or wait for a list of reasons
PRESS 1 to Accept
PRESS 2 to Re-enter
PRESS 9 to Exit and hear next assignment
PRESS 9 to Exit and hear next assignment (assignment will not be cancelled)

3 - CHANGE YOUR CALLBACK NUMBER

1. Hear the Callback telephone number
PRESS 1 to Modify callback telephone number
PRESS 9 to Exit to menu options (number will not be changed)
2. Enter new telephone number followed by the star (*) key. Hear the new telephone number
PRESS 1 if Correct
PRESS 2 to Re-enter the number
PRESS 9 to Exit to menu options

4 - REVIEW OR MODIFY TEMPORARY DO NOT CALL TIMES

1. Hear the temporary Do Not Call time
PRESS 1 to Enter a time
PRESS 2 to Delete this time
PRESS 9 to Exit to menu options
2. If you **pressed 1** to Enter a time, hear a time offered
PRESS 1 to Accept the time offered
PRESS 8 to Enter an earlier time in HH:MM format. Enter two digits for the hour and two digits for the minutes. Enter 1 for am or 2 for pm
PRESS 9 to Exit to menu options

5 - REVIEW OR MODIFY UNAVAILABILITY DATES

1. **PRESS 1** to Review or delete unavailability period
PRESS 2 to Add a new unavailability period
PRESS 9 to Exit to menu options

2. If you **pressed 1** to Review or delete, hear the unavailable period information
PRESS 1 to Delete this unavailability period
PRESS 2 to Hear the next unavailability period
PRESS 9 to Exit to menu options
3. If you **pressed 2** to Add dates
Enter Start Date; two digits for the month, two digits for the day, two digits for the year (MMDDYY)
Enter End Date; two digits for the month, two digits for the day, two digits for the year (MMDDYY)

Indicate unavailable all day?

- PRESS 1** for Yes
PRESS 2 to Enter time
Enter Start Time in HH:MM format. Enter two digits for the hour and two digits for the minutes. Enter 1 for am or 2 for pm
Repeat procedure for End time

Receive calls for future assignments during unavailable period?

- PRESS 1** to Receive calls for future jobs during this unavailability period
PRESS 2 if you do not want to receive calls for future jobs during this unavailability period
PRESS 9 to Exit and review or modify unavailability dates (without saving unavailability period)

6 - REVIEW OR MODIFY DAILY AVAILABILITY

1. **PRESS 1** to Review or delete, hear a time period you are available to work
PRESS 2 to Enter a new time period you are available to work
PRESS 3 to Review or delete, hear a time period you should not be called
PRESS 4 to Enter a new time period you should not be called
PRESS 9 to Exit to menu options
2. If you **pressed 1** to Review or delete a time period you are available to work, or **pressed 3** to review or delete a time period you should not be called, hear the day and time period in chronological order
PRESS 1 to Delete this time period
PRESS 8 to Hear the next time period
PRESS 9 to Exit to review or modify daily availability
3. If you **pressed 2** to Enter a new time period you are available to work, or **pressed 4** to a new time period you should not be called
Select the day of the week
PRESS 1 for Monday thru Friday
PRESS 2 – 8 for Sunday thru Saturday (2=Sunday, 3=Monday, 4=Tuesday, 5=Wednesday, 6=Thursday, 7=Friday, 8=Saturday)
If you **pressed 1** thru **8**, enter a time
PRESS 1 for All day
PRESS 2 to Enter start and end time
Enter the time in HH:MM format. Enter two digits for the hour and two digits for the minutes. Enter 1 for am or 2 for pm
PRESS 9 to Exit to review or modify daily availability (without saving changes)

7 - TO CHANGE PIN, RE-RECORD NAME, OR CHANGE LANGUAGE PREFERENCE

1. **PRESS 1** to Change your PIN
PRESS 2 to Change the recording of your name
PRESS 3 to Change the language preference
PRESS 9 to Exit to menu options
2. If you **pressed 1** to Change your PIN
Enter a new PIN at least six (6) digits in length followed by the star (*) key
PRESS 1 if Correct
PRESS 2 to Re-enter
PRESS 9 to Exit to menu options