The SubCentral System
for Full Time Employees

Introduction

The New York City Department of Education launched the SmartFind Express/ SubCentral System in late 2005. This system, referred to as “The SubCentral System”, is an automated process of absence reporting, substitute selection, notification and assignment.

School administrators, full time teachers and full time paraprofessionals are able to create absences at any time via telephone and/ or internet. The SubCentral System places calls to substitutes during specified call-out times to offer employment opportunities.

As an employee (teacher or paraprofessional) that is eligible to obtain a substitute during an absence, you have the ability to create, review and/ or cancel your absence at any time. You are also able to include special instructions for the substitute to review during the job offer.

The system is available 24/7 via internet and/ or telephone for all users.

* The sooner an absence is created, the sooner it is able to find a qualified substitute.

Access to SubCentral

All users are required to register in order to access the system. The registration process is done via telephone ONLY.

Instructions for Registration

1. Call the SubCentral System (718-935-6740) and listen to the automated recording.

2. When you are asked to enter your **Access ID** followed by the star key (*) you must type in your File/EIS number using the key pad on the phone and press the star key.

3. Next the system will ask you to enter your **PIN** followed by the star key (*). You must enter your File/EIS number (again) and press the star key (*).

4. The system will ask you to record your name after the tone. Please state your full name as you would like it to be heard by system administrators and substitutes.

5. Next you will be asked to verify your primary work location. This is the school/ site in which you are currently employed. Be sure to listen carefully. If the information is incorrect you must complete the registration process then contact the SubCentral Help Desk at 718-935-4401.

6. Last, you will be asked to create PIN. This must be between 6 and 9 digits in length. Be sure to use a number that you will remember.

Note: Once you have registered you do not need to do so again. Each time you access the system you will be required to enter your Access ID and the PIN number you created upon registration.

Profile Information

Once you have registered for the system, it is recommended that you go online (subcentral.eschoolsolutions.com) to review your profile information.

You are able to manage and update the following information 24/7 via phone or internet:

- Create/ cancel absences
- Add/ update special instructions
- Change your email
- Change your password (numbers only)
- Review all absences
- Print any screen on the system

Absence Reporting

The system is designed to provide you with the ability to create your own absences and obtain substitute coverage.

Once you realize you are unable to report to work (due to illness, jury duty, staff development etc.) you must decide if you will create your absence online or via the telephone. You will then access the system, create your absence and make note of the Job Number. It is advised that you also inform your school directly.

Please note: The system does not override the authority of the principal or procedures implemented in your school.

Helpful tips:

- Memorize the pin number you created upon registration (your birthday is advised)
- Add the SubCentral System telephone number to your cell phone contact list
- If you have a home computer be sure to add the system website to your favorites

When creating an absence, you must wait for the job number. This number is to confirm that the absence was created correctly and will be provided to the substitute that accepts the assignment. The system will then generate a record of the job containing all pertinent information.

Absence Reporting

You Have The Ability To:

- Create absences – Up to 30 days in advance via telephone or internet

- Enter special instructions – Create a recording when using the phone or type the information via the internet (examples: the grade level, any language or gender requirements, an annex location or a floor the school/ program is located on, etc.)

- Attach a file (such as lesson plans or other documentation that may be required) to an absence that has been created online

- Select a substitute for your absence – This feature should only be used when permitted by your principal.
  - If approved, you may also do one of the following:
    - A) Specify - Select a sub and have the system contact him/her first
    - B) Prearrange - Place the sub in the assignment

Note: You must have the substitute's FILE/EIS number when selecting a substitute via the telephone or you may search for the person by name when accessing the system online.

System Notification

Once you create an absence in the system a record of the assignment is generated. The system will then contact eligible substitutes via telephone to manage the coverage.

Callout Times**:** Designated times the system will call substitutes to offer them assignments.

- Morning – Beginning at 5:30 AM for same day assignments (Monday through Friday)
- Evening – From 5:00 PM to 10:30 PM (Sunday through Thursday) for future assignments

Cancellations: Absences can be canceled at any time, however, it is advised that you do so as soon as you become aware that you longer require a substitute.

Important Information

The system is in real time and all transactions that occur are recorded immediately.

Example #1: If you accidentally create an absence during callout time, the system will begin to consider and/ or contact substitutes immediately.

Example #2: If you create an absence in the evening, but do not change the date, the system will create the assignment for the same day, even though your school day has ended. Be sure to indicate the date you require a substitute to report on your behalf.

In order to complete a transaction on the phone listen carefully to the telephone instructions and select the most appropriate option.

SubCentral System Telephone Access: 718-935-6740
SubCentral System Website: subcentral.eschoolsolutions.com

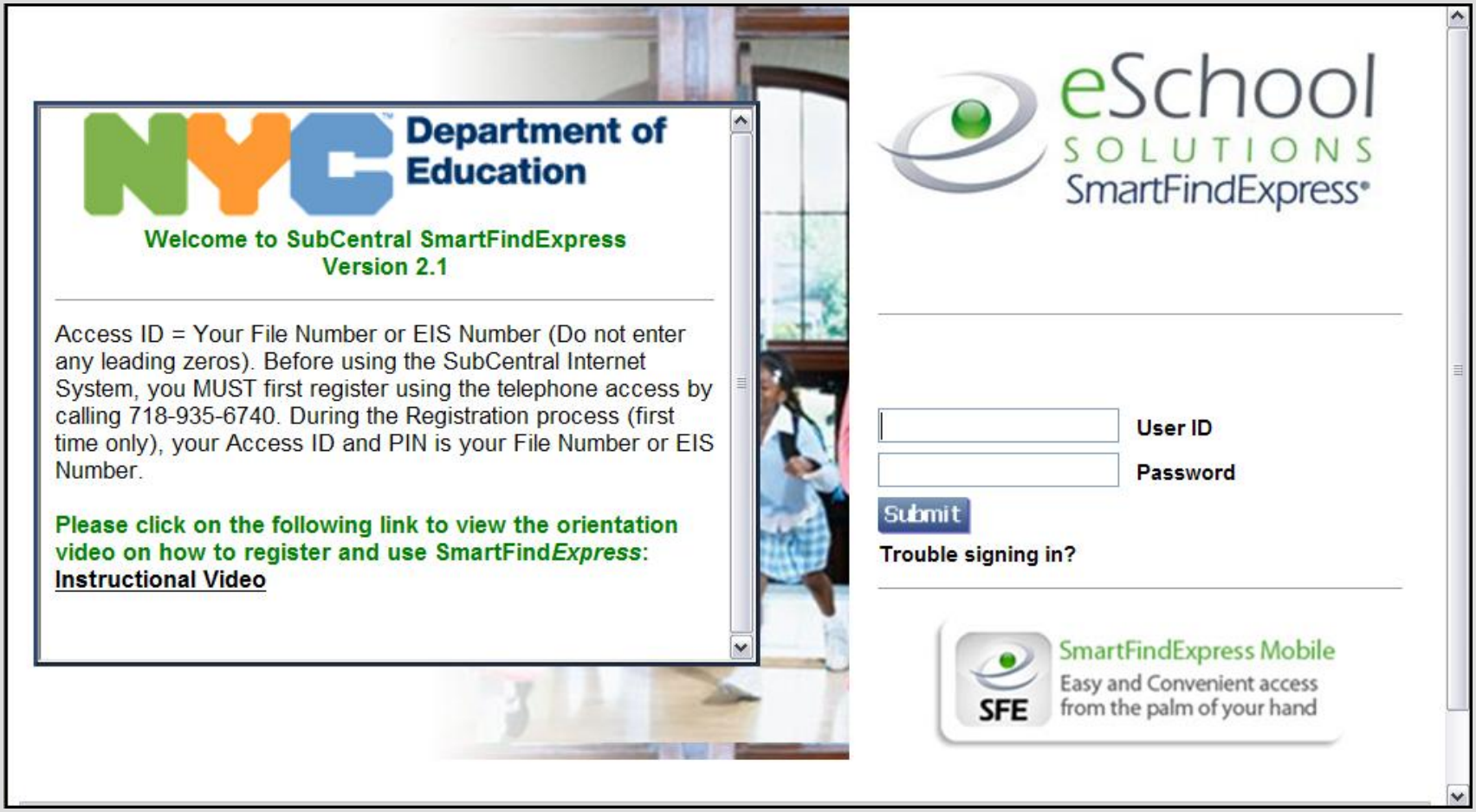
Live Help Desk: 718-935-4401 (Monday – Friday / 6:00 AM – 5:00 PM)
Help Desk Email address: subcentral@schools.nyc.gov

Always make note of the Job Number when creating an absence.

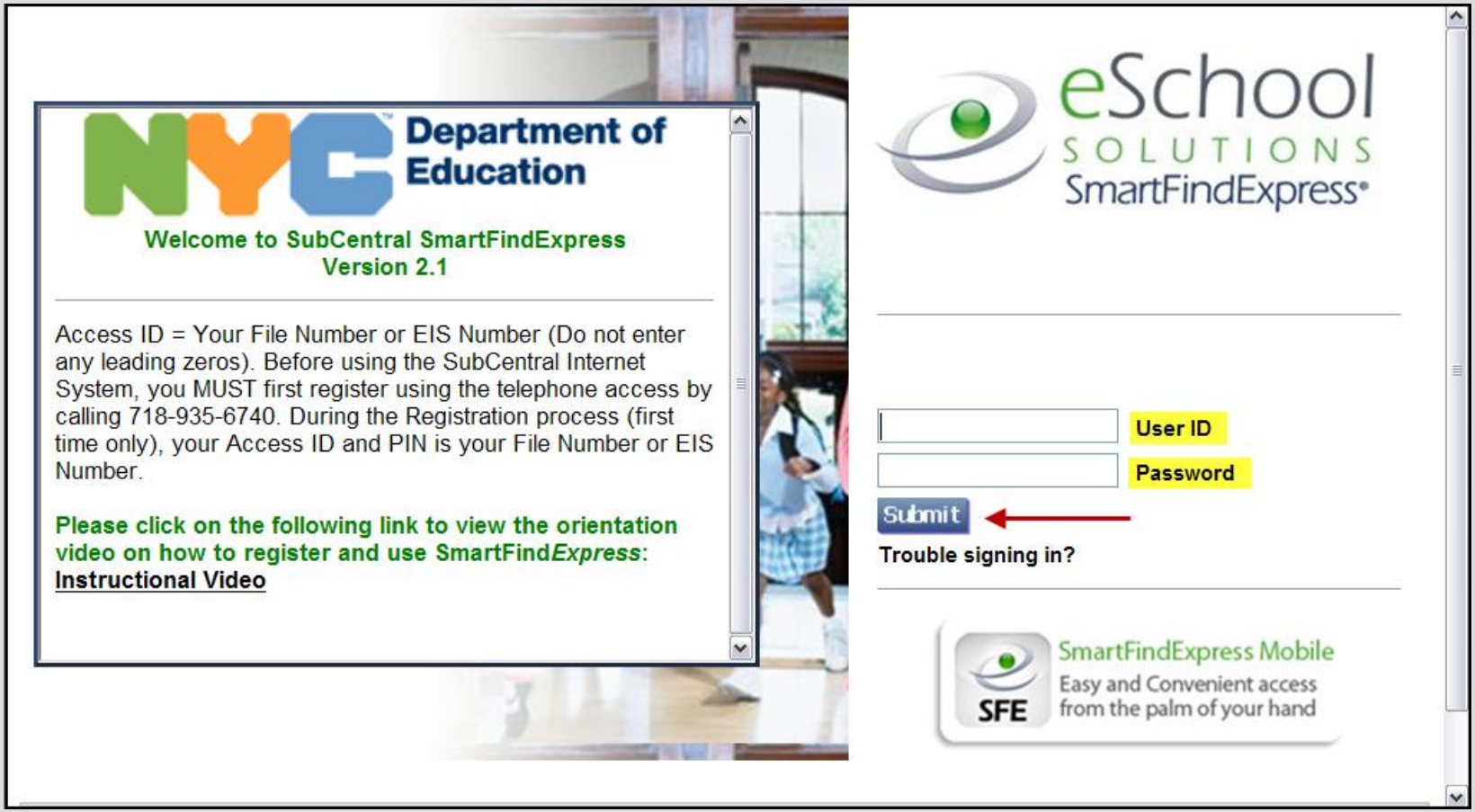
Department of Education

Screen Shots of the **SubCentral System**

Log-In Screen

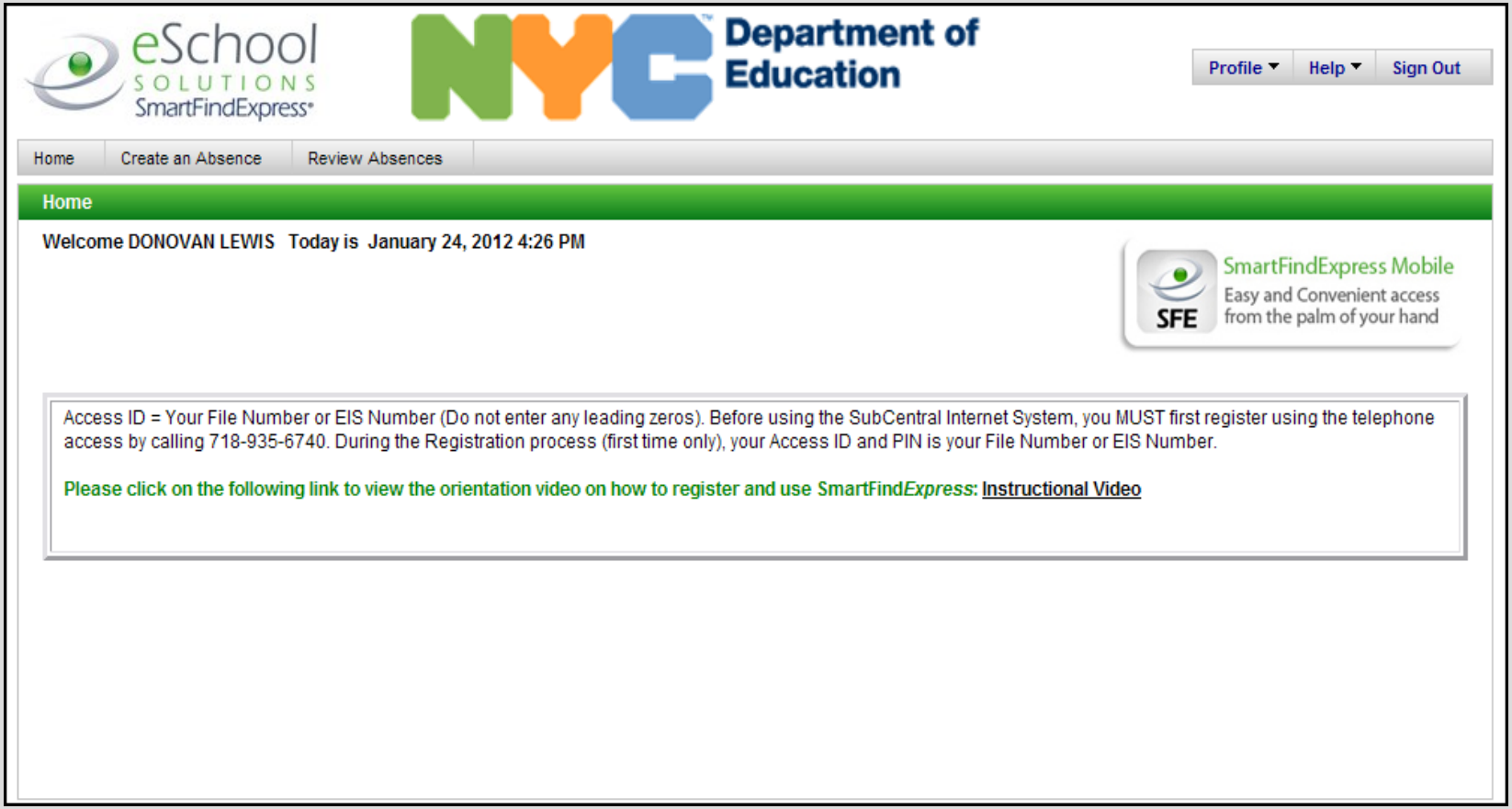


Reminder: You must register by phone before you are able to access the system online. Enter your User ID (File/ EIS number) and the Password you created and click the Submit button.



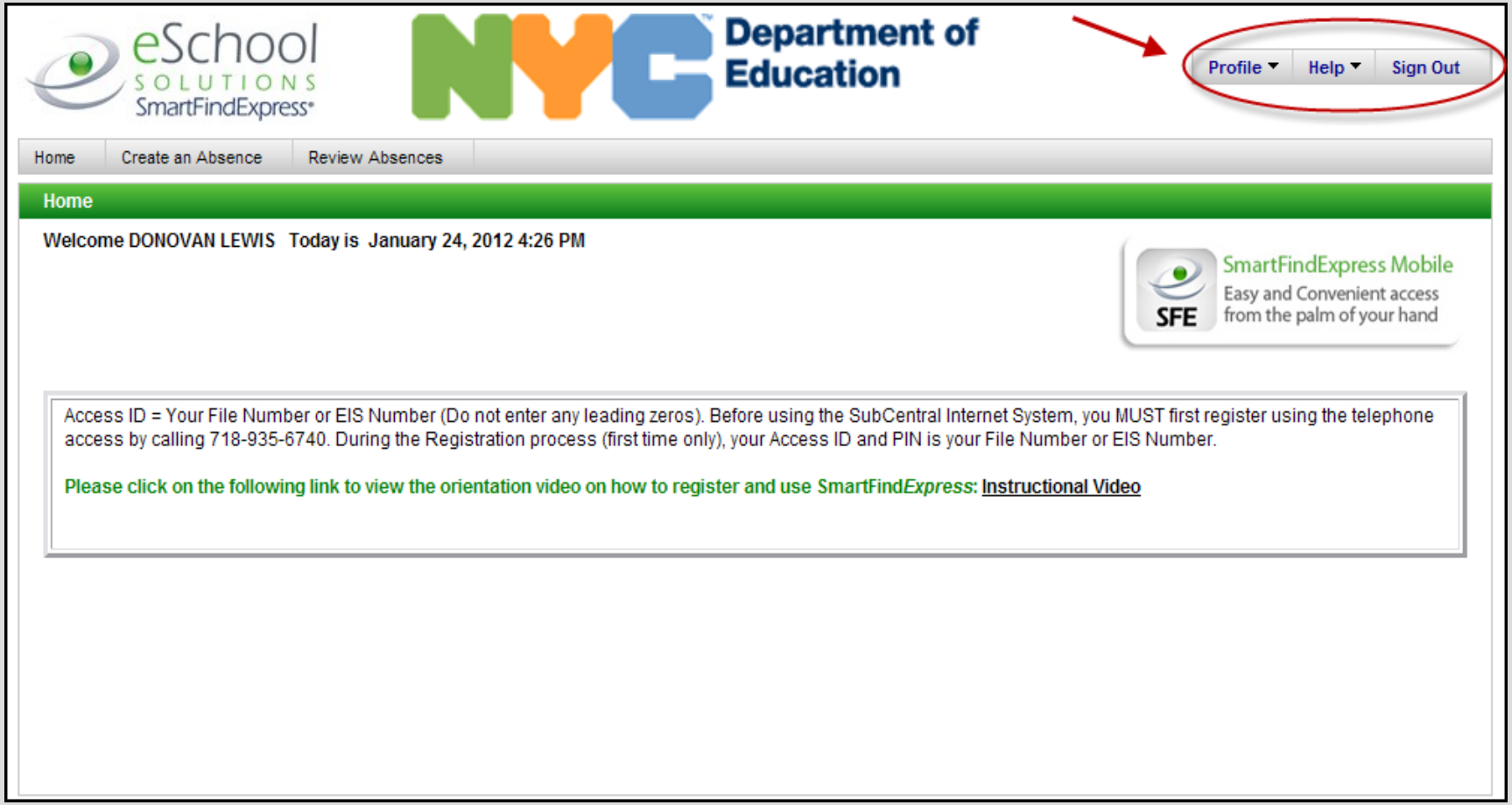
Home Page

Your home page displays various tabs that allow you to navigate through the system, view your information and manage your profile.



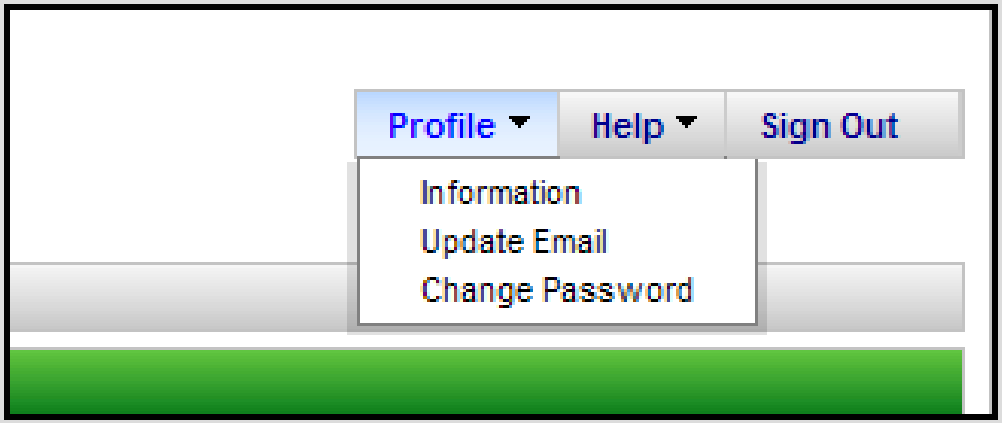
Home Page

The tabs on the top right allow you to manage your profile, log-out of the system and view brief training videos on various transactions in the system.



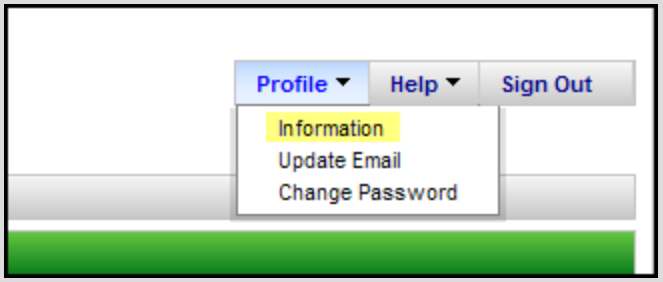
Profile Tab

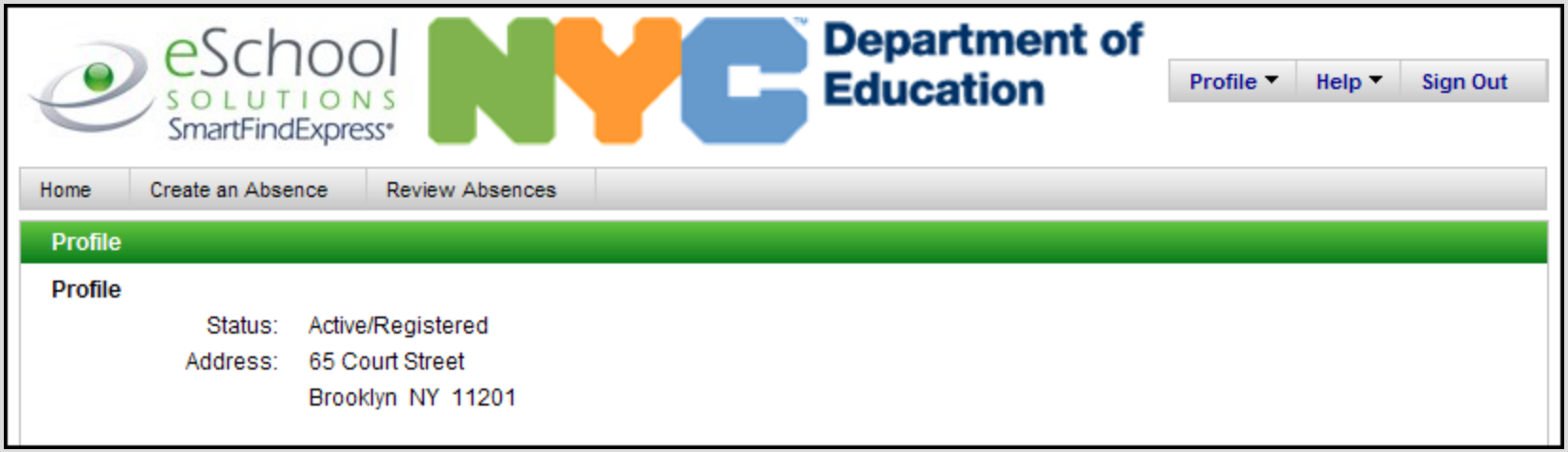
Hover your mouse over the Profile Tab and the system will display a drop down menu with various links.



Profile Tab

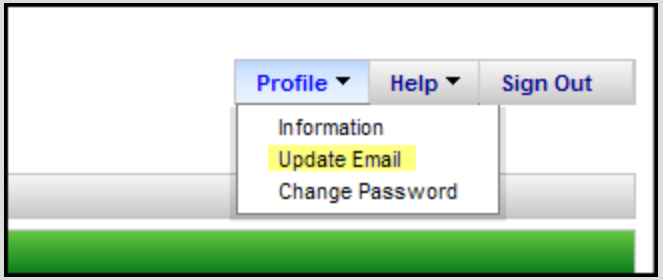
Click on Information and you will be able to view the mailing address the system has on file for you.
Note: You are not able to change this information. If it is incorrect you must contact HR Connect (718-935-4000) to update your mailing address with the Department of Education.





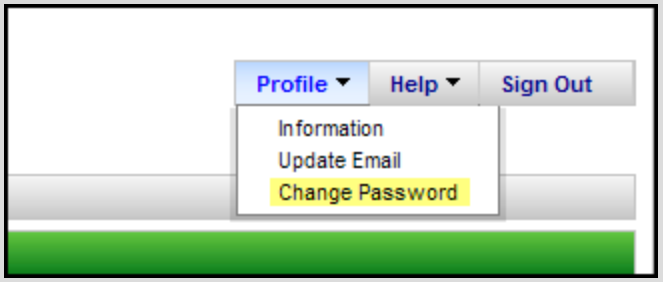
Profile Tab

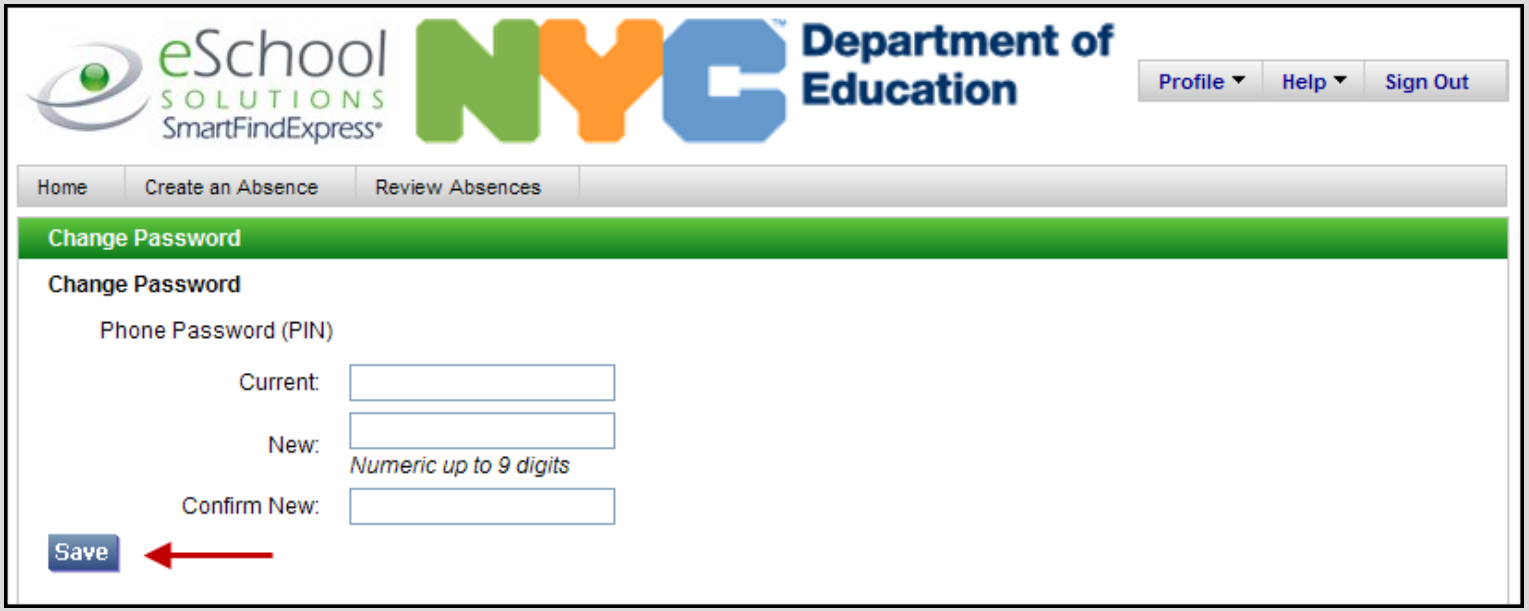
Click on Update Email to view and or change the email address listed in the SubCentral System. You must enter your email address to allow the Help Desk to contact you with any pertinent information or permit the system to email your PIN (password) if it is forgotten. Be sure to click Save.



Profile Tab

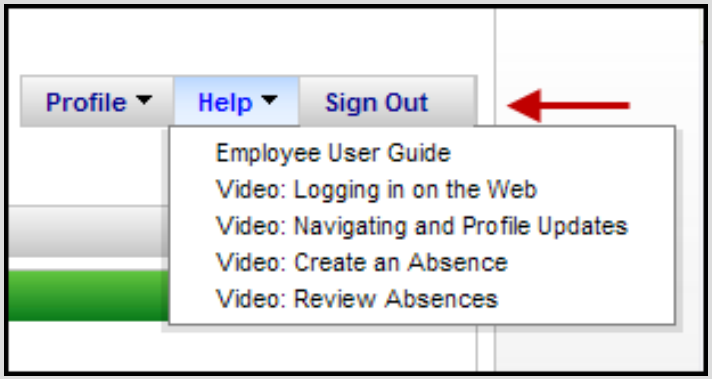
Click on Change Password to create a new password/ PIN. Your password must be between 6 to 9 digits in length and must be numbers only. Be sure to click Save.





Help/ Sign Out

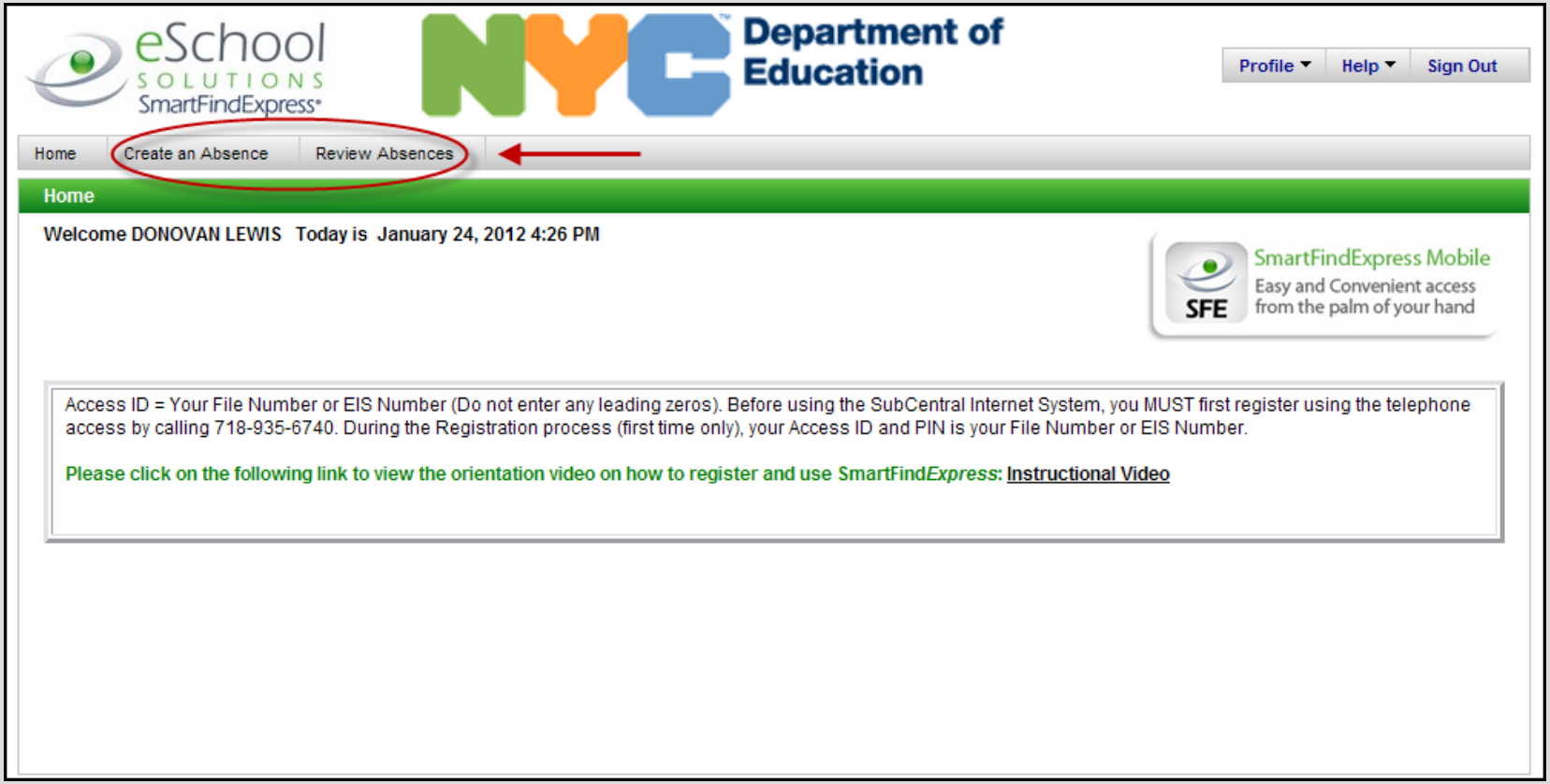
The SubCentral System now has brief training videos that provide general information on managing your profile. Hover over the Help menu and click on the video of your choice. Be sure to turn up the volume on your computer.



Be sure to click Sign Out when you complete your session to be sure you have completely logged out of the system.

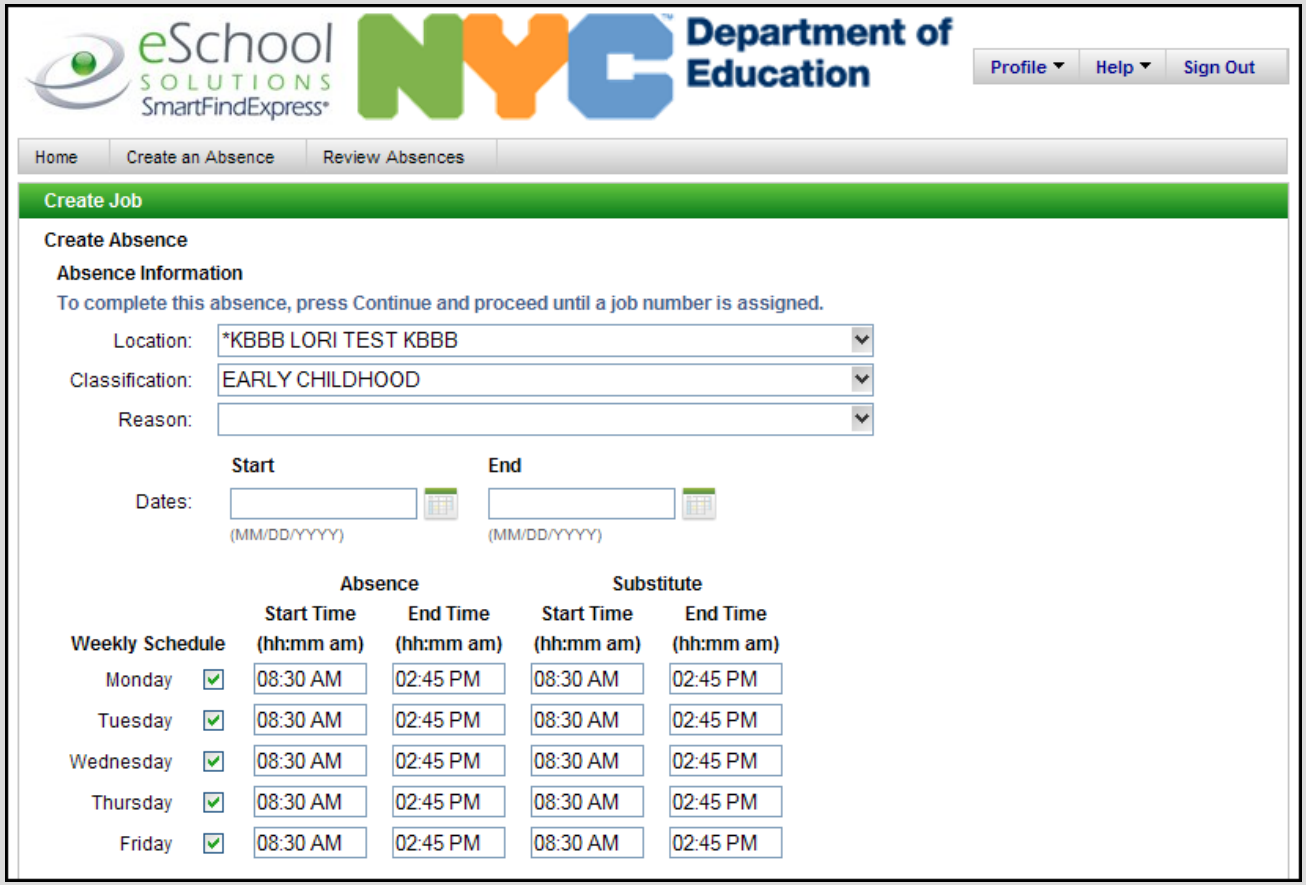
Home Page

The tabs on the top left allow you to create, update and review absences.



Creating an Absence

Clicking on the Create an Absence tab will bring you to the screen below. The system will display your work location and job description. If this information is incorrect you must contact the SubCentral Help Desk: 718-935-4401.

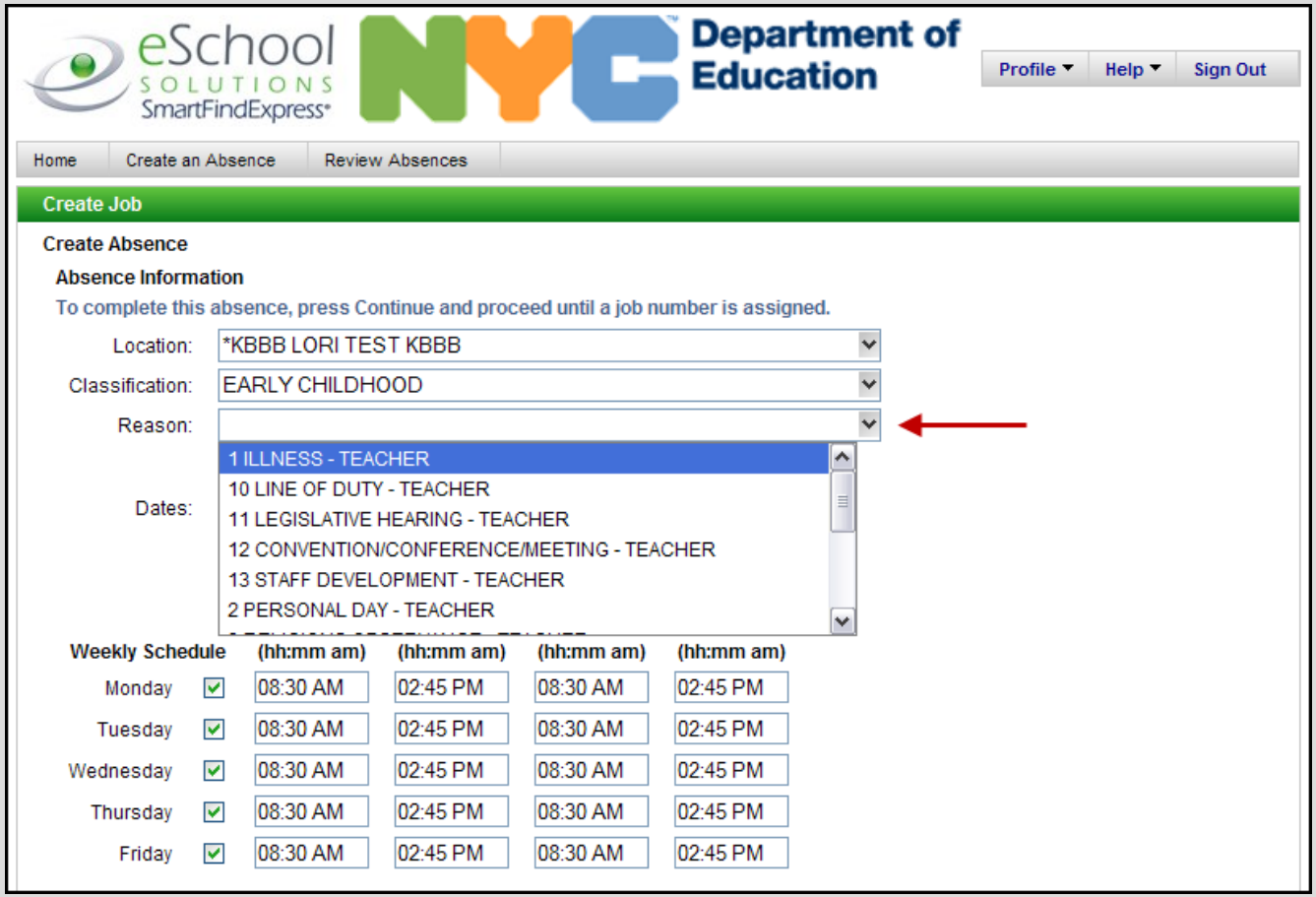


Top of Screen

Creating an Absence

Reason

You must use the drop down menu to select a reason for your absence. Scroll down to select the appropriate reason.

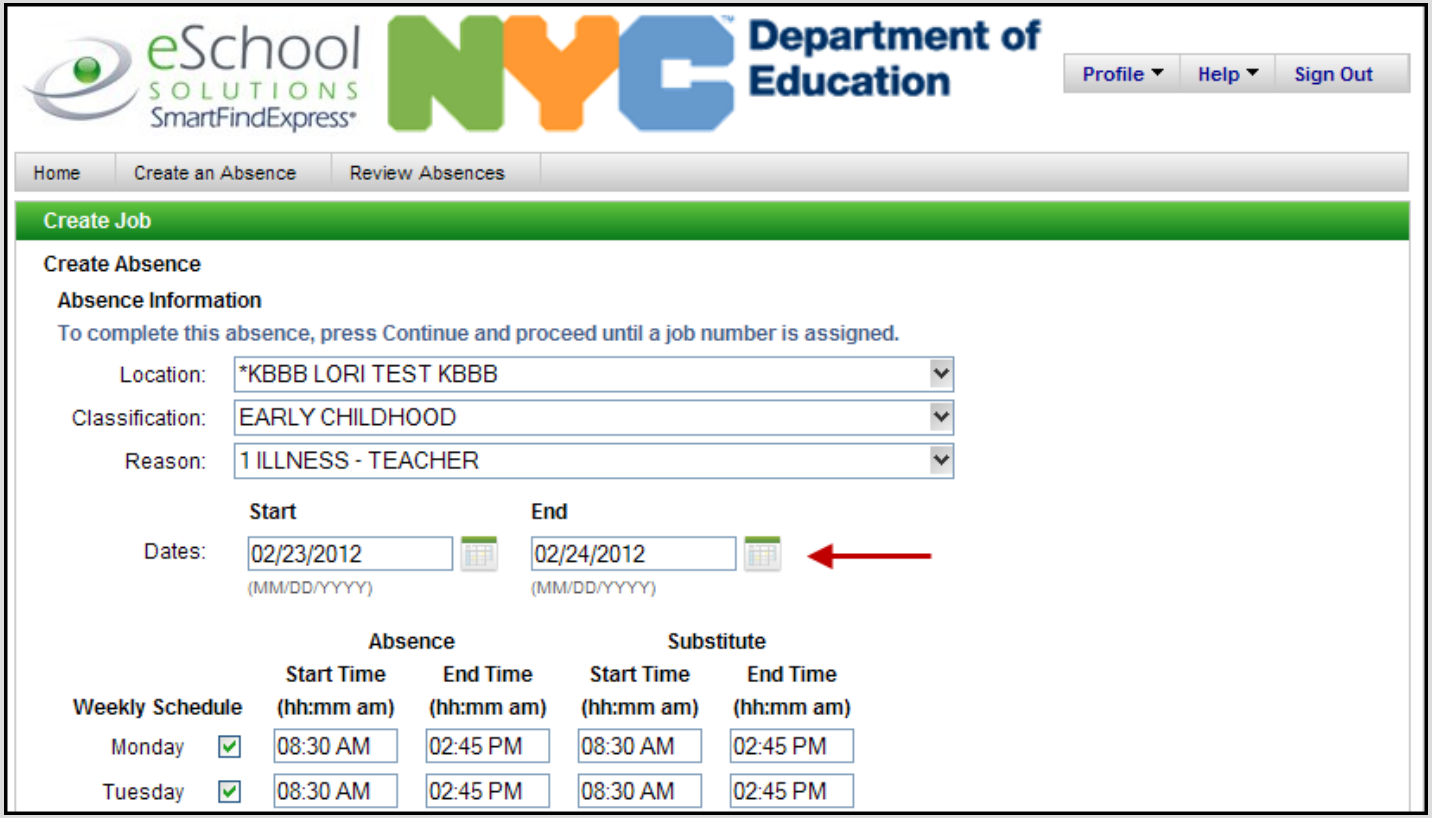


Creating an Absence

Dates

Using the date field or the calendar icon, you must enter the date or date range in which you will be absent. Be sure to update BOTH the start and end dates. For a single day absence, the dates will be the same.

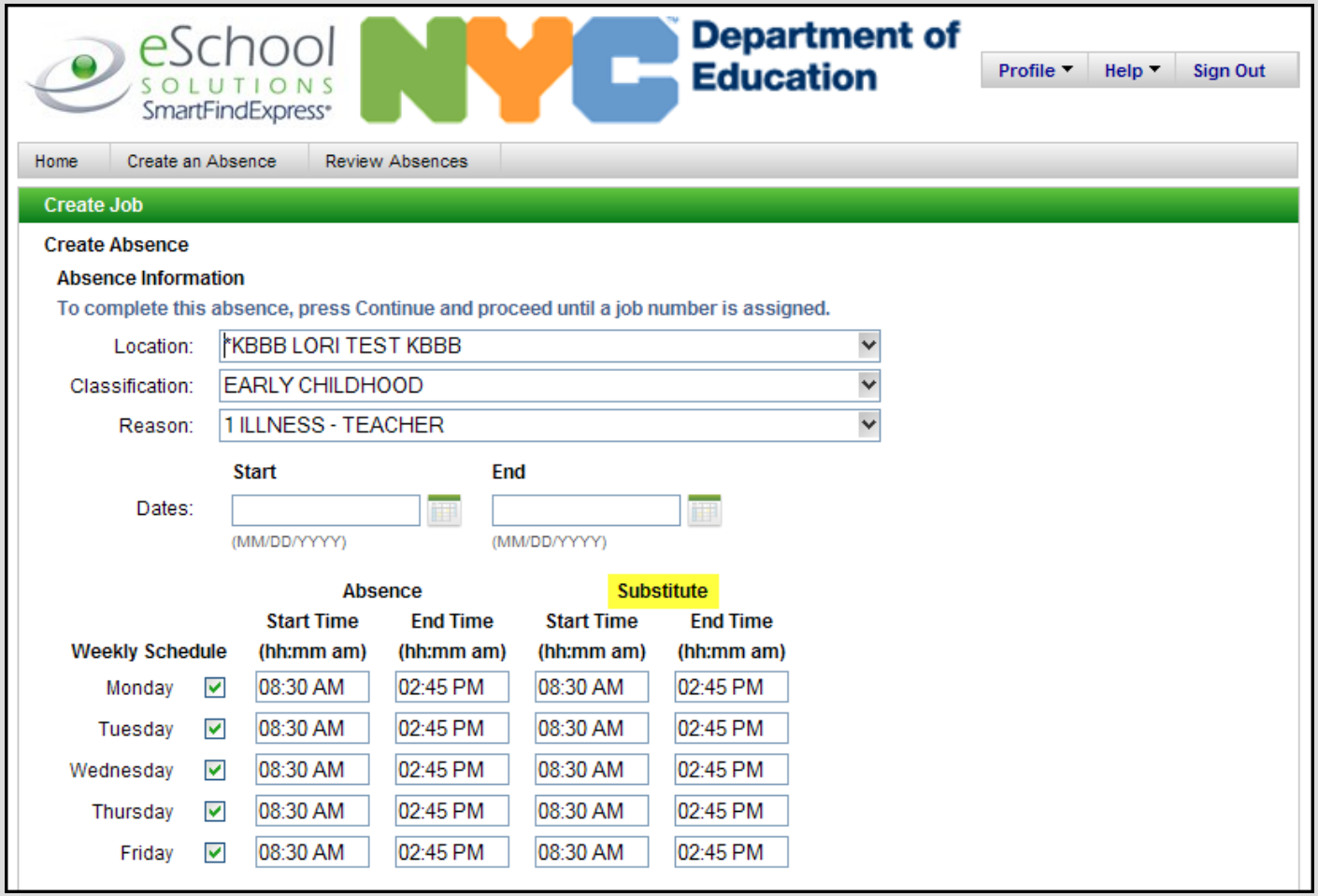
You may not enter an absence for past dates.



Creating an Absence

Times

The absence times are the start and end times defaulted to your school/ site. If you require the substitute to report at a different time you must enter it in the substitute times field.

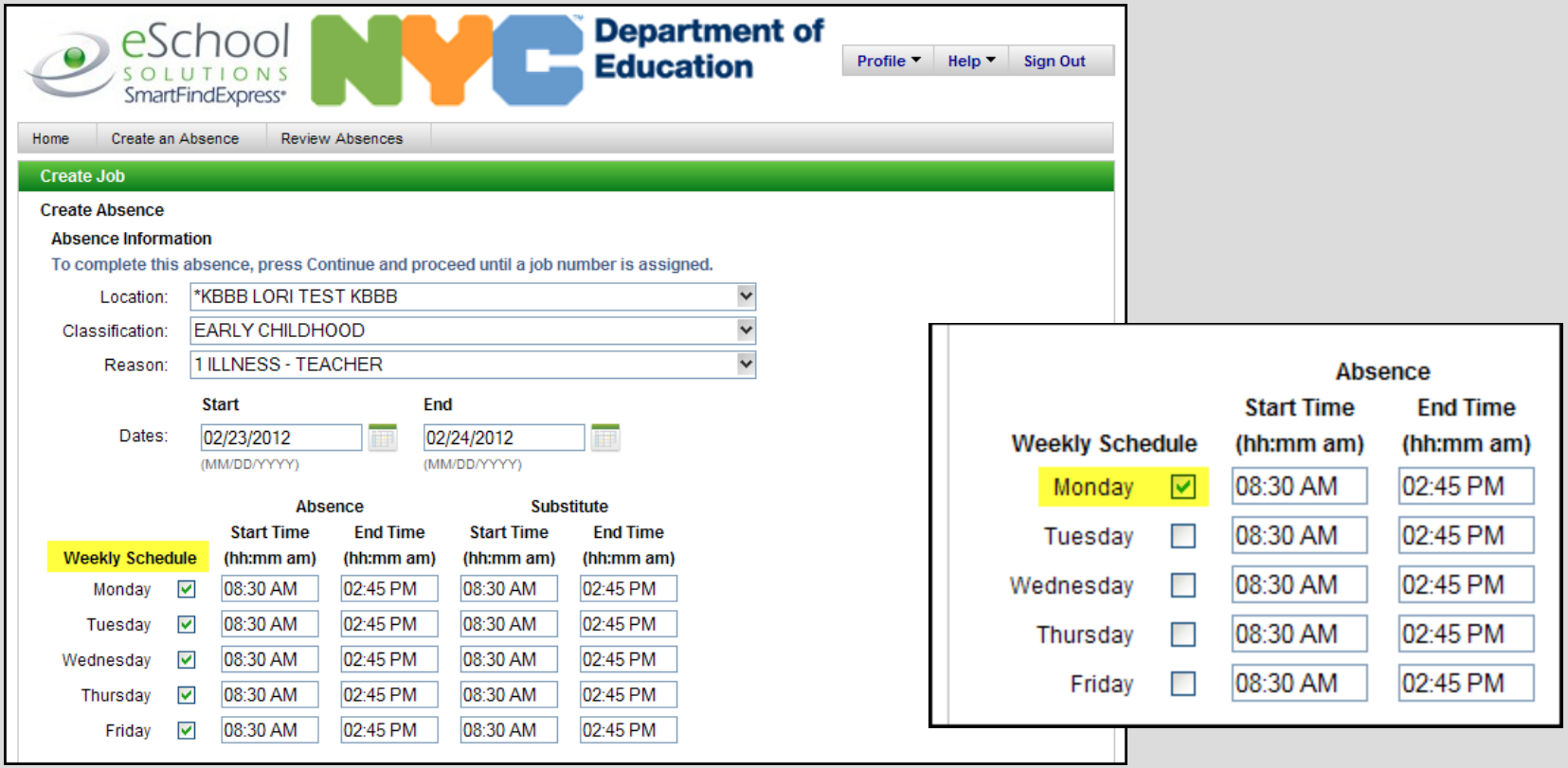


Creating an Absence

Weekly Schedule

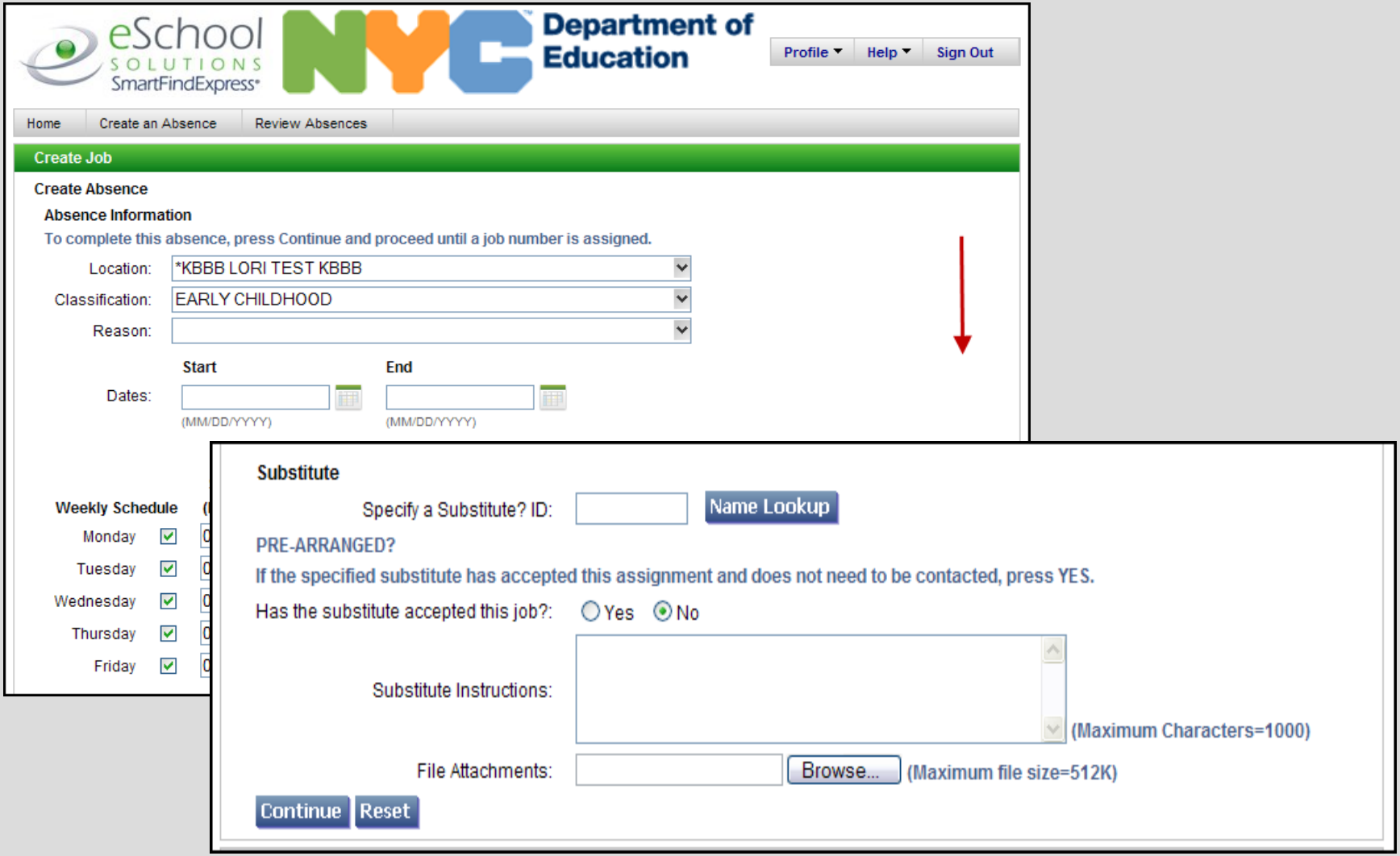
This feature is used when you are scheduled to be absent for non-consecutive days. If you are not creating a non-consecutive absence you may skip this step.

<u>Example</u>: You have been approved to attend a series of training sessions that occurs every Monday for 3 weeks. In this case you will enter the appropriate date range for the duration of the absence and remove the check marks on each day, leaving Monday checked.



Creating an Absence

Scroll down to manage the bottom of the Create an Absence screen

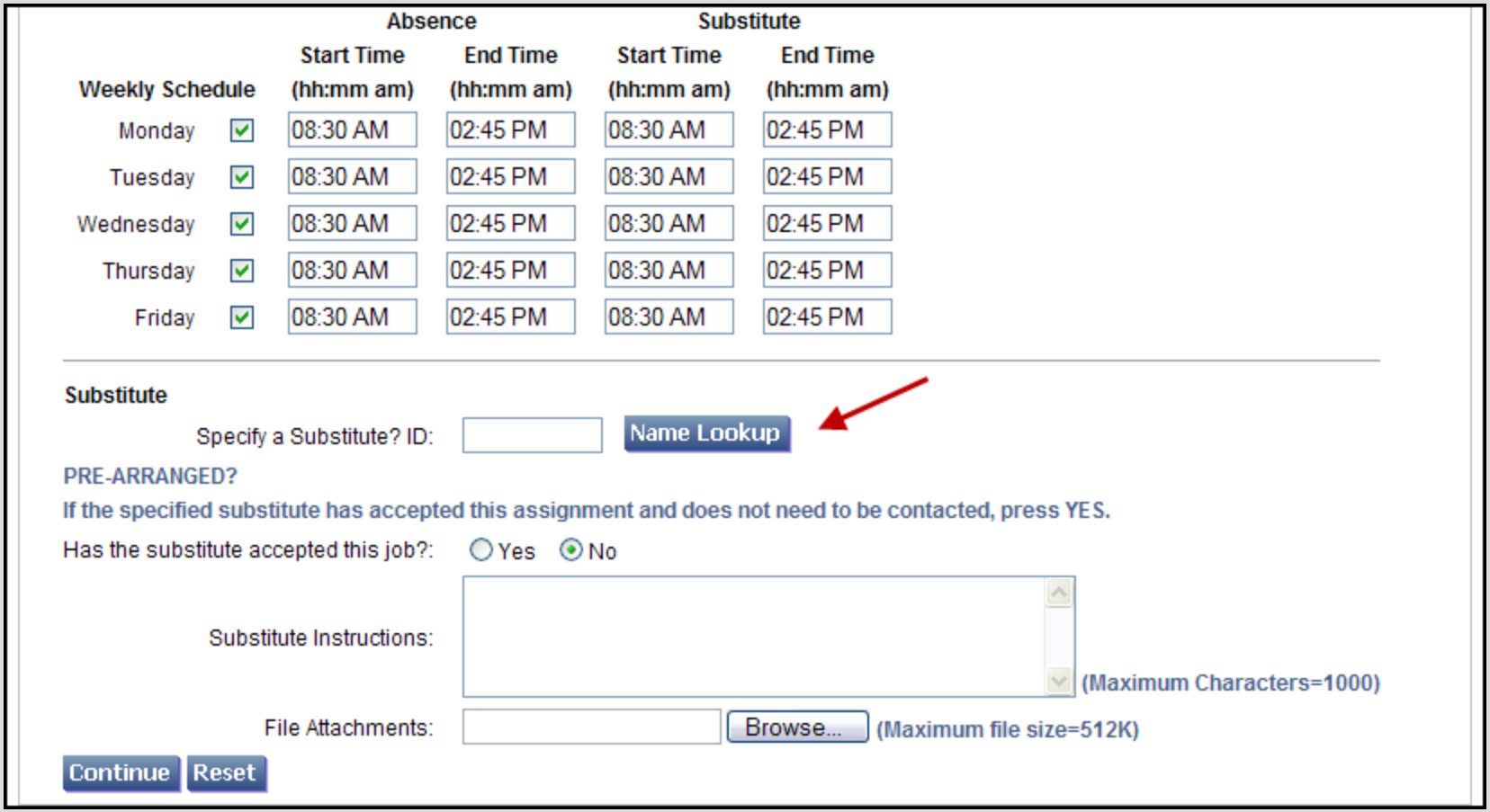


Bottom of Screen

Creating an Absence

Substitute Selection

You may specify or prearrange a substitute for an assignment, however, this is not a requirement as the system will seek eligible substitutes for the absence. To use this feature you must select a substitute by either entering their File/EIS number or clicking on the name lookup button.



Weekly Schedule		Absence Start Time (hh:mm am)	Absence End Time (hh:mm am)	Substitute Start Time (hh:mm am)	Substitute End Time (hh:mm am)
Monday	☑	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Tuesday	☑	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Wednesday	☑	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Thursday	☑	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Friday	☑	08:30 AM	02:45 PM	08:30 AM	02:45 PM

Substitute

Specify a Substitute? ID: Name Lookup

PRE-ARRANGED?

If the specified substitute has accepted this assignment and does not need to be contacted, press YES.

Has the substitute accepted this job?: ○ Yes ◉ No

Substitute Instructions: (Maximum Characters=1000)

File Attachments: Browse... (Maximum file size=512K)

Continue Reset

Creating an Absence

Name Lookup

Once you have clicked on the Name Lookup button you will be brought to a new screen.

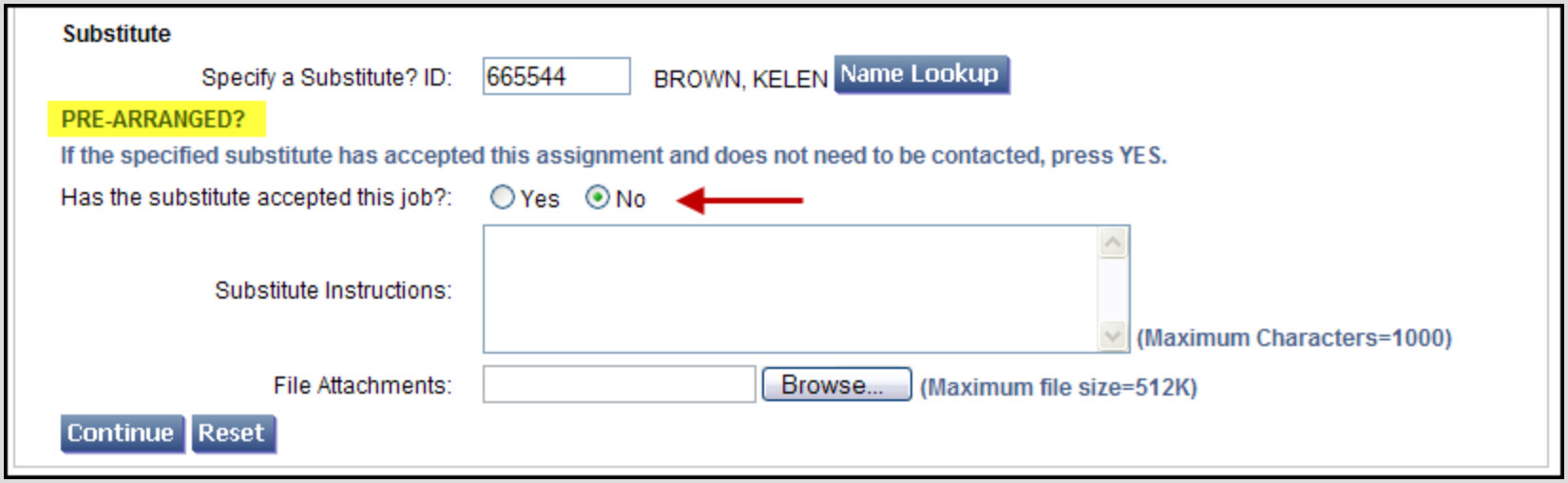
Enter the substitute's name and click on the search button. The substitutes that match the search criteria will be listed below. Next, you must click on the name of the appropriate substitute. You will be brought back to the previous screen.

Creating an Absence

Substitute Selection

If you have opted to select a substitute for your absence you have the ability to prearrange that sub.

<u>Please note</u>: “If the specified substitute has accepted this assignment and does not need to be contacted, press YES.”

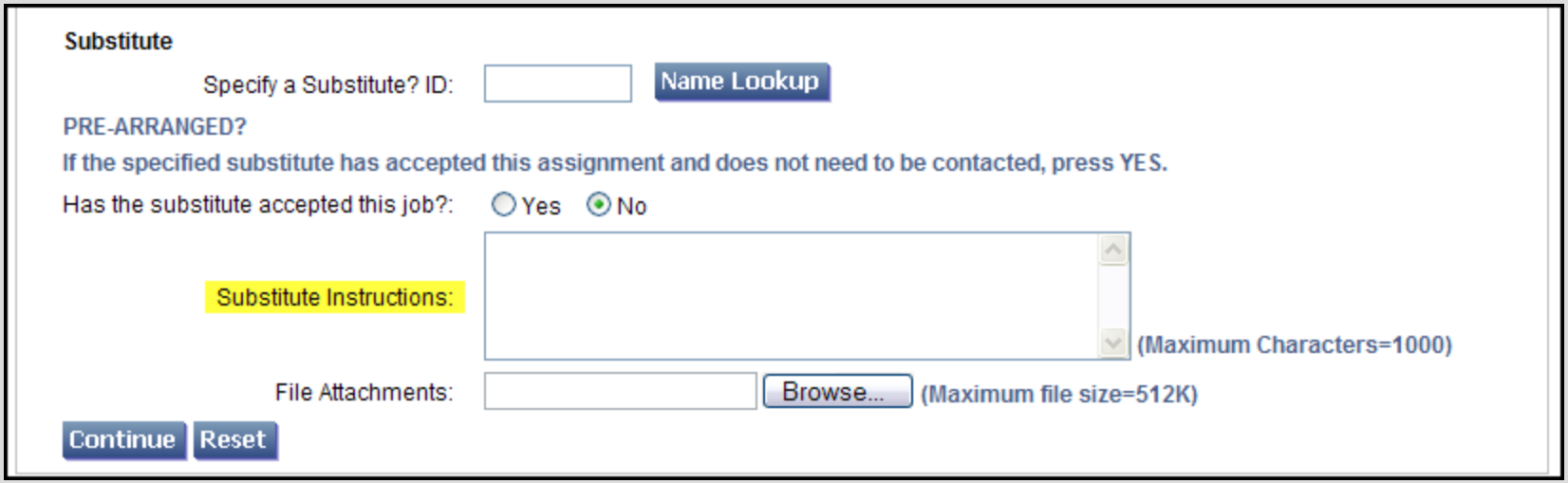


Creating an Absence

Special Instructions

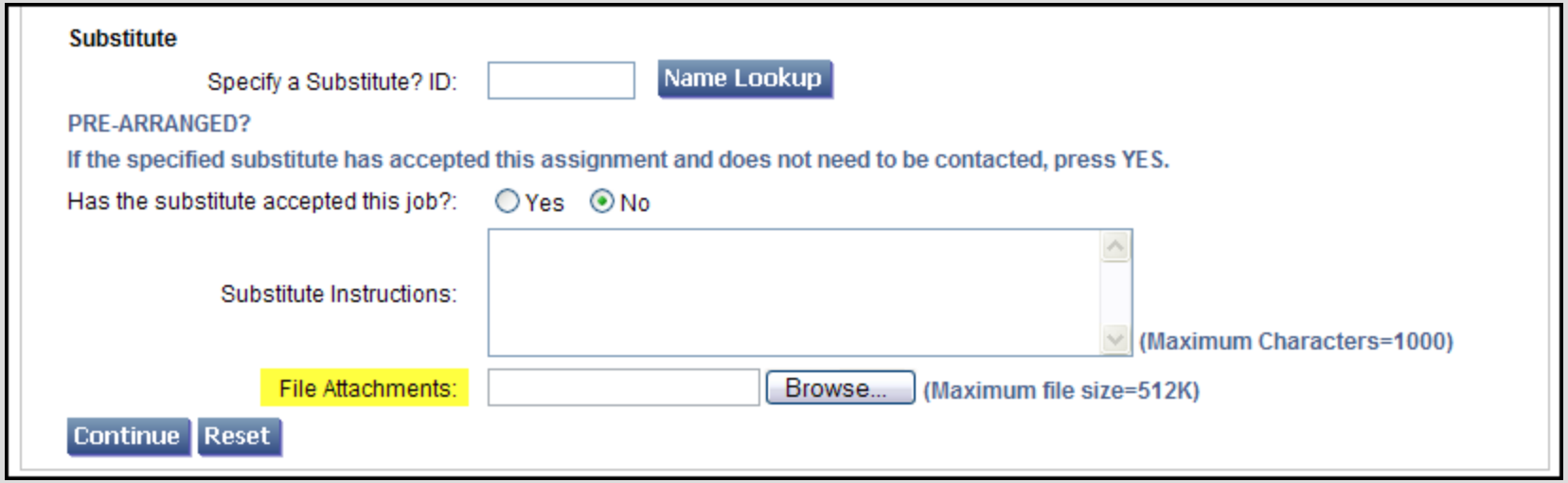
It is advised that you list any pertinent information regarding your assignment. This will ensure that the substitute will have ample information to accept the assignment and be prepared for the day.

Examples: Your grade level, any language or gender requirements, an annex location or a floor the school/ program is located on, etc.



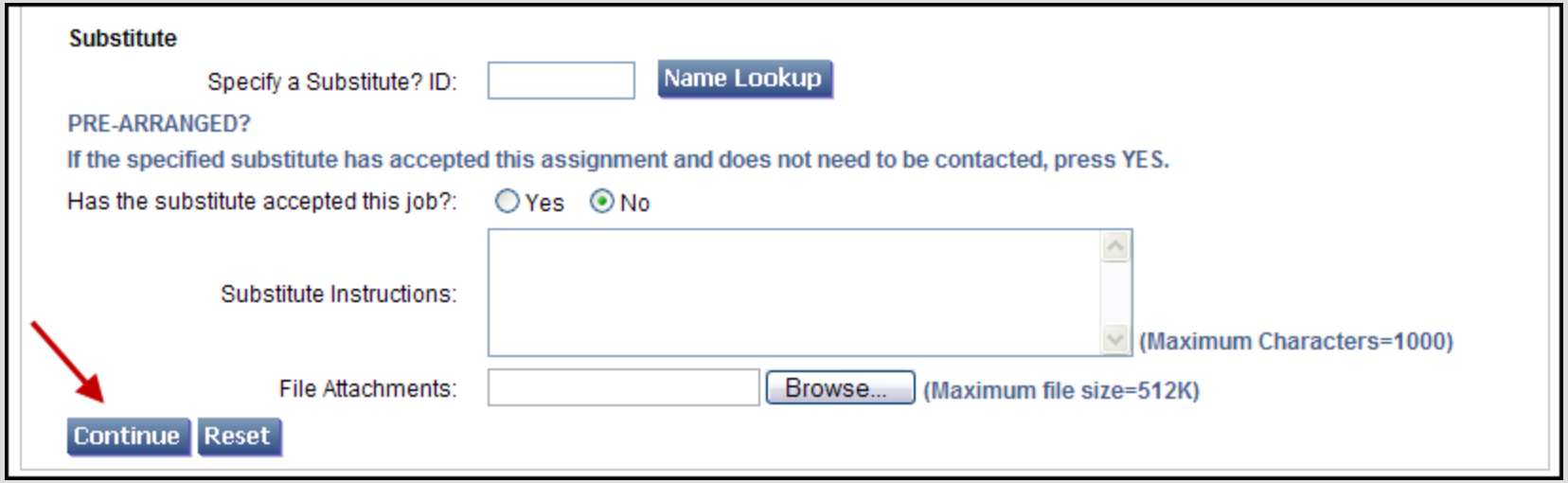
File Attachments

You may attach a file if necessary.



You MUST Click Continue

(Towards the bottom of the screen)

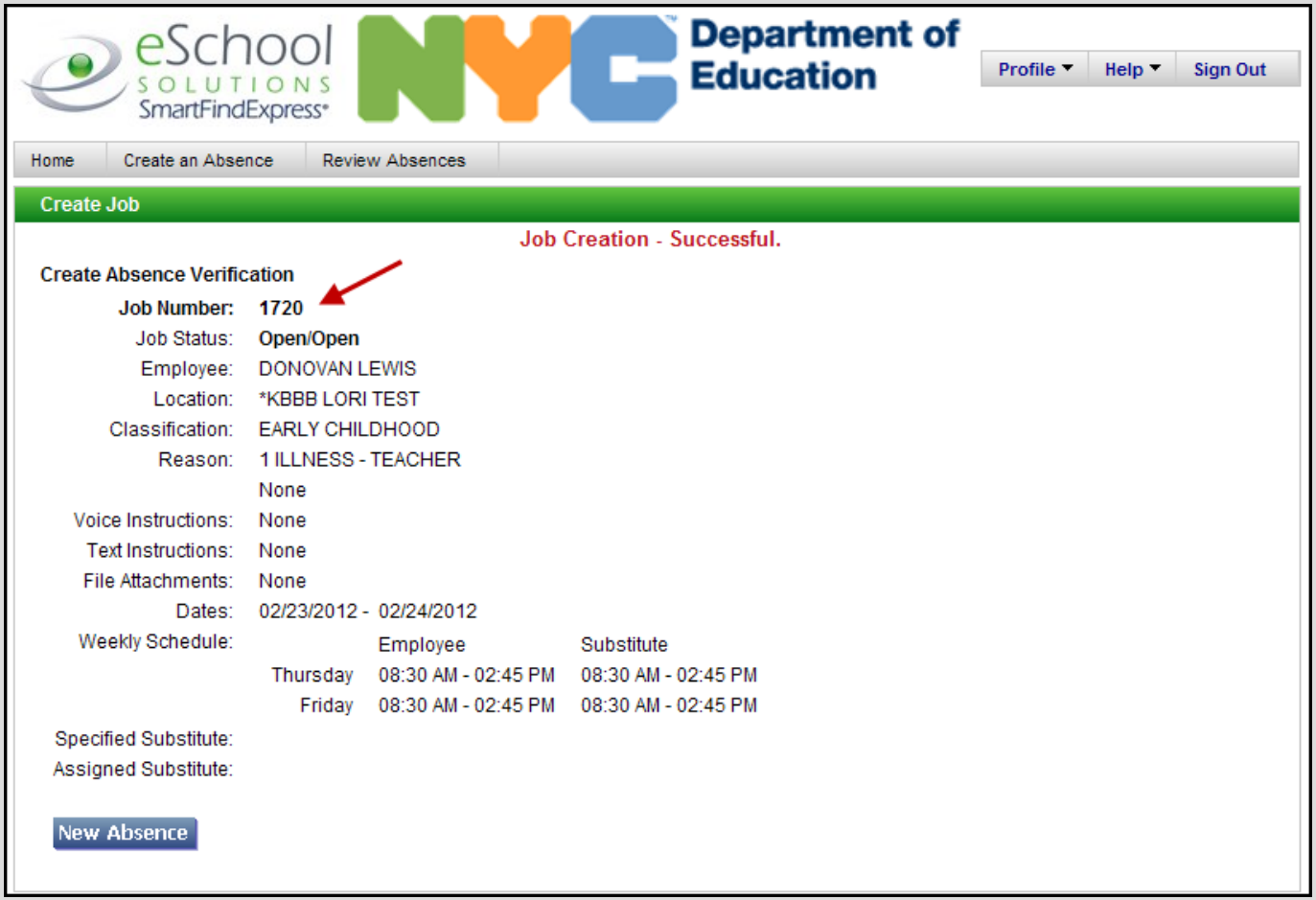


Review Absence

You must review the absence. If the information is correct you must click on the create absence button. If the information is incorrect, click the cancel button and you will be brought to the previous screen to make the appropriate changes.

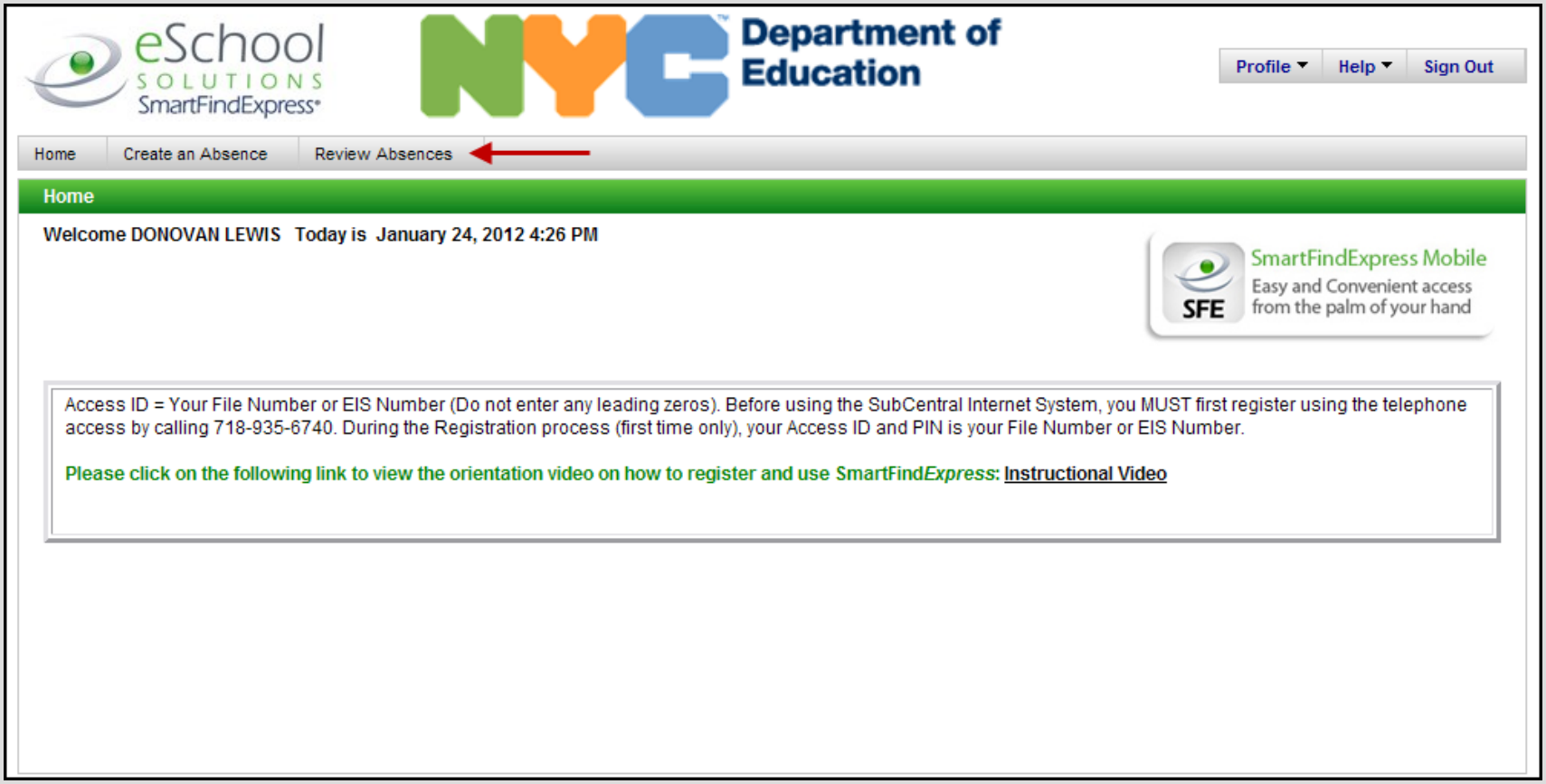
Job Number

Once you create an assignment a job number is generated. You will also see a message towards the top indication that the job was created successfully.



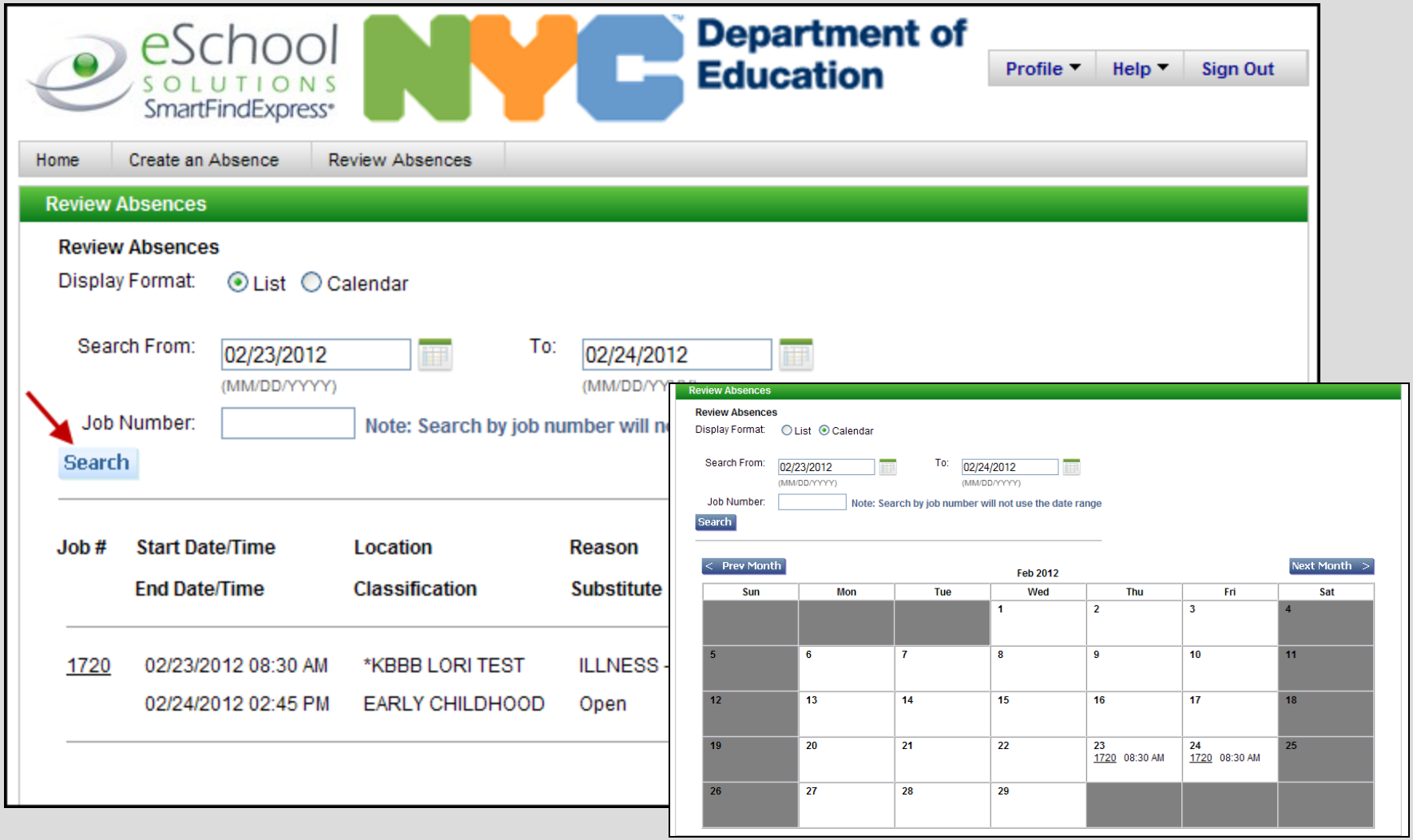
Review Absences

Click on the Review Absence tab on top



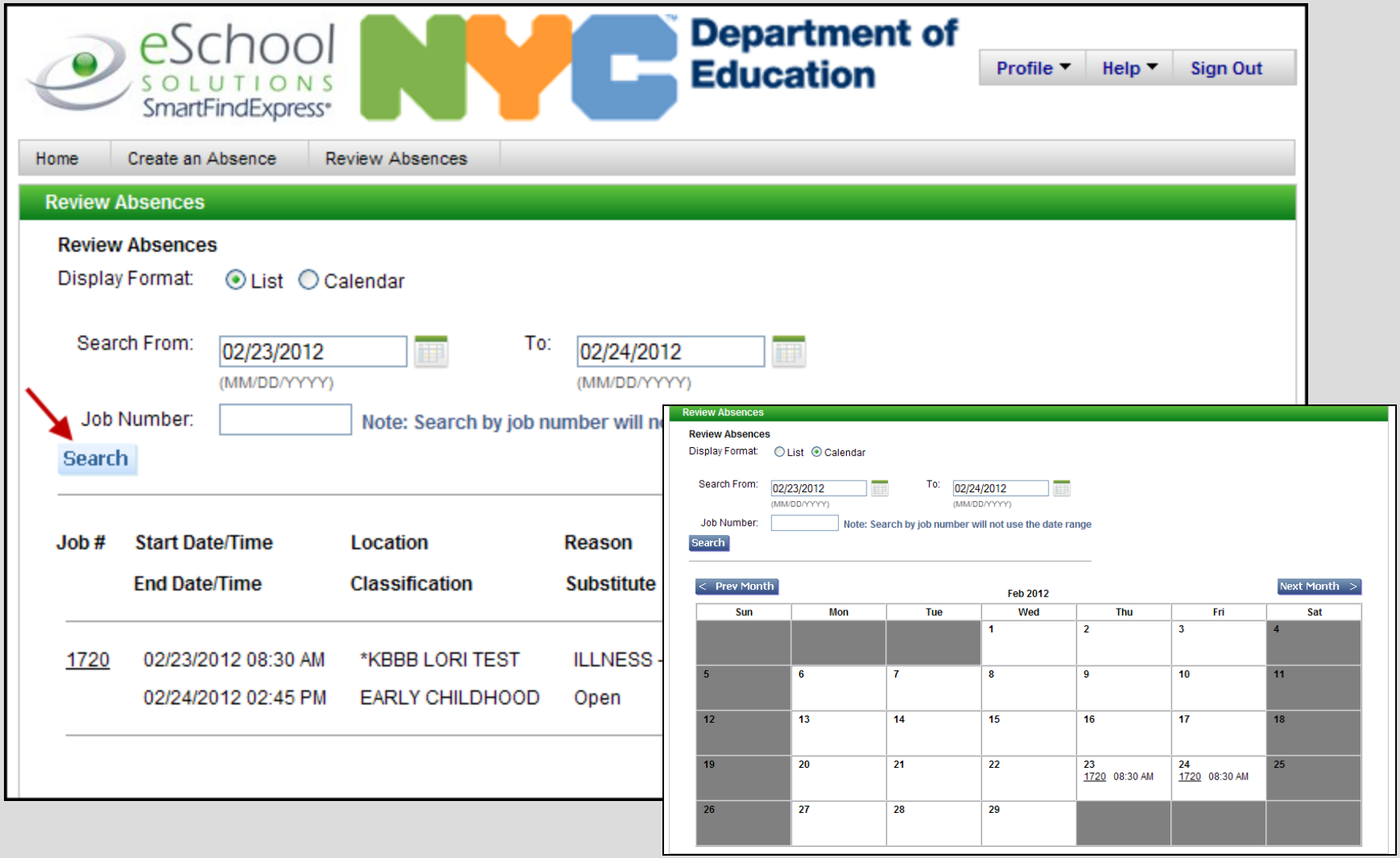
Review Absence

Click search or type in a date range to seek absences created beyond 30 days. You may view the information in a list or calendar format.



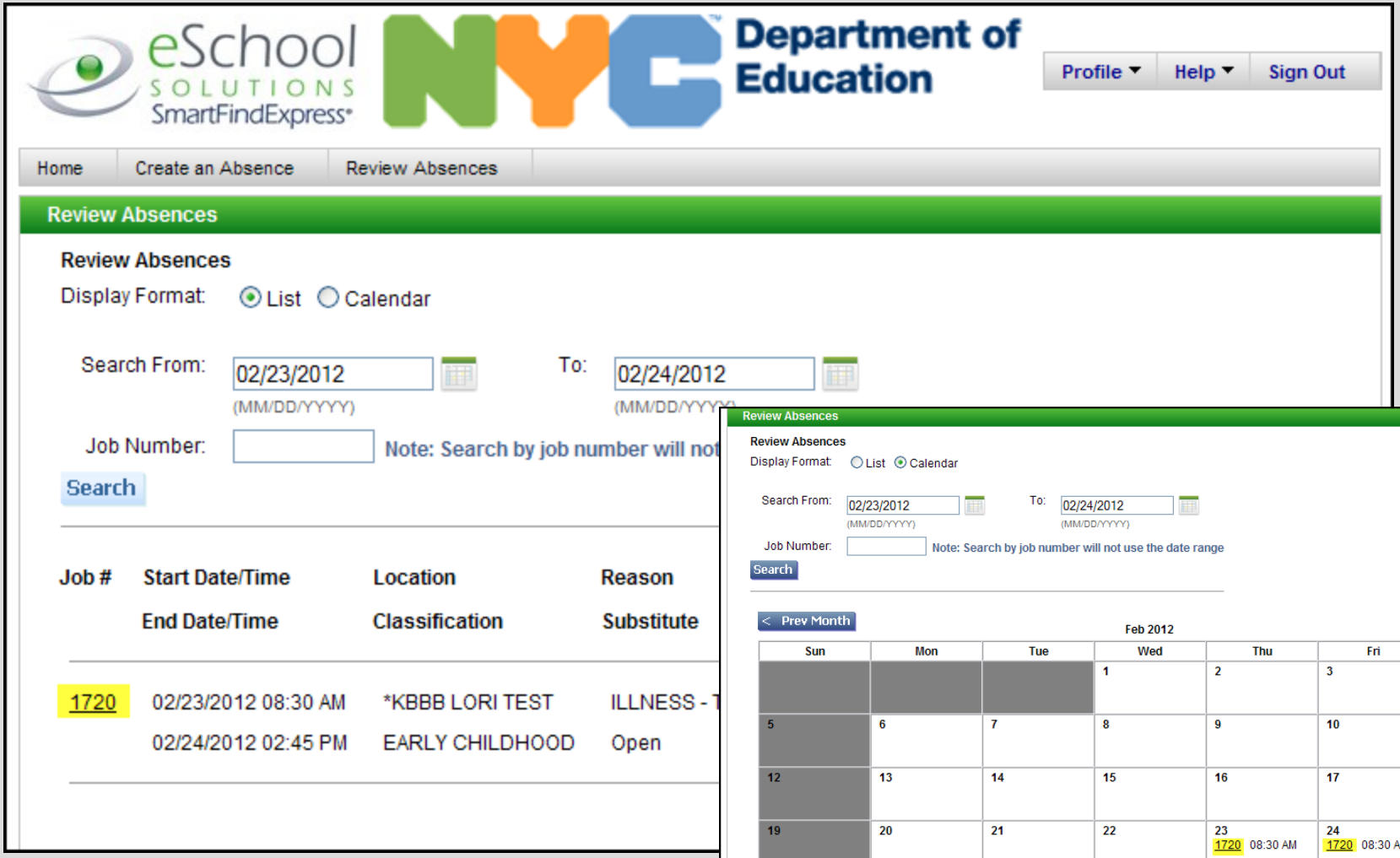
Review Absence

You are able to obtain more details by clicking on the job number.



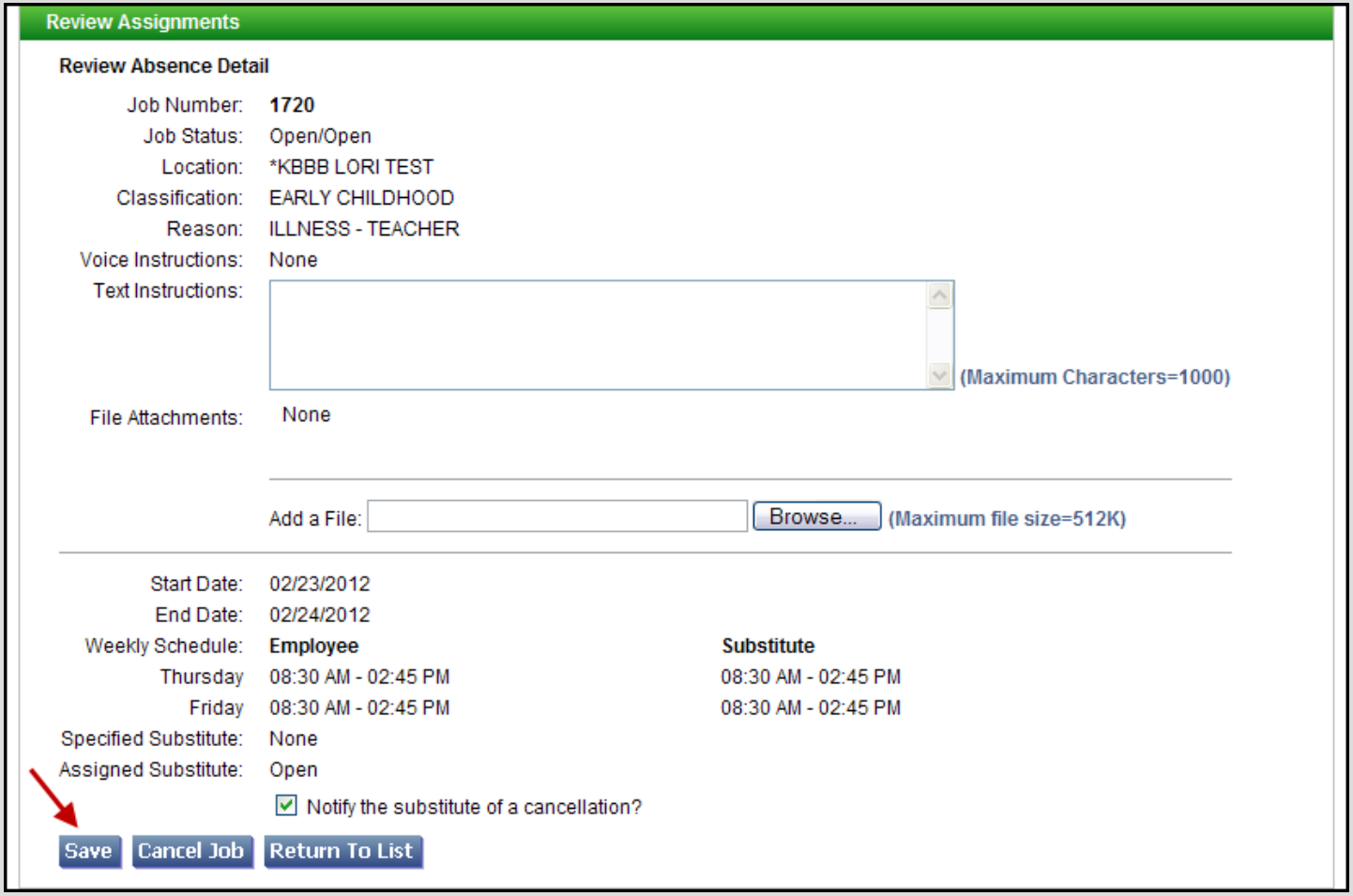
Review Absences

You are able to obtain more details by clicking on the job number.



Review Absence Detail Screen

You may add/ update special instructions or attach a file. Be sure to click the save button if you make any changes. You may also cancel the assignment by clicking on the cancel job button below.



Review Assignments

Review Absence Detail

Job Number:	1720
Job Status:	Open/Open
Location:	*KBBB LORI TEST
Classification:	EARLY CHILDHOOD
Reason:	ILLNESS - TEACHER
Voice Instructions:	None
Text Instructions:	(Maximum Characters=1000)
File Attachments:	None
Add a File:	Browse... (Maximum file size=512K)
Start Date:	02/23/2012
End Date:	02/24/2012

Weekly Schedule:	Employee	Substitute
Thursday	08:30 AM - 02:45 PM	08:30 AM - 02:45 PM
Friday	08:30 AM - 02:45 PM	08:30 AM - 02:45 PM

Specified Substitute:	None
Assigned Substitute:	Open

☑ Notify the substitute of a cancellation?

Save | Cancel Job | Return To List

Reminders

- You are able to create your absence at any time, 24 hours a day, 7 days a week via telephone or internet and up to 30 days in advance.

- The absence can be more than one day in length, however, be sure to notify your school prior to creating a multiple day absence.

- If you find that you will be absent longer than anticipated you must create a new absence for the additional day(s) and contact your school.

- Always make note of the Job Number

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SubCentral System Website: subcentral.eschoolsolutions.com

Live Help Desk: 718-935-4401 (Monday – Friday / 6:00 AM – 5:00 PM)
Help Desk Email address: subcentral@schools.nyc.gov