

# **The SubCentral System for Substitutes**

# Introduction

The New York City Department of Education launched the SmartFind 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. The system generates assignments for the absences created and calls substitutes (by telephone) to offer employment opportunities.

As a substitute you can utilize this system to obtain jobs, manage your profile and review assignments. You may also call the system or use the internet to search for available assignments.

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

# Access to SubCentral

All users are required to register in order to access the system. This one-time registration must be done via telephone and cannot be done online. As a substitute you will not be offered assignments if you do not register. If you have already registered you do not need to do so again.

## Instructions for Registration

1. Call the system number at **(718) 935-6740**.
2. Enter your Access ID (File/EIS number) followed by the star (\*) key (***DO NOT ENTER LEADING ZEROES***).
3. When the system asks you to enter your PIN, you should enter your Access ID (File/EIS number) again followed by the star (\*) key.
4. Record your name followed by the star (\*) key. You will hear the telephone number (callback number) that the system will use to call you. You can modify this number at this time.
5. Create your PIN, followed by the star (\*) key. PIN numbers must be numeric, be between six and nine digits in length, and cannot be the same as your Access ID (File/EIS number).

You are advised to review your profile [online](#) immediately after your registration, and periodically thereafter.

# Profile Information

Once you have registered in SubCentral via telephone, you must go online ([subcentral.eschoolsolutions.com](http://subcentral.eschoolsolutions.com)) to review your profile and ensure all information listed is current.

## **First-time WEB Users:**

Open your Internet browser and access the SubCentral [Sign In page](#). Enter your Access ID and PIN.

## **Create a Password:**

The updated WEB system now requires you to create an alpha numeric eight-digit Password upon initial login. The newly created password will be used to log into the Website ONLY.

## **Validate Email:**

Upon successful log in, the system will prompt you to validate your email. Upon validation a time sensitive email will be sent to your DOE email address. Click on the link provided to validate your email.

**Please note:** The numeric Pin will still be required when using the phone. If the user calls into SFE or receives a call from SFE they will still need to enter their PIN, this feature is not changing.

Employees and substitutes can also change their Password and pin under the Profile Menu > Personal Information.

**You** have the ability to ***change*** the following information at any time, via phone or [online](#):

- Callback number (include your area code)
- Daily availability (days of the week in which you are available to work)
- Unavailable dates (individual date or date range) ***Do Not Exceed 60 consecutive days***

# Profile Information

## Substitute Teachers - Updating Classifications & Locations

- **Classifications** – Subjects you are interested in teaching
- **Locations** – Districts in which you would prefer to work
- If you are interested in adding Classifications and/or Locations to your SubCentral profile, please click on [this link](#) to submit your request. Please note that you are expected to be proficient and comfortable in teaching the subjects in your profile.
- If you are interested in adding FOREIGN LANGUAGE, HEALTH AND PHYSICAL EDUCATION or TECHNOLOGY AND HUMAN SCIENCES you must send your request to [subcentral@schools.nyc.gov](mailto:subcentral@schools.nyc.gov) using "Request for Addition of Classification/Location" in the subject line. In the body of the email provide your Name and SubCentral ID

# Profile Information

## Substitute Paraprofessionals - Updating Classifications & Locations

- Paraprofessionals: Language(s) you are proficient in
  - **Adding Classifications**

If you are interested in adding LYFE or a Foreign Language Classification to your SubCentral profile, please send your request to [subcentral@schools.nyc.gov](mailto:subcentral@schools.nyc.gov) using "Request for Addition of Classification" in the subject line. In the body of the email, provide your Name, SubCentral ID, and the Classification you want added. If you want a language other than English added, list that language.
  - **Adding Locations**

Once a year, during the Summer, you will be sent an email to your DOE-issued email address and be given the opportunity to request the addition and/or removal of Districts from your profile. Your request will be matched to the needs of the school system based on availability. There will be restrictions placed on districts with an excess of substitute paraprofessionals. The DOE has the right not to grant your request based on district need.

# Absence Reporting

Once a full-time school based employee has created an assignment which needs staffing, SubCentral will generate a record of the job containing all pertinent information.

Depending upon the date of the absence, the system will contact you directly by phone to offer you the job. (Note: The system does not offer assignments via text messages, emails, faxes or voicemail messages nor are you able to reply to offers through these methods. Also, you must respond immediately when the call comes through.)

## Callout Times:

Designated times the system will call to offer you an assignment.

- **Morning** - Beginning at 5:30 AM for same day assignments (Monday through Friday)
- **Evening** - From 5:00 PM to 10:30 PM (Sunday through Friday for future assignments. Note: Jobs can be offered up to 30 days in advance.)

## Job Shopping:

You are able to search for available jobs by phone or online.

- **Internet** – anytime
- **Phone** – anytime except during callout periods listed above

# Substitute Selection

SubCentral attempts to match the assignments with the substitutes, using the job details and the substitutes' profile information. This process is called SubCentral Selection.

Individuals who create assignments may request a specific substitute to cover for a particular employee/job. The two scenarios are:

## Specified Substitutes

1. Substitutes who have been selected for a particular assignment but have not confirmed it with the school.

**Morning Callout** – If you have been specified, you will be the first called. You will have the ability to accept or decline the job. If the system is unable to reach you it will move on to other substitutes using SubCentral Selection.

**Evening Callout** – The system will call you approximately every 45 minutes during evening callout until you either accept or decline the job. If you do not respond by the evening before the job is scheduled to begin, SubCentral will move on to call other substitutes using SubCentral Selection.

## Prearranged Substitutes

2. Substitutes who have been selected for a particular assignment and are confirmed to work. This is when you have spoken directly with a contact at the school and have been informed when to report. The school representative must create the job in SubCentral and place you into the assignment. The system will not call you for that assignment.



# Substitute Selection-Location Types

When Accepting Jobs in SubCentral, there is now an additional feature that displays one of three Location Types. The three different Location Types are outlined below:

- **Non-Remote** -- displays this option if the job is 100% in-person.
- **Remote** -- displays this option if the job is 100% online. A text box titled "*Remote Login Instructions*" will appear ONLY once you Accept the job offer, which will give detailed instructions on what steps you need to take in order to perform your Substitute duties.
- **Partly Remote** -- displays this option if the job is blended (some days in-person and some days online). Two text boxes titled "*Days Remote*" and "*Remote Login Instructions*" will appear ONLY once you Accept the job offer, which will give detailed instructions on what steps you need to take in order to perform your Substitute duties.

# Notification

When the system calls you, be sure to answer and provide a verbal response to activate the recording. SubCentral will then ask for you by name and ask you to identify yourself by entering your Access ID and PIN. Follow the prompts and listen to the job offer.

(Note: If you do not have your Access ID or PIN on hand you may press the star key (\*) to make the system wait up to 2 minutes. This will allow you to locate the information requested.)

## The Job Offer:

The system will provide the following information for your review before you are able to accept or decline the assignment:

- **Who** – The name of the individual you will be subbing for (or “Vacancy” if there is a need for extra assistance)
- **Dates & Times** – You may be offered a multiple day assignment and the days may start and/or end at different times
- **Location** – The contact information of the school
- **Job Description** – Subject/language you are required to teach
- **Special Instructions** – Any information the school would like you to have pertaining to the assignment. (Examples: an annex location that is not located in/or close to the main site, a floor the school is located on, an individual to report to, etc.).

*\*Be sure to listen carefully to special instructions and only accept the assignment if you meet the criteria required.*

# Assignments

When the SubCentral System calls to offer you an assignment, you are able to accept or decline the job.

## If you accept:

- Write down all pertinent information regarding the assignment
- Listen to all special instructions provided by the school
- Wait for and make note of the **Job Number** (confirmation number) to be sure you are confirmed

## If you decline:

- You must select a reason
- You will not be considered for that assignment again (but may be considered for another one at the same location and/or date for a different employee)
- You will be disqualified for the day if you decline multiple times during morning callout
- Continually declining jobs may result in termination

*\*If you do not want the system call you for the rest of the current callout (ex: illness) you may decline the job offer, listen for the main menu and then set your 24 hour do not call parameter.*

# Assignment Cancellations

You are able to cancel an assignment in SubCentral up to **2 hours before** the start of the job. You must contact the school directly if you need to cancel within 2 hours of the school's start time.

(Example: If school starts at 8:00 AM – you are only able to cancel up to 6:00 AM via SubCentral. After 6:00 AM you must contact the school directly.)

If you cancel an assignment the day the job is scheduled to occur, you will be disqualified for further assignments for that day.

If you cancel a multiple day job you are canceling the entire job/ assignment, not only one day. (Note: If you must be absent for a portion of the assignment, contact the school directly.)

If a job gets canceled, the system will call you during the next callout period. (Note: If the job occurs on the same day of the cancellation, the system will only call you once.)

# SubCentral System Reminders/Contact Information

You may access the system 24/7 via phone or internet. 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](http://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](mailto:subcentral@schools.nyc.gov)

To obtain more information regarding the SubCentral System such as Fact Sheets and Quick Reference Cards please visit the New York City Department of Education Website: <http://schools.nyc.gov> or email the Help Desk at [subcentral@schools.nyc.gov](mailto:subcentral@schools.nyc.gov)

# Travel Information

You may obtain travel directions via the telephone or internet using the contact information below:

- [www.mta.info](http://www.mta.info)
- [www.mapquest.com](http://www.mapquest.com)
- 718-330-1234 (MTA/ NYC Transit)

# Frequently Asked Questions

**Q:** What should I do if the system calls me close to the time the school is scheduled to begin?

**A:** *If you receive a job offer during the latter part of morning callout, be sure to estimate the travel time; accept the assignment only if you are able to report on time. Be sure to call the school before you leave home to inform them of the estimated time of arrival.*

**Q:** What if a school wants to use me regularly?

**A:** *School administrators have the ability to place you in a long term assignment or on their priority list of substitutes via the SubCentral System. Your performance as a substitute will allow school administrators to consider you for placement on their priority list. Also note, you have been added to the priority list of the school that has nominated you.*

**Q:** Can I be unavailable to work on a given day but have the system call me anyway?

**A:** *Yes, you may make yourself unavailable via internet or phone at anytime and set the “call for future assignments”. This will allow the system to contact you during evening callout on the days you are unavailable for future jobs (up to 30 days in advance).*

# Frequently Asked Questions

**Q:** How do I get paid?

**A:** *Payroll is entered by the payroll secretaries at the school level. It is recommended that you sign up for direct deposit. To do so, visit the New York City Department of Education website: [schools.nyc.gov](http://schools.nyc.gov) to obtain more information.*

**Q:** Am I able to set the system to call me on several numbers (ex: home and cell) at the same time?

**A:** *No, the system will record one callback number at a time. Be sure to include the area code of the telephone number you select.*

**Q:** Do I need a DOE identification card?

**A:** Yes, you need a valid Department of Education ID and you must take it with you every time you report to an assignment.

**Q:** Can the system offer me a multiple day assignment?

**A:** *Yes, the system may offer you an assignment that is for more than one day. It will provide you with all of the information during the initial job offer. Be sure to review the information online to ensure that you have noted the days, dates and times of the assignment.*



Good luck and we wish you  
much  
success as a substitute  
with the New York City  
Department of Education