



## **SUBCENTRAL FACTS FOR FULL TIME EMPLOYEES (TEACHERS AND PARAPROFESSIONALS)**

Currently, all districts are utilizing the automated SubCentral System. This system provides full time teachers and paraprofessionals the ability to create absences and obtain substitute coverage when unable to report to school.

Note: The system is available via telephone and internet 24/7.

### **SubCentral General Information**

Website / System Access: [subcentral.eschoolsolutions.com](http://subcentral.eschoolsolutions.com)

Telephone Access: 718-935-6740

Help Desk Email Address: [subcentral@schools.nyc.gov](mailto:subcentral@schools.nyc.gov)

Live Help Desk (6am to 5pm / Monday to Friday): 718-935-4401

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### **Accessing SubCentral**

In order to use the SubCentral System, you will need to register **by telephone** using your File/EIS number as your Access ID **and** PIN (Password). You must **change** your PIN number as part of completing the registration process.

#### **Registration Instructions:**

1. Call the main system number at **(718) 935-6740**.
2. Enter your Access ID 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 again followed by the star (\*) key.
4. Record your name followed by the star (\*) key.  
Note: 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 contain numeric information only and must be at least six digits in length and no more than nine digits.

Note: If you previously registered as a substitute and have been processed as a full time employee you **do not need to register again**. Your system profile will automatically be changed from substitute to full time employee and your Access ID and PIN will remain the same as created.

## **Tips on Managing the SubCentral System**

- 1) Only teachers and paraprofessionals who are eligible to obtain substitute coverage when absent should use the system.
- 2) Absences can be reported 30 days in advance, therefore, you **MUST** report your absence in the SubCentral System as early as possible!!!
- 3) Be sure to wait for the system to generate a Job Number or “confirmation number” when creating your absence via telephone or internet.
- 4) Be sure to use the substitute instructions feature when creating an absence. This information can be recorded via telephone or typed into the system online.  
Listed below are several examples of information that you may enter in the substitute instructions field:
  - Your grade level (if you are listed as common branches or early childhood)
  - Your specific start/ end time (if it is different from the school’s defaulted time)
  - The address of an annex location (if you are not located at the main site)
  - For paraprofessionals: Any pertinent information pertaining to the assignment such as toileting, diapering, 1:1 scenario, etc.
- 5) You now have the ability to attach documents to your absences when creating them online. These files may include (but are not limited to) lesson plans, instructions and attendance sheets. Please use the substitute instructions feature to inform substitutes of attachments.
- 6) Verify that your school has the correct substitutes (“your favorites”) on your school’s priority list.
- 7) Feel free to provide the SubCentral office with feedback on the system to make future enhancements.

## **SubCentral System Reminders**

### **Do...**

- Comply with the rules and regulations of your school/ site regarding absences
- Wait for job number when creating an absence over the phone or online
- Ask your system administrator for your pin number if you have forgotten it. Or you may request that it be sent to your email address (if you have updated that information in the system) otherwise, call or email the help desk.

### **Do Not...**

- Specify a substitute if you are creating an absence for the same day
- Report absences for half days
- Create/ cancel an absence in SubCentral within an hour prior to the start of the assignment (unless you have contacted the school first)