



SUBCENTRAL FACTS FOR SUBSTITUTES

PLEASE NOTE: Currently, all Districts are utilizing the new automated SubCentral system with the exception of District 88 and District 79 – Alternative High Schools. As a substitute, you are eligible to work anywhere in the NYC School Districts.

The Go-Live date for Districts 88 and 79 is Fall 2008.

SubCentral Website (information only):

<http://schools.nyc.gov/Offices/DHR/Employees/SubstituteTeachersPerDiem/>

SubCentral SmartFind Express Website (system access):

www.subcentral.nycenet.edu

SubCentral SmartFind Express IVR (telephone access): 718-935-6740

SubCentral Help Desk Email Address: subcentral@schools.nyc.gov

SubCentral Office Number (Live Help Desk, 6am to 5pm: Monday-Friday):

718-935-4401

Registration Info: In order to use the SubCentral system, you will need to register with the system using your file number as your Access ID and PIN. You *must* change your PIN number as part of completing the registration process. You can register and change your PIN Number by calling 718-935-6740.

Registration Instructions

NOTE: FOR THE FIRST TIME REGISTERING, YOUR FILE or EIS NUMBER IS YOUR ACCESS ID AND PIN

Before any features are available, you must register with the system and create a PIN. The Access ID and PIN are used for all interactions with the system and should never be used by anyone else.

If you are a substitute and are not registered, you will not be called and offered or assigned to any jobs.

To register, follow this procedure:

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.

You will hear the telephone number (callback number) that the system will use to call you. You can modify this number.

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.

Tips:

- 1) You can update your call-back phone number.
- 2) Register with the system. Date TBD.
- 3) Make sure your available dates are correct.
- 4) Always enter your access ID# and PIN# when the system calls.
- 5) Call the system to confirm the job before leaving your home.
- 6) Cancel an assignment as soon as possible (you can only cancel the assignment an hour and a half before the job starts).
- 7) If you are unable to report to the school on time... Please contact the school to inquire if you should still report.