



SUBCENTRAL FACTS FOR SUBSTITUTE TEACHERS AND PARAPROFESSIONALS

Currently, all districts are utilizing the automated SubCentral System. Substitute teachers are eligible to work anywhere in the NYC School Districts. Substitute paraprofessionals may work in various districts throughout the city but are expected to work for D75 programs only if they have been nominated by a D75 central program.

Accessing SubCentral

In order to use the SubCentral System, you will need to register **by phone** 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.

Note: When registering for the first time, your File/EIS number **is** your Access ID **and** Pin. If you are a substitute and are not registered, you will not be called and offered or assigned to any jobs. The Access ID and PIN are used for all interactions within the system.

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.
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Managing Your Profile

You have the ability to **change** the following information at any time:

- Callback number
- Email address
- Daily availability (days of the week in which you are available to work)
- Unavailable dates (date or date range)
- 24 hour Do Not Call (indicating that you are unavailable for employment within the next 24 hours)

Upon registration (or at anytime) you should **review** the following:

- Classifications (for sub teachers = subjects you are able/willing to teach, however, for sub paraprofessionals = languages you are able to speak other than English)
- Locations (Districts you are able to work in)
- Mailing address
- If any of the above information has changed, you **must** contact the SubCentral Help Desk to request the modification. To change your address you must also submit a "Personal and Tax Data Change Form" to HR Connect or call 718-935-4000.

System Overview

The system will contact you by phone (ONLY) using your callback number. The system will ask for you by name and request that you enter your Access ID and PIN. Once you have identified yourself, it will **either** offer you an assignment or inform you of a cancellation. You must follow the telephone prompts to accept, decline or receive the cancellation information for the assignment.

You must **make note** of the following when being offered an assignment:

- Date and time
- School name, address and phone number
- Employee's name you will be covering for
- Any special instructions left by school personnel
- Job number - confirmation number indicating that you have accepted the assignment

Note: You must report to the school promptly at the start of the job (that is identified on the system) along with your confirmation number and DOE issued photo ID.

When will the system call?

Monday – Friday: For assignments that occur the same day.

The system will begin to call substitutes at **5:30 AM** until the start of the assignment.

**** Note:** if the system should call you later in the morning and you are unsure if you are able to report to the school on time, you can either decline the offer or accept the assignment. If you choose to accept, please contact the school directly prior to your departure to inquire if you should still report.

Sunday – Thursday: For future assignments, up to 30 days in advance.

The system will call subs starting at **5:00 PM** until **10:30 PM**.

Tips

- 1) You can update your callback phone number at any time.
 - 2) Make sure your available dates/days of availability are correct.
 - 3) Always enter your access ID and PIN when the system calls.
 - 4) Call the system to confirm the job before leaving your home.
 - 5) If you must cancel, do so as soon as possible. (Anytime for future assignments, but only an hour and a half before the job starts for assignments that occur on the same day.)
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Contact Information

SubCentral Website (information only): <http://schools.nyc.gov/Offices/DHR/SubTeachers.htm>
or <http://schools.nyc.gov/Careers/SubPara>

SubCentral SmartFind Express Website (system access): subcentral.eschoolsolutions.com

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

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

SubCentral Help Desk Office Number: 718-935-4401 (6 AM - 5 PM / Monday - Friday)