The SubCentral System
for Substitute Paraprofessionals

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. These notifications then create a vacancy which allows the SubCentral System to call substitutes to offer employment opportunities.

As a substitute paraprofessional 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. 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 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. 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 full time paraprofessionals.
5. You will be asked to verify your callback number. This is the number the system will use to offer you assignments. Please be sure the number is correct and the area code is listed. If the number is incorrect, follow the phone prompts to change it. It is advised that you use the telephone number which will be most used within the hours of 5:30 AM and 7:30 AM.
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.

Profile Information

Once you have registered for the system, you must go online (subcentral.eschoolsolutions.com) to review your profile and ensure all information listed is correct.

The following categories are managed by SubCentral Help Desk operators. They can be reached by phone at: 718-935-4401 (Monday through Friday from 6:00 AM to 5:00 PM) or via email at: subcentral@schools.nyc.gov

- Classifications – Languages (other than English) with which you are able to provide oral and written communication
- Locations – Districts in which you would like to work (including but not limited to District 75)

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

- Schedule – Days of the week you are available to work
- Unavailable dates – A date or date range you will be unavailable (Note: you may adjust the system to contact you during evening callout for future assignments)
- Callback number – Telephone number the system uses to offer you employment
- Do Not Call – 24 hour parameter that blocks the system from calling you within a 24 hour time period that you designate

Absence Reporting

Once a full-time school based employee has created an assignment which needs staffing, the system 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 come 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 Thursday 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.

- Via Internet – anytime
- By Phone – anytime except during callout periods listed above

Substitute Selection

SubCentral uses various criteria to select substitutes to offer them jobs. It will attempt 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 that have been selected for a particular assignment but have not confirmed it with the school.

Morning Callout - The specified substitute will be the first called. The substitute may accept or decline the job. If the system is unable to reach the specified substitute it will move on to obtain substitutes using SubCentral Selection.

Evening Callout - The system will call the substitute approximately every 45 minutes to offer him/ her the assignment. If it is unable to reach the specified substitute during evening callout, it will continue to call each evening (during the callout period) until 8:00 PM the evening before the job is scheduled to begin. It will then move on to another group of substitutes using SubCentral Selection.

Prearranged Substitutes

2. Substitutes that have been selected for a particular assignment and are confirmed to work. These substitutes have spoken directly with a contact at the school and have been informed when to report.

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 and 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 – Paraprofessional
- Special Instructions – Any information the school would like you to have pertaining to the assignment. (Examples: an annex location that is not located in/close to the main site, a floor the school is located on, an individual to report to, or information regarding toileting, diapering, or wheel chair bound students, etc.)

Assignments

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

<u>If you accept:</u>

- 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

Job Number

Assignments

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<u>If you accept:</u>

- 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

<u>If you decline:</u>

- 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 more than three times during morning callout
- Continually declining jobs may result in termination

Assignment Cancellations

You are able to cancel an assignment up to **1 1/2 hrs** before the start of the job. If you pass this time you must contact the school directly. (Example: If school starts at 8:00 AM – you are only able to cancel up to 6:30 AM.)

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. Also note, the practice of cancelling assignments is highly discouraged.)

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

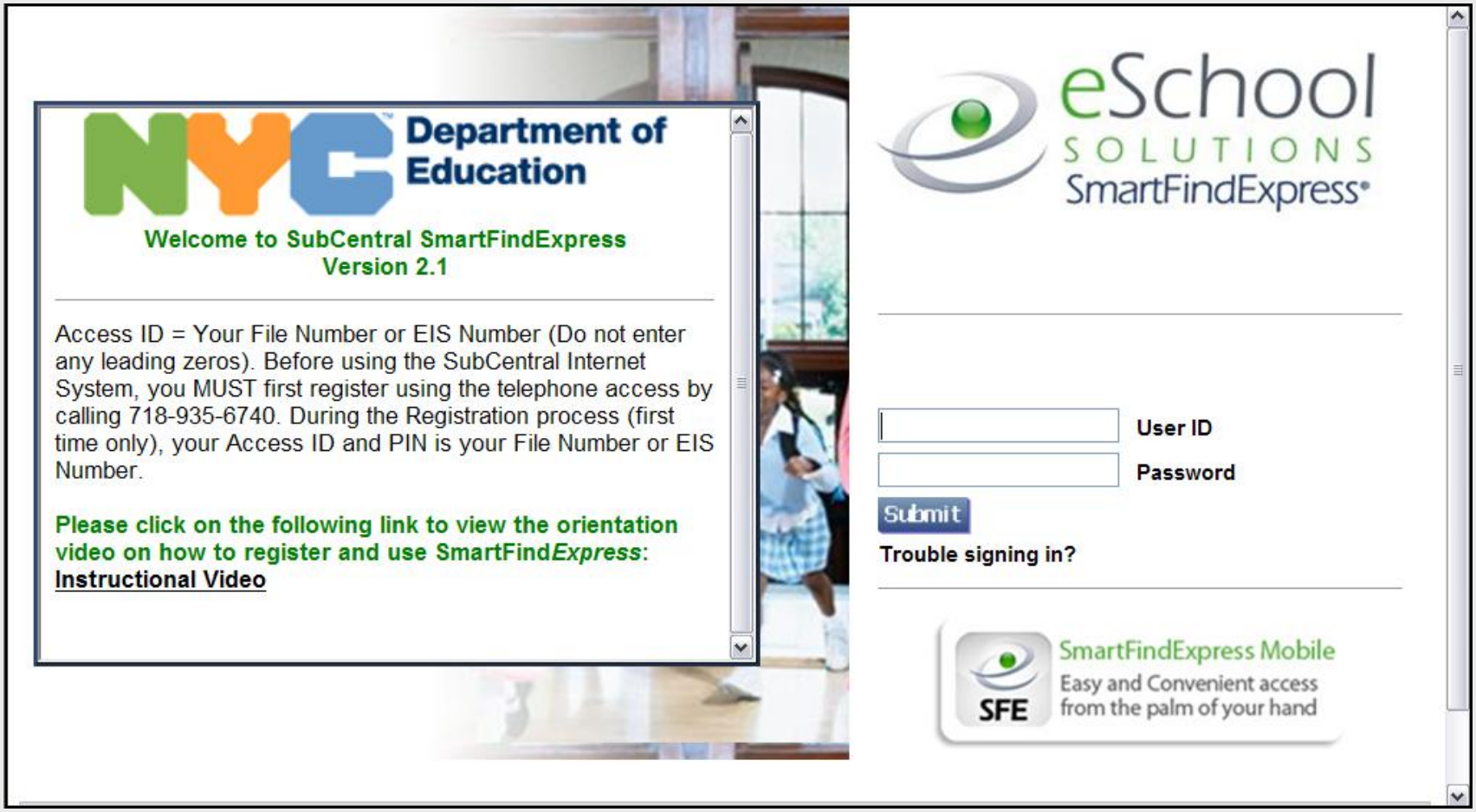
Live Help Desk: 718-935-4401 (Monday – Friday / 6:00 AM – 5:00 PM)
Help Desk Email address: subcentral@schools.nyc.gov

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: schools.nyc.gov or email the Help Desk at subcentral@schools.nyc.gov

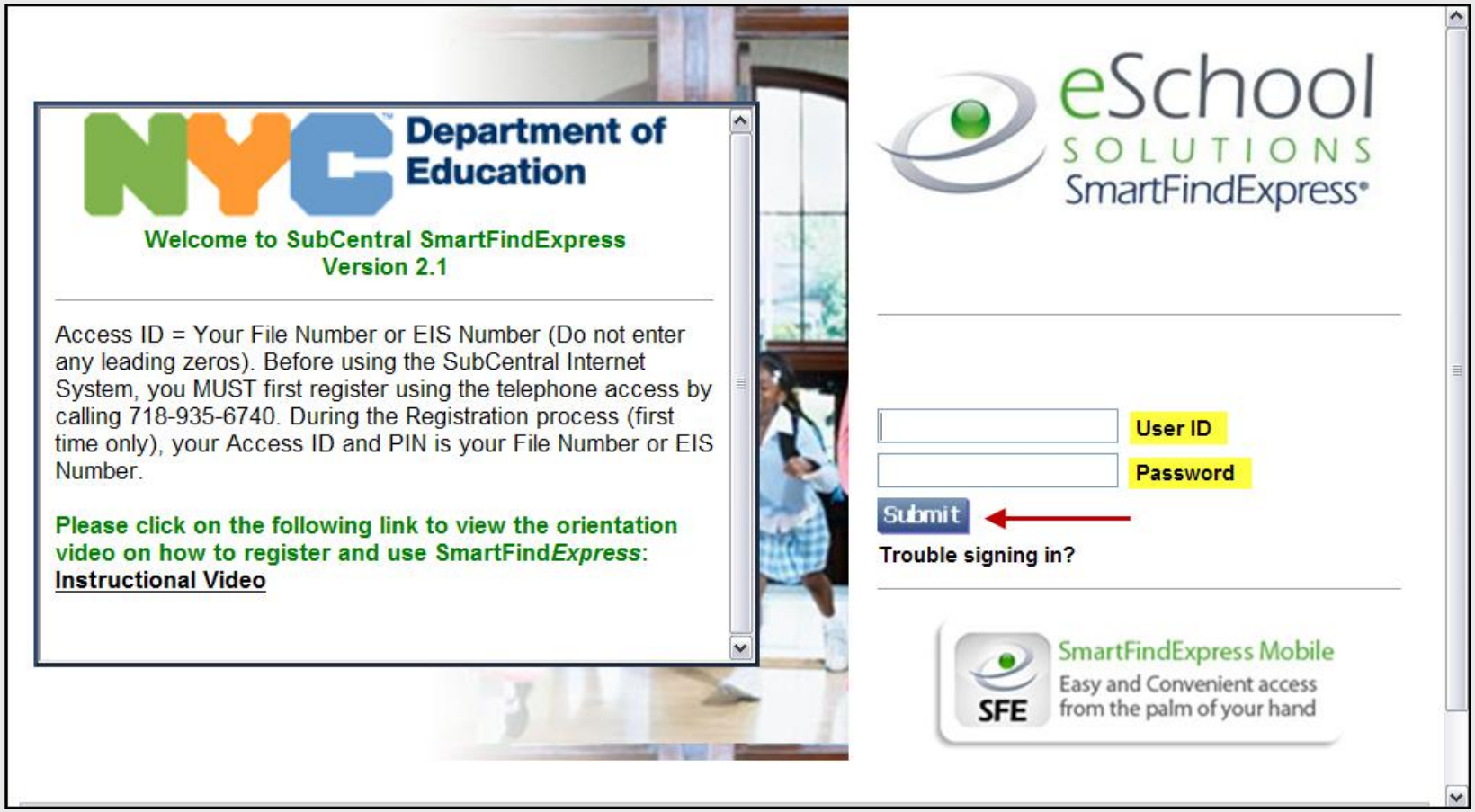
Department of Education

Screen Shots of the **SubCentral System**

Log-In Screen

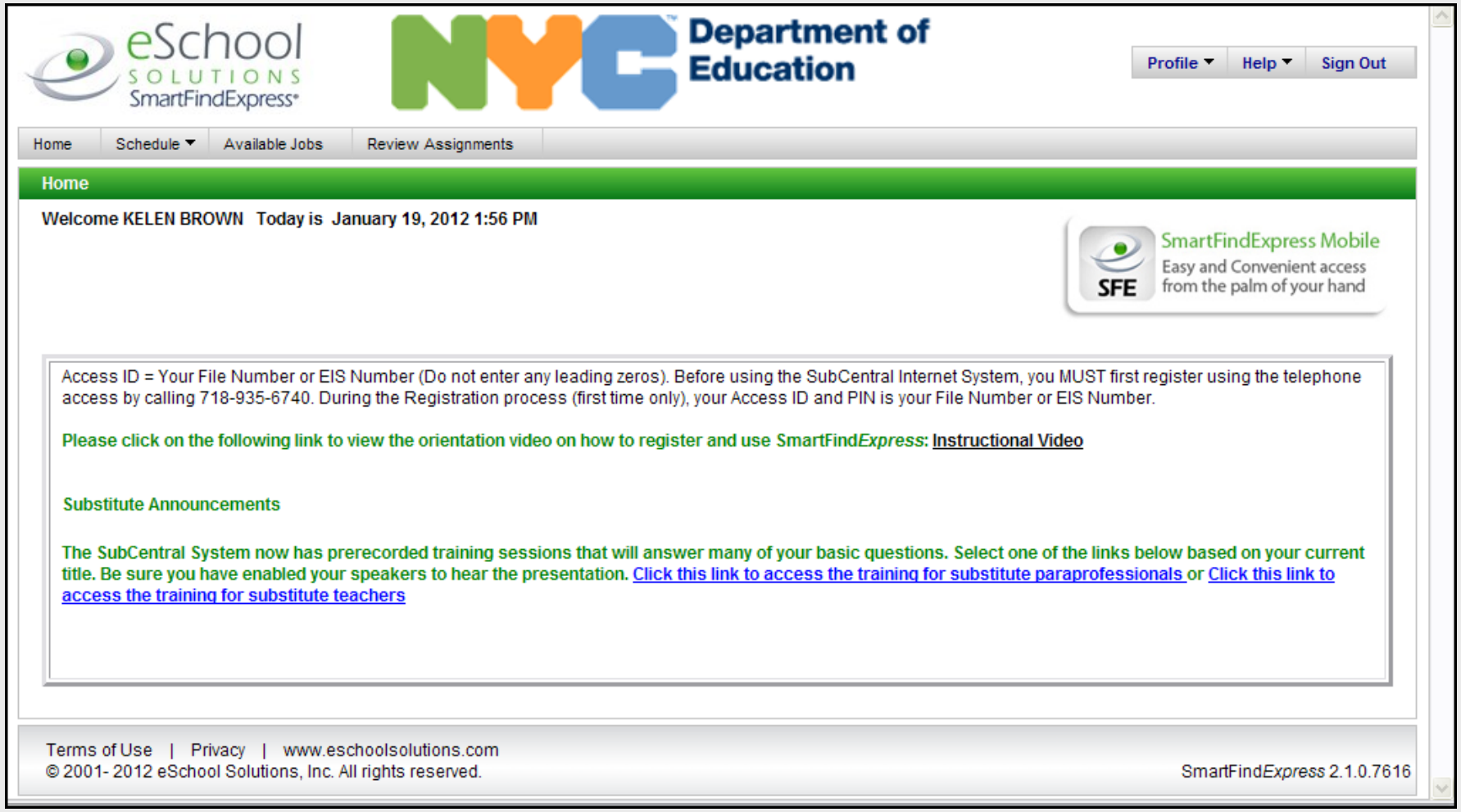


Reminder: You must register by phone before you are able to access the system online. Enter your User ID (File/ EIS number) and the Password you created and click the Submit button.



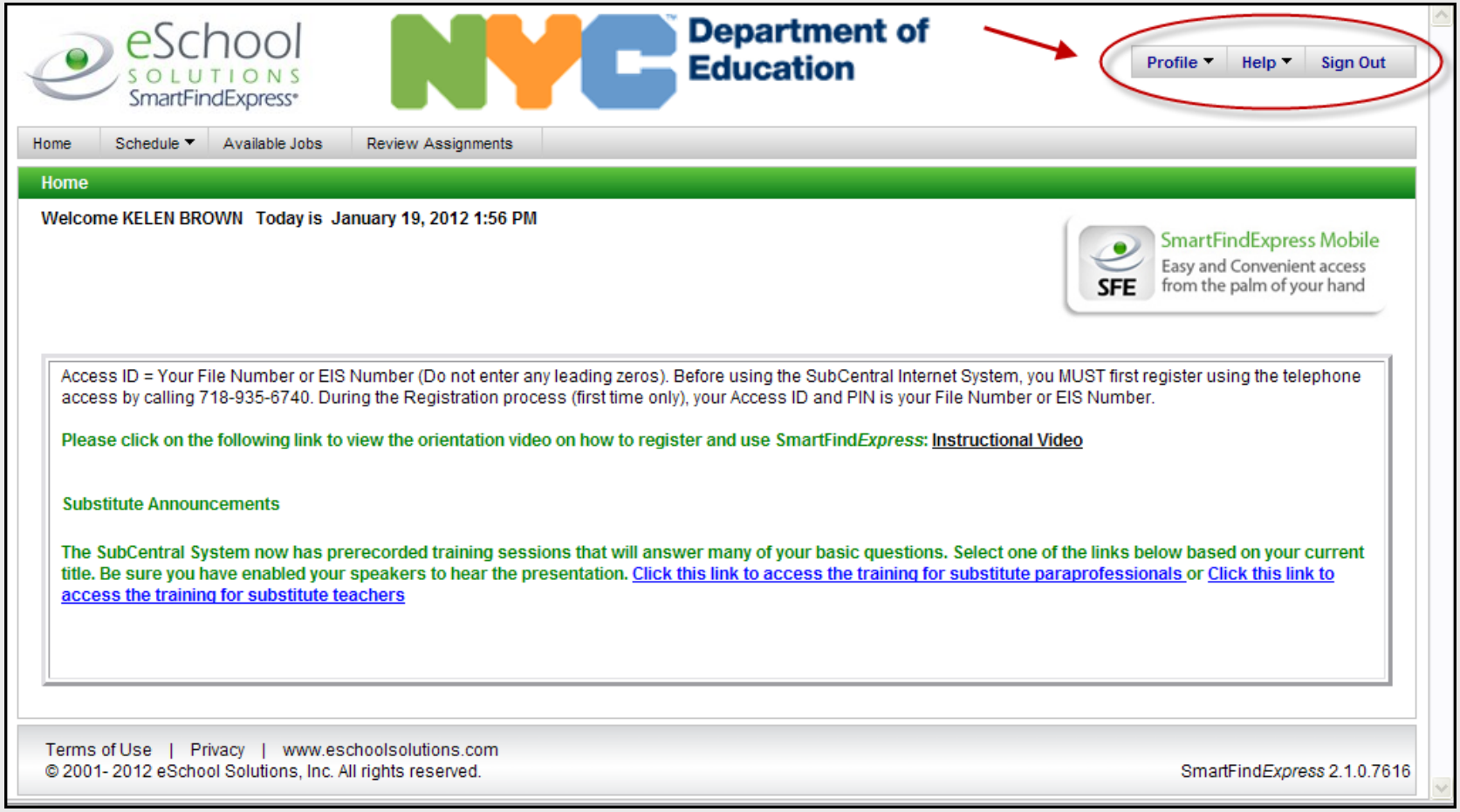
Home Page

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



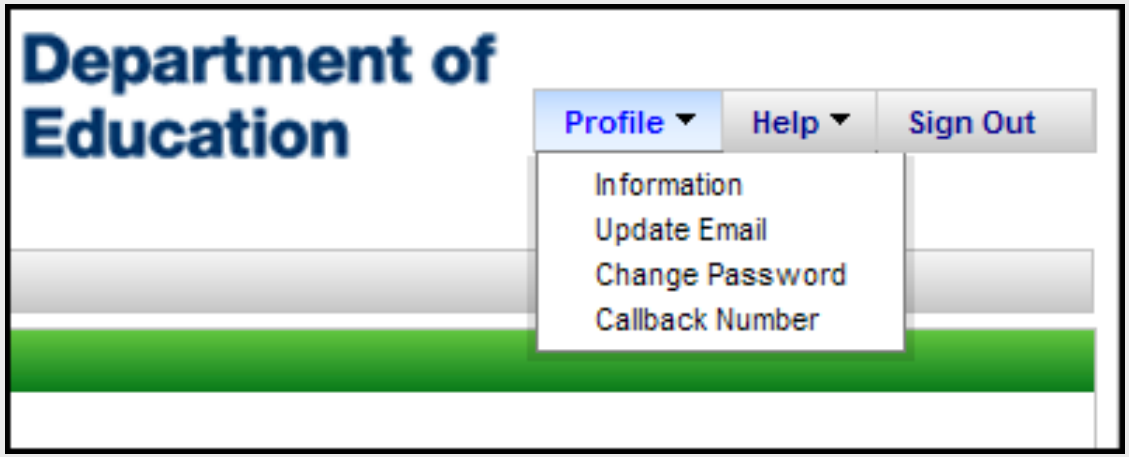
Home Page

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

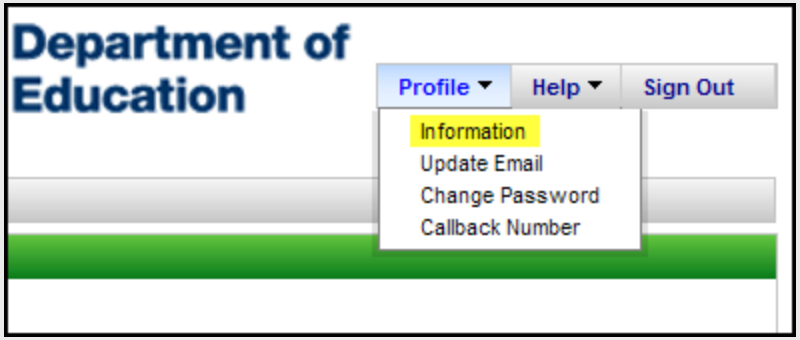
Hover your mouse over the Profile Tab and the system will display a drop down menu with various links.

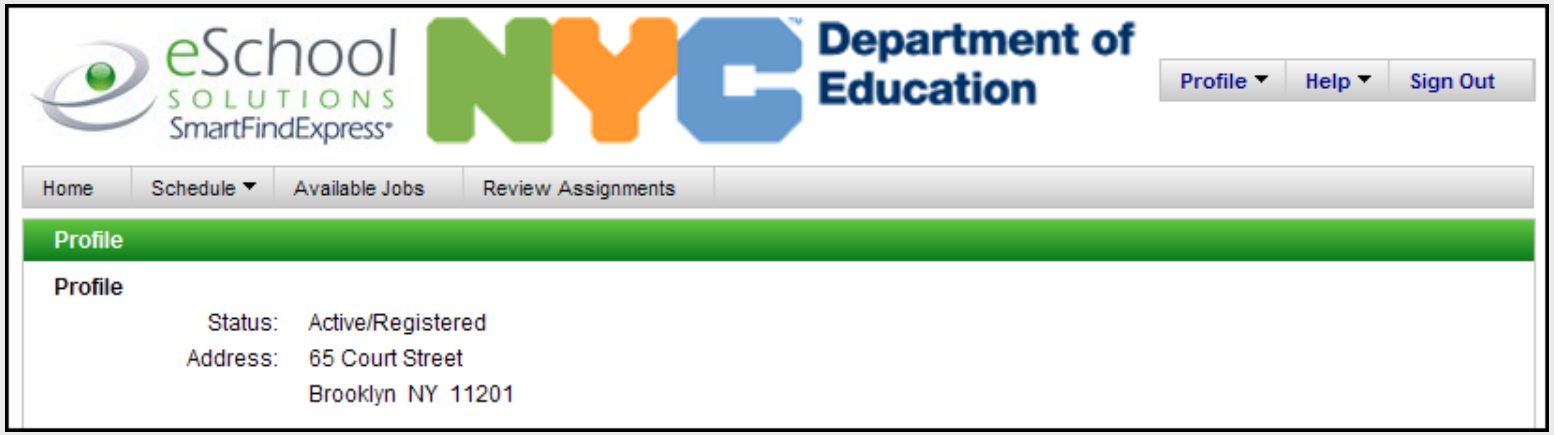


Profile Tab

Click on Information and you will be able to view the mailing address the system has on file for you.

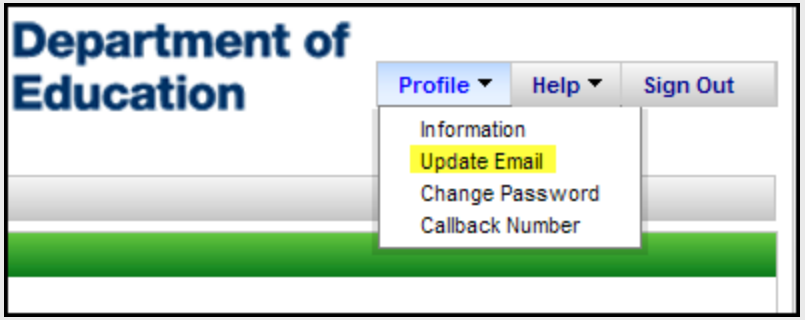
Note: You are not able to change this information. If it is incorrect you must contact HR Connect (718-935-4000) to update your mailing address with the Department of Education.

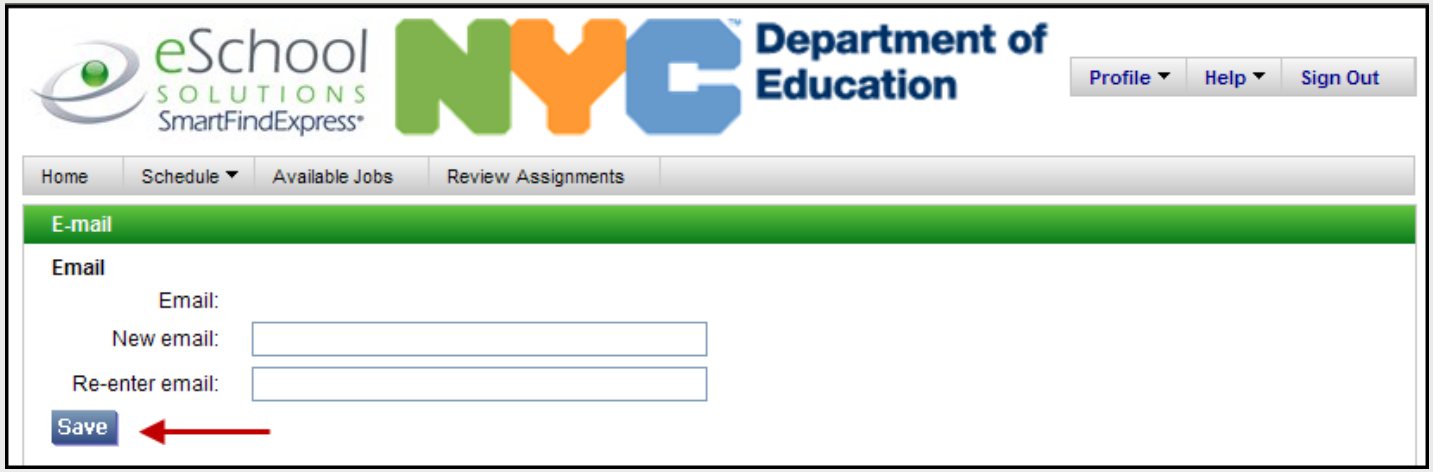




Profile Tab

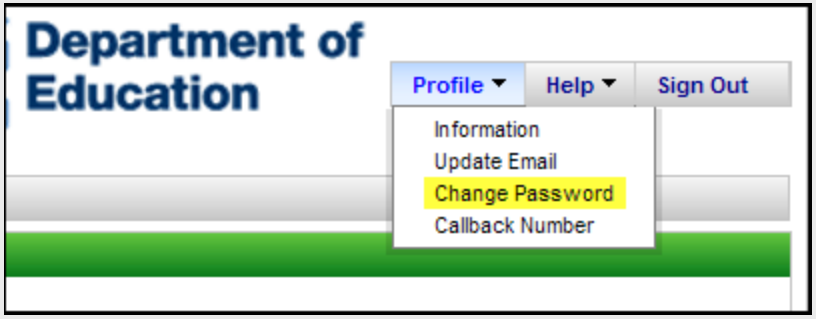
Click on Update Email to view and or change the email address listed in the SubCentral System. You must enter your email address to allow the Help Desk to contact you with any pertinent information or permit the system to email your PIN (password) if it is forgotten. Be sure to click Save.

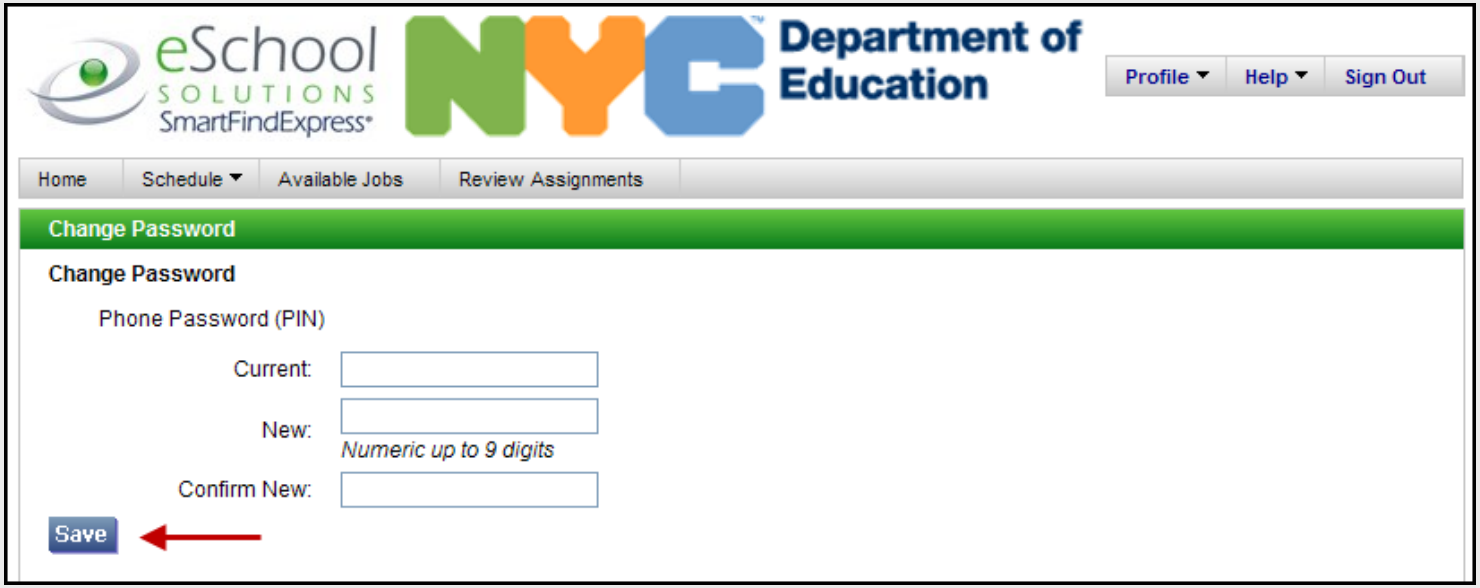




Profile Tab

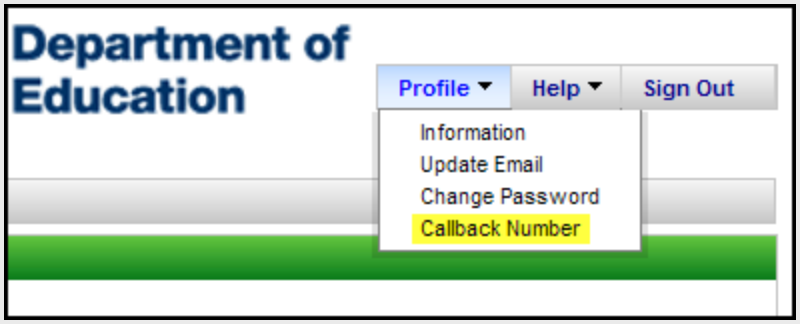
Click on Change Password to create a new password/ PIN. Your password must be between 6 to 9 digits in length and must be numbers only. Be sure to click Save.

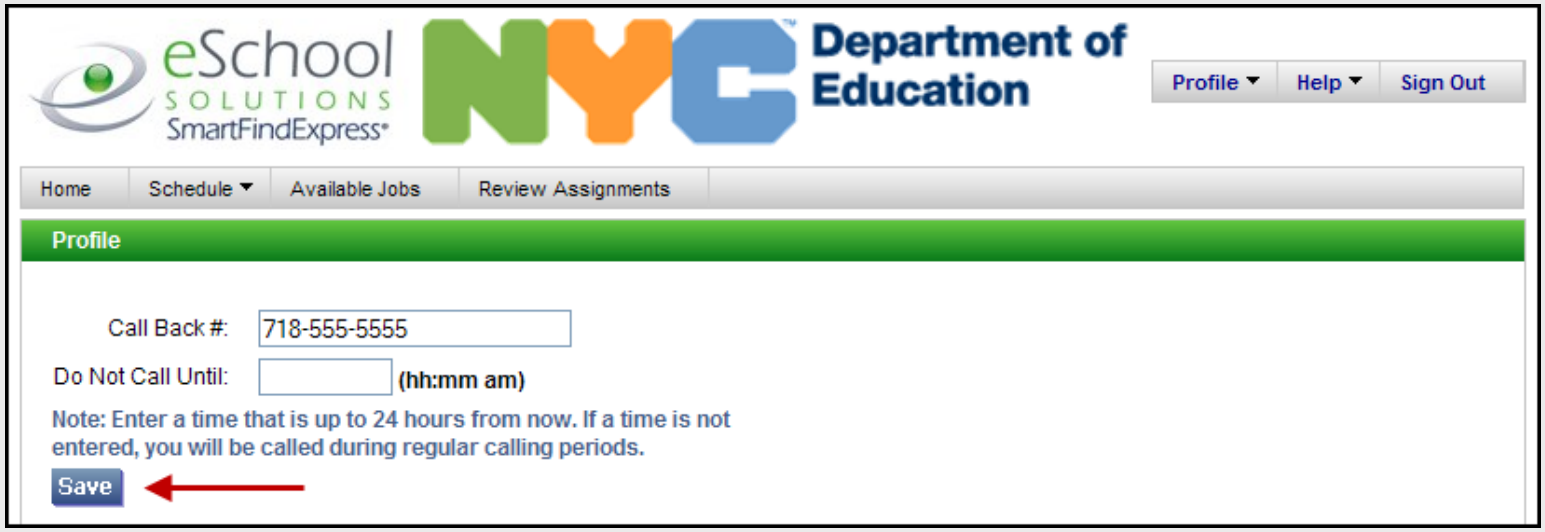




Profile Tab

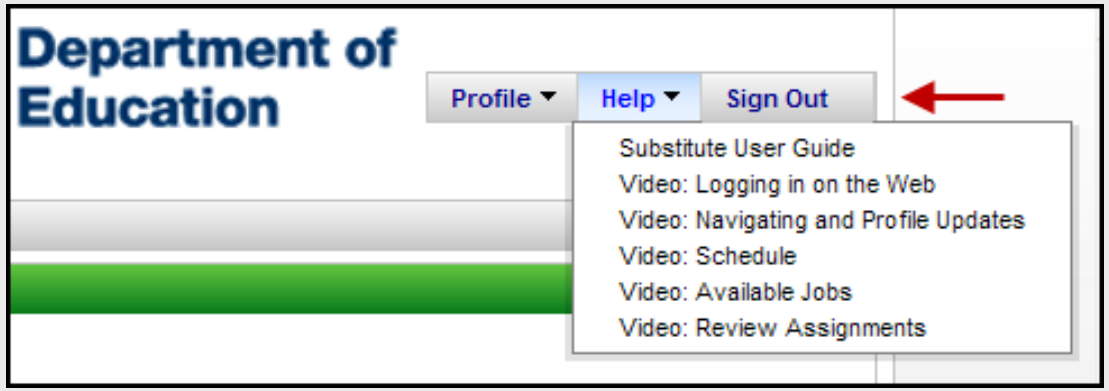
Click on Callback Number to change the telephone number the system will use to contact you. You also have the ability to update the 24 hour Do Not Call parameter. Be sure to click Save.





Help/ Sign Out

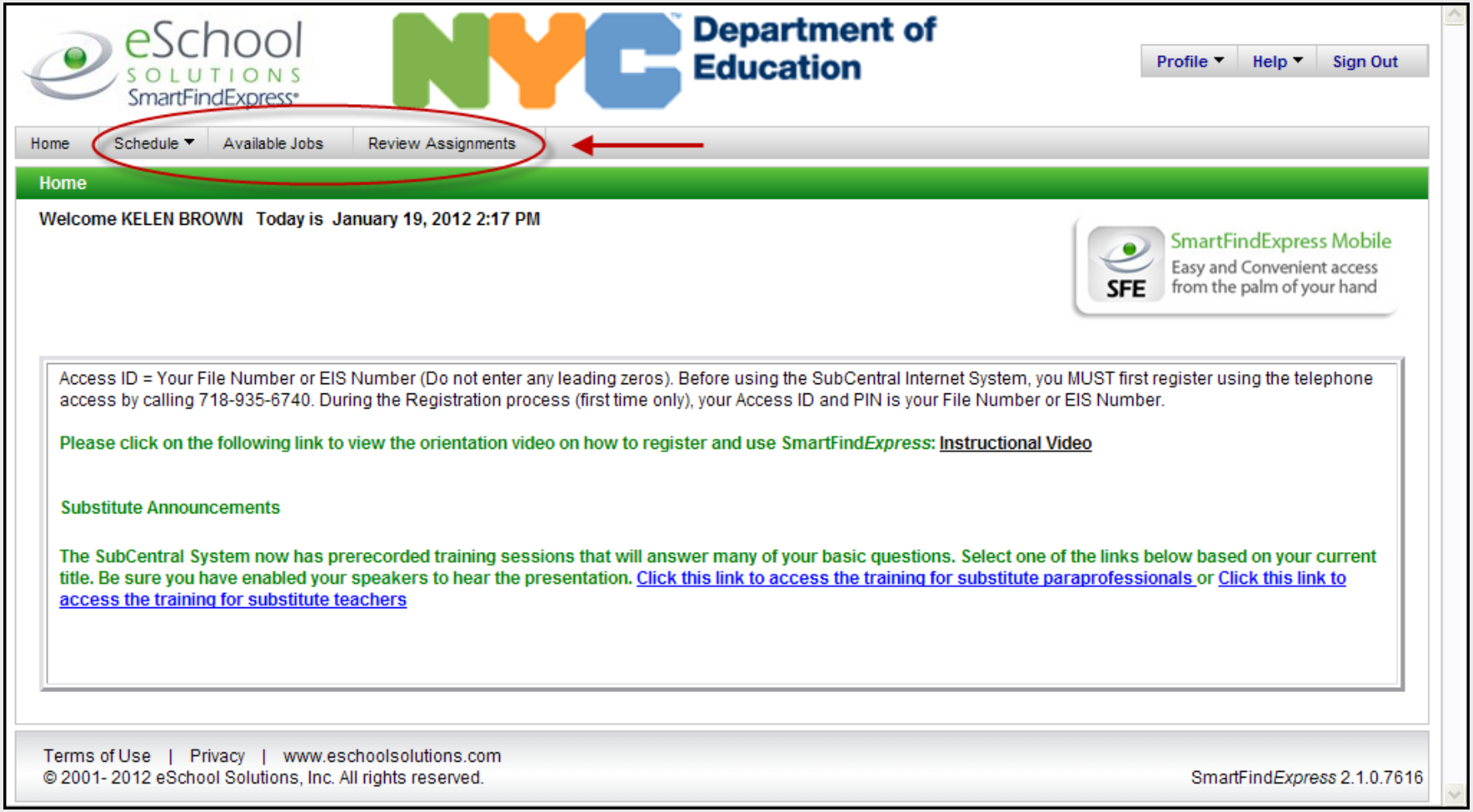
The SubCentral System now has brief training videos that provide general information on managing your profile. Hover over the Help menu and click on the video of your choice. Be sure to turn up the volume on your computer.



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

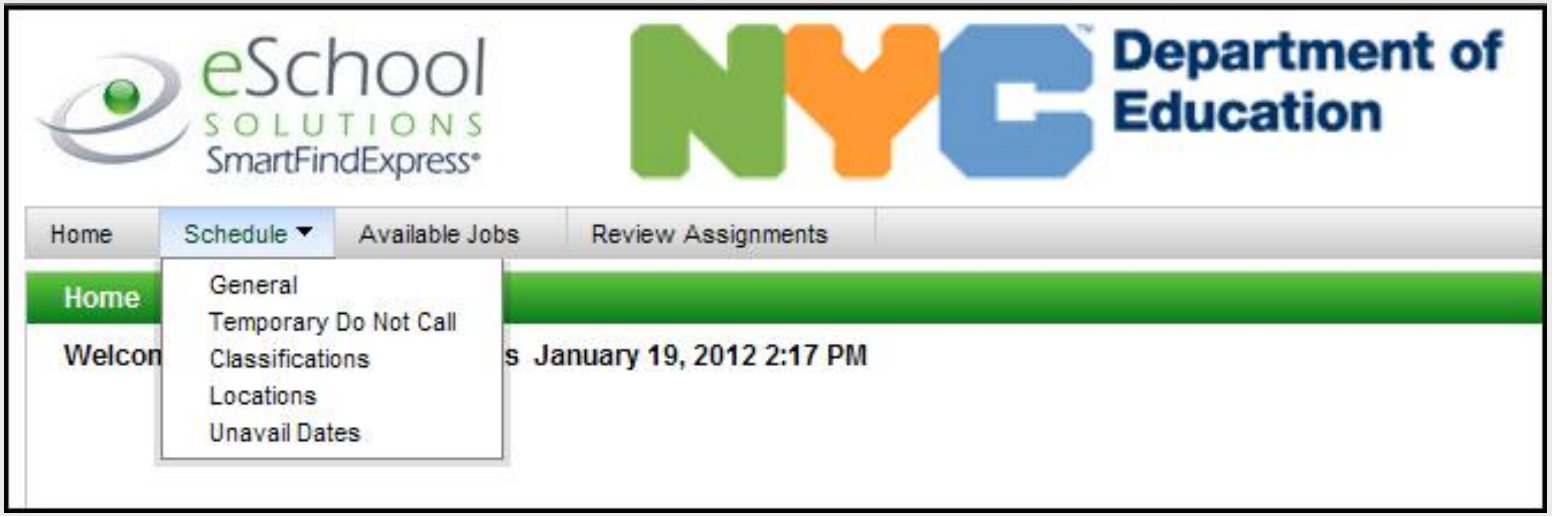
Home Page

The tabs on the top left allow you to manage your profile, view assignment information and search for available jobs.



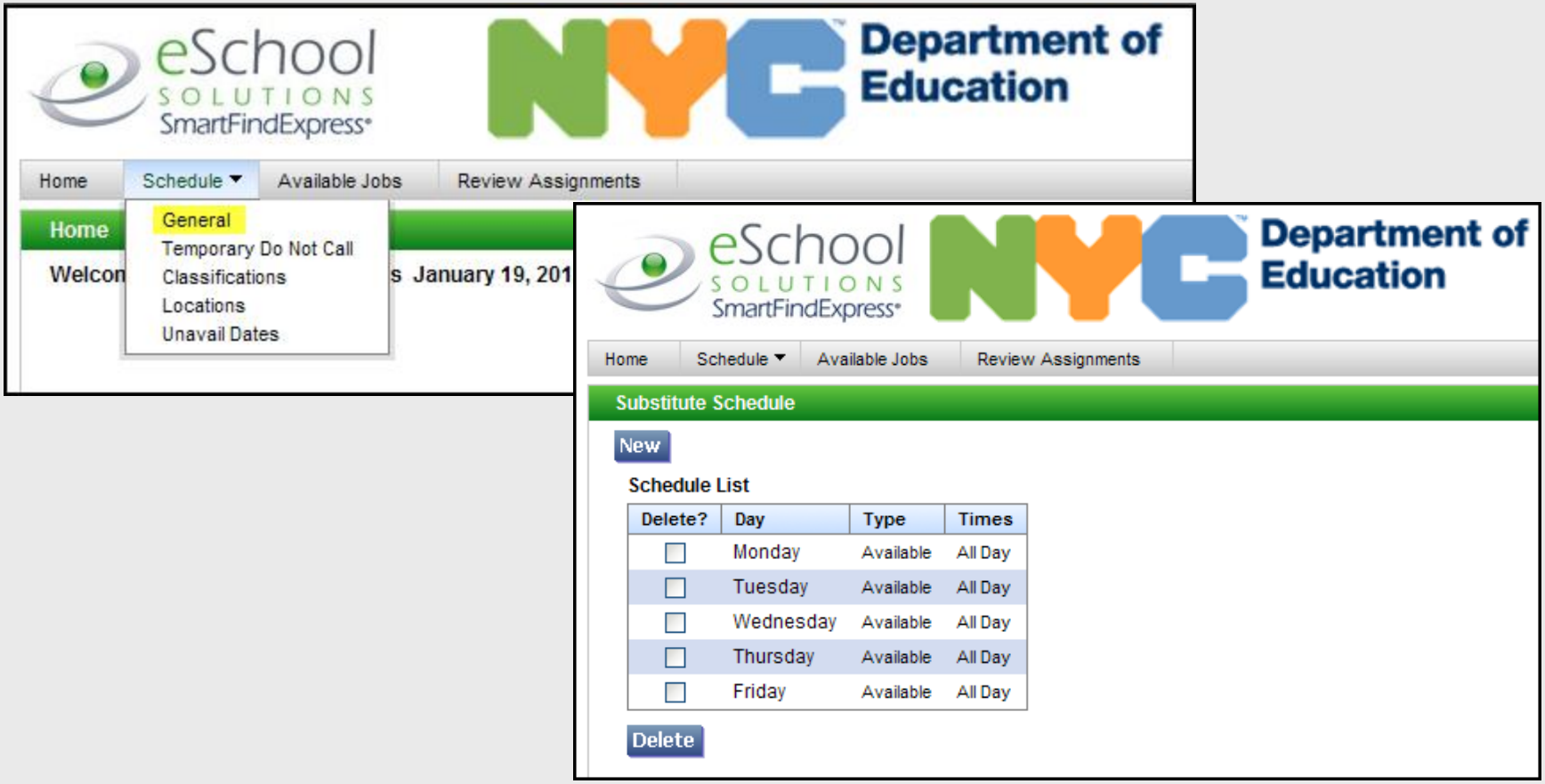
Schedule

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



Schedule Tab

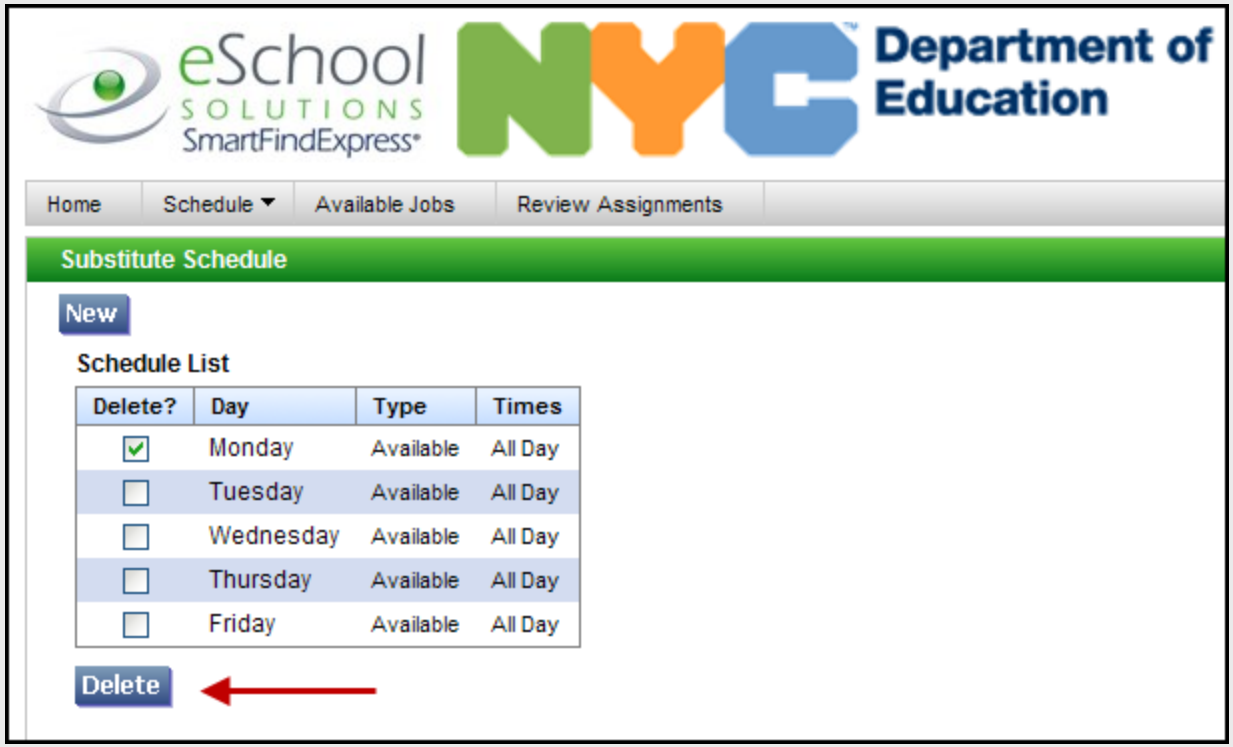
Click on General and you will have the ability to view and update your schedule. The defaulted schedule allows you to be available Monday through Friday. You may change this at any time.



Schedule Tab

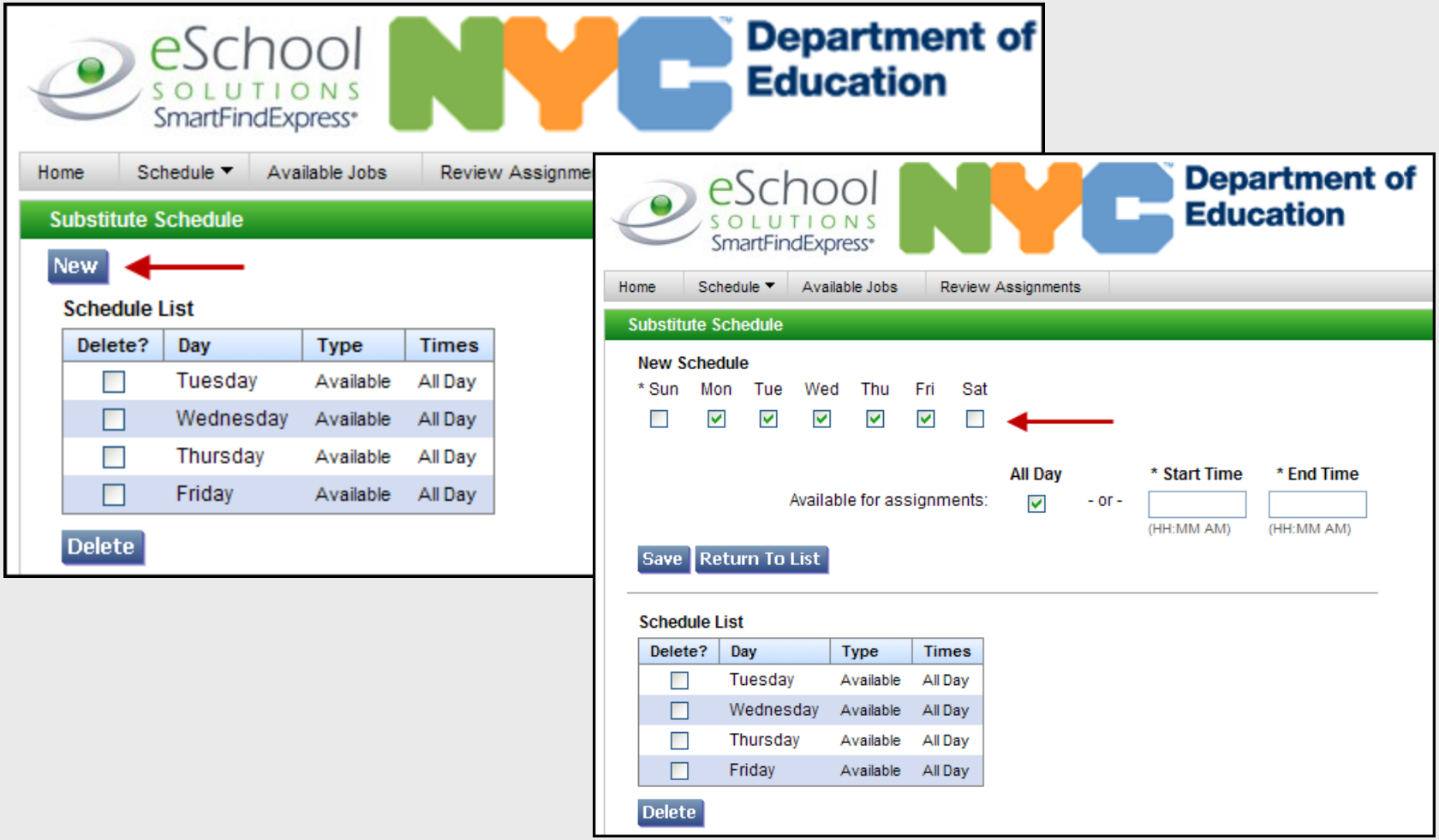
This is your permanent regular schedule, therefore, if you can not work on a specific day of the week (example: Mondays) be sure to delete it from your schedule.

To Delete - click the delete box next to the day of the week and then the delete button.



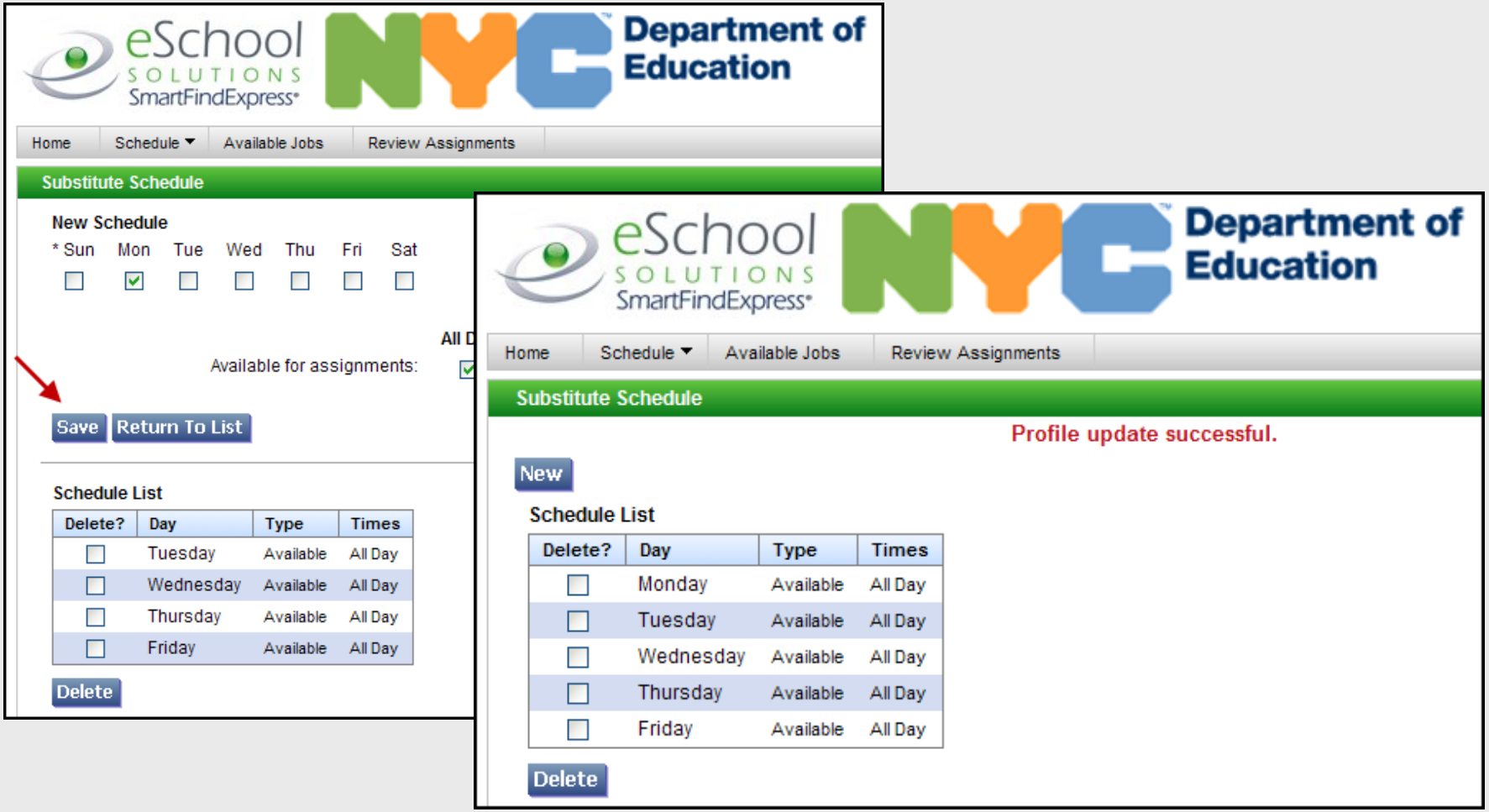
Schedule Tab

To Add - click New. Remove the check marks from the days you already have in your schedule. You must leave the checks on the days you want to Add.



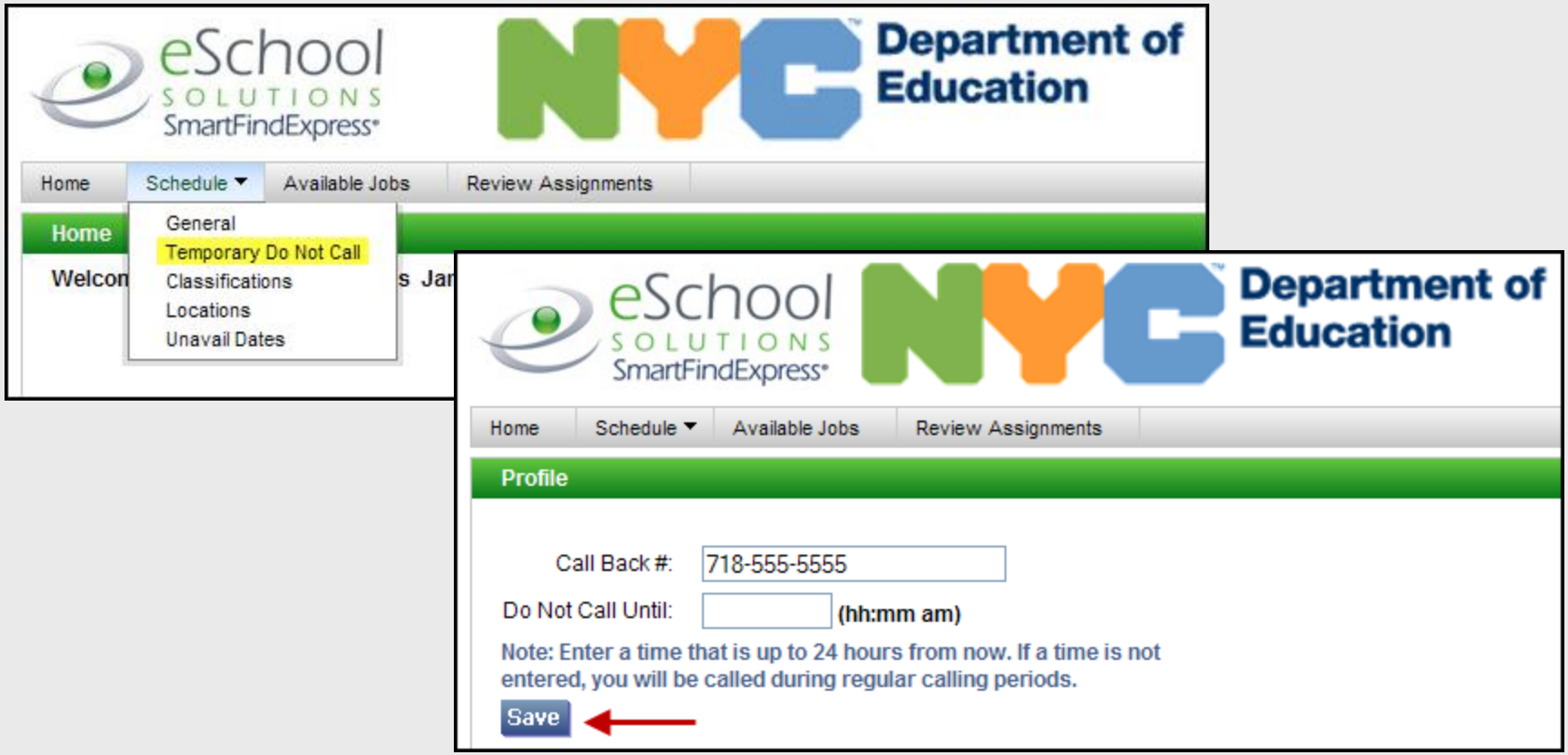
Schedule Tab

Click Save and you will see your new schedule.



Schedule Tab

Click on Temporary Do Not Call to change the telephone number the system will use to contact you. You also have the ability to update the 24 hour Do Not Call parameter. Be sure to click Save.



Schedule Tab

Click on Classifications to view the substitute paraprofessional classifications in your profile. If you wish to add or remove classifications you must contact the SubCentral Help Desk.

Schedule Tab

Click on Locations to view the districts listed in your profile. If you wish to add or remove districts you must contact the SubCentral Help Desk.

Schedule Tab

Click on Unavail Dates to update your availability by date or date range.

To add a date or date range with which you are unavailable to provide substitute service click New.

Schedule Tab

- Enter the date or date range you will be unavailable
- Update the Start and End fields by entering the dates or using the calendar icon
- Add a check to the All Day box (entering a time frame is not necessary as you will only be considered for full day assignments)
- Add a check to Call for future assignments if you would like to receive job offers during evening callout on days you are unavailable
- Be sure to click save

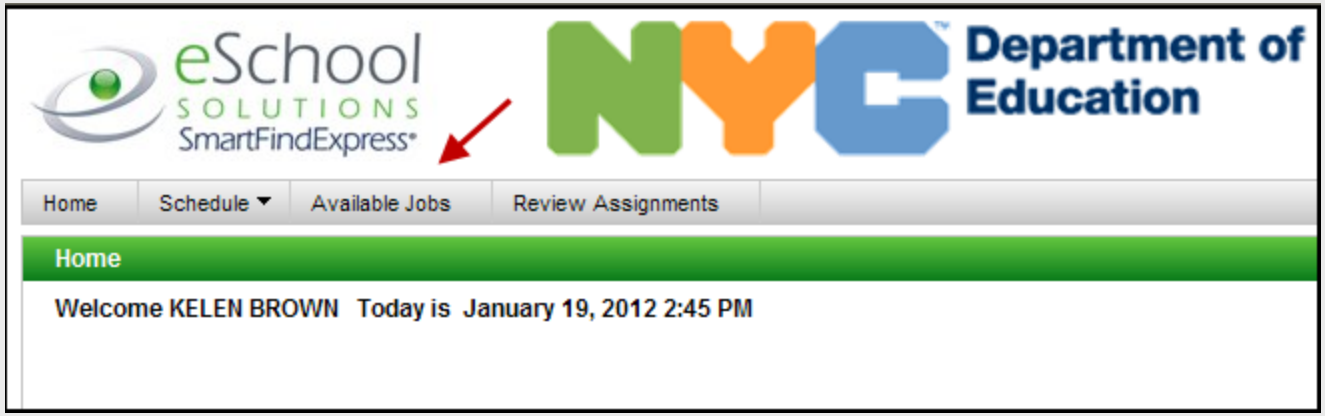
Schedule Tab

To Delete – Select the box next to the date/ date range you would like to removed and click Delete.

Available Jobs Tab

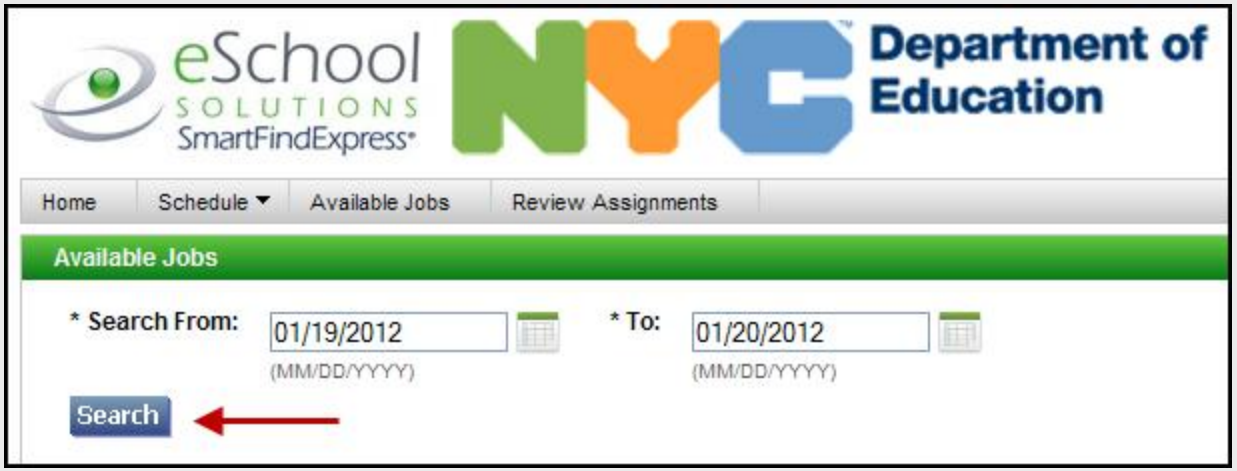
You are able to search for available jobs online at anytime.

<u>Note</u>: If you chose to search during scheduled callout periods you may not be able to accept an assignment that is being offered to another substitute until they have declined the job.



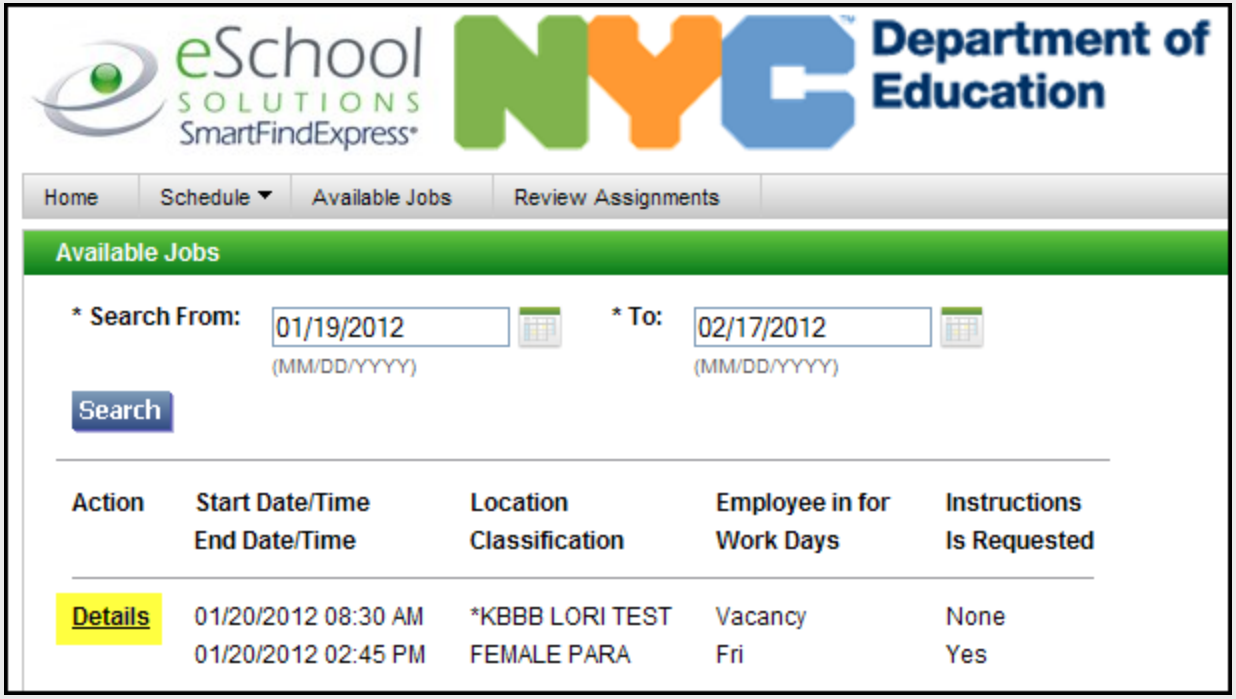
Available Jobs Tab

Select the date or date range (up to 30 days in advance) you are searching for an assignment and click Search.
Note: The system defaults to the current date.



Available Jobs Tab

Click on the details link to obtain more information on the selected assignment.

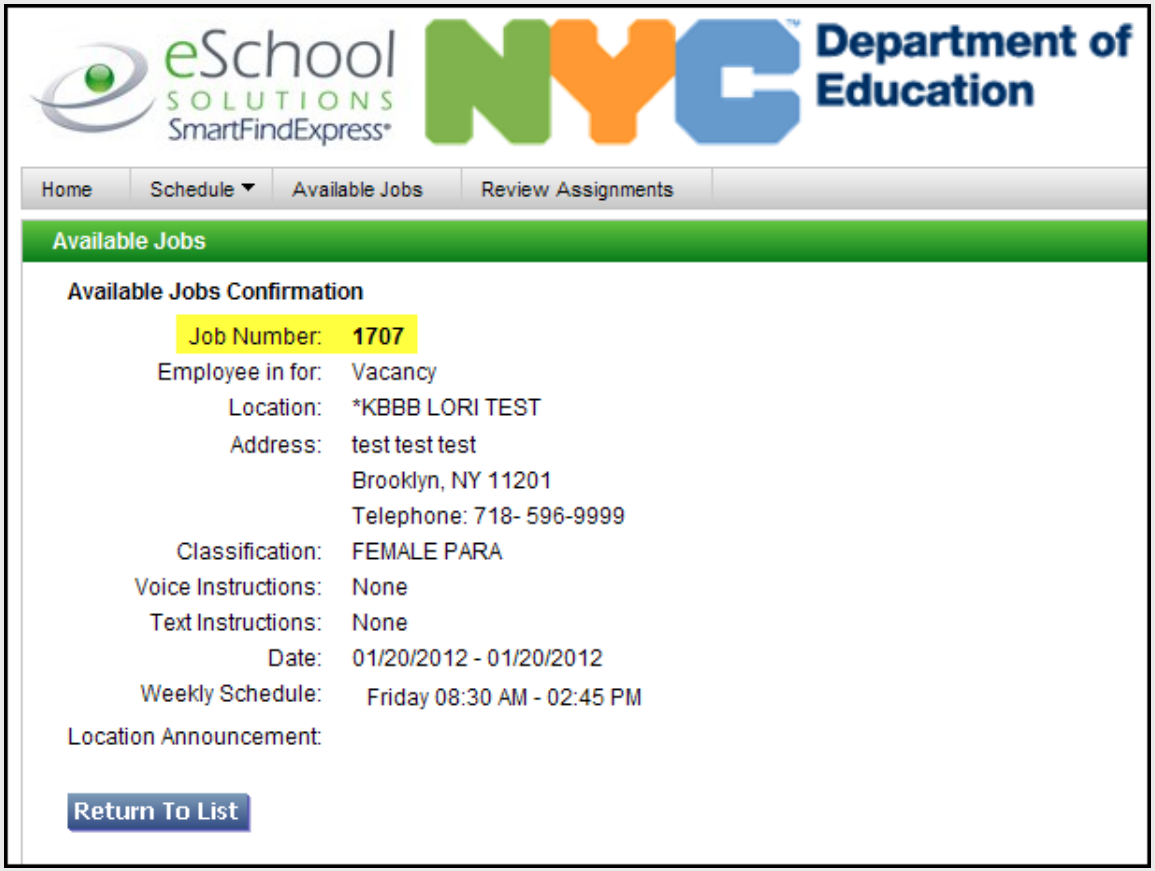


Available Jobs Tab

Review and make note of all information pertaining to the job.
If you chose to accept the assignment click Accept Job.

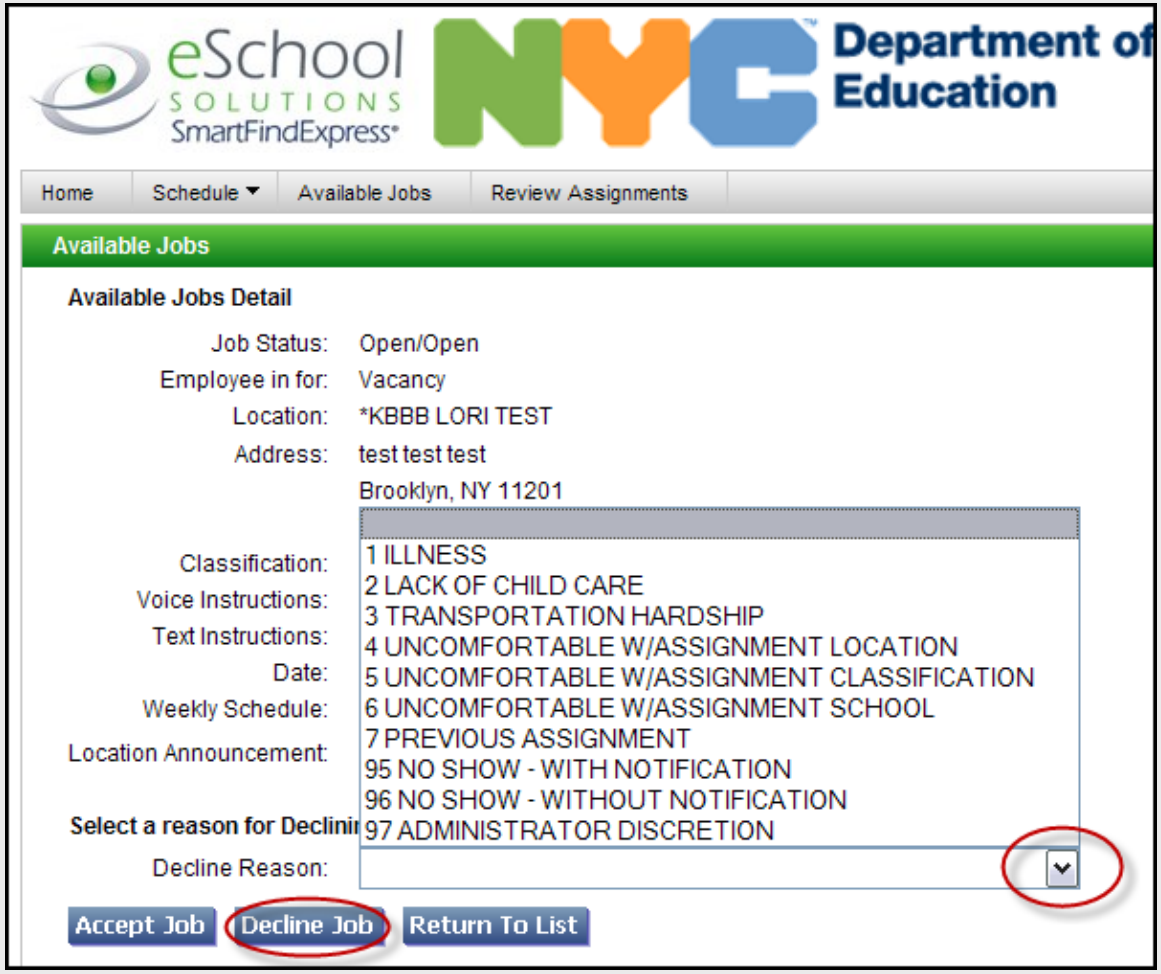
Available Jobs Tab

Once you have accepted the assignment you will obtain a Job Number.
Note: You are able to view information prior to accepting a job, however, the job is **NOT CONFIRMED** until you have been provided a **JOB NUMBER**.



Available Jobs Tab

If you chose to decline the assignment you must select a reason from the drop down menu then click Decline Job.



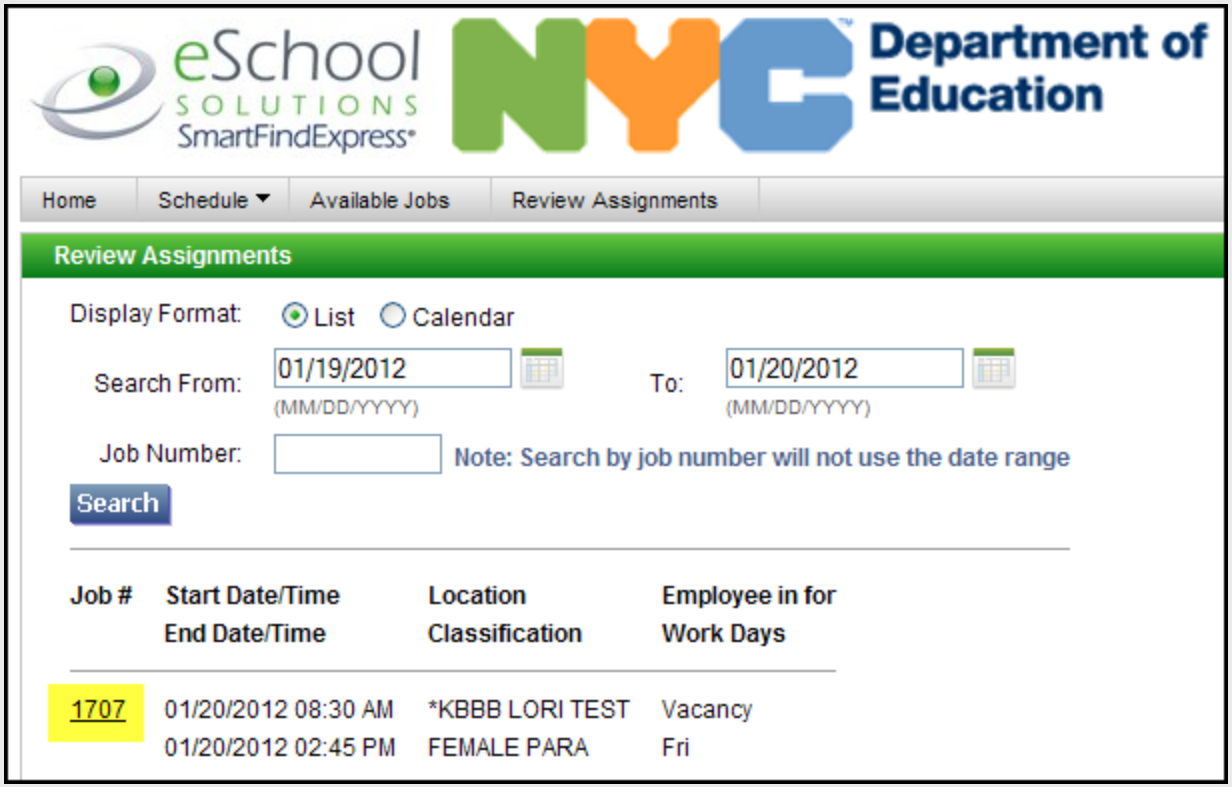
Review Assignments Tab

Accepted/ confirmed assignments that occur in the past, present or future may be reviewed online at any time. Click Review Assignments.

You may view the information in list or calendar format. You may also search for the data via the job number or date/date range. Be sure to click Search.

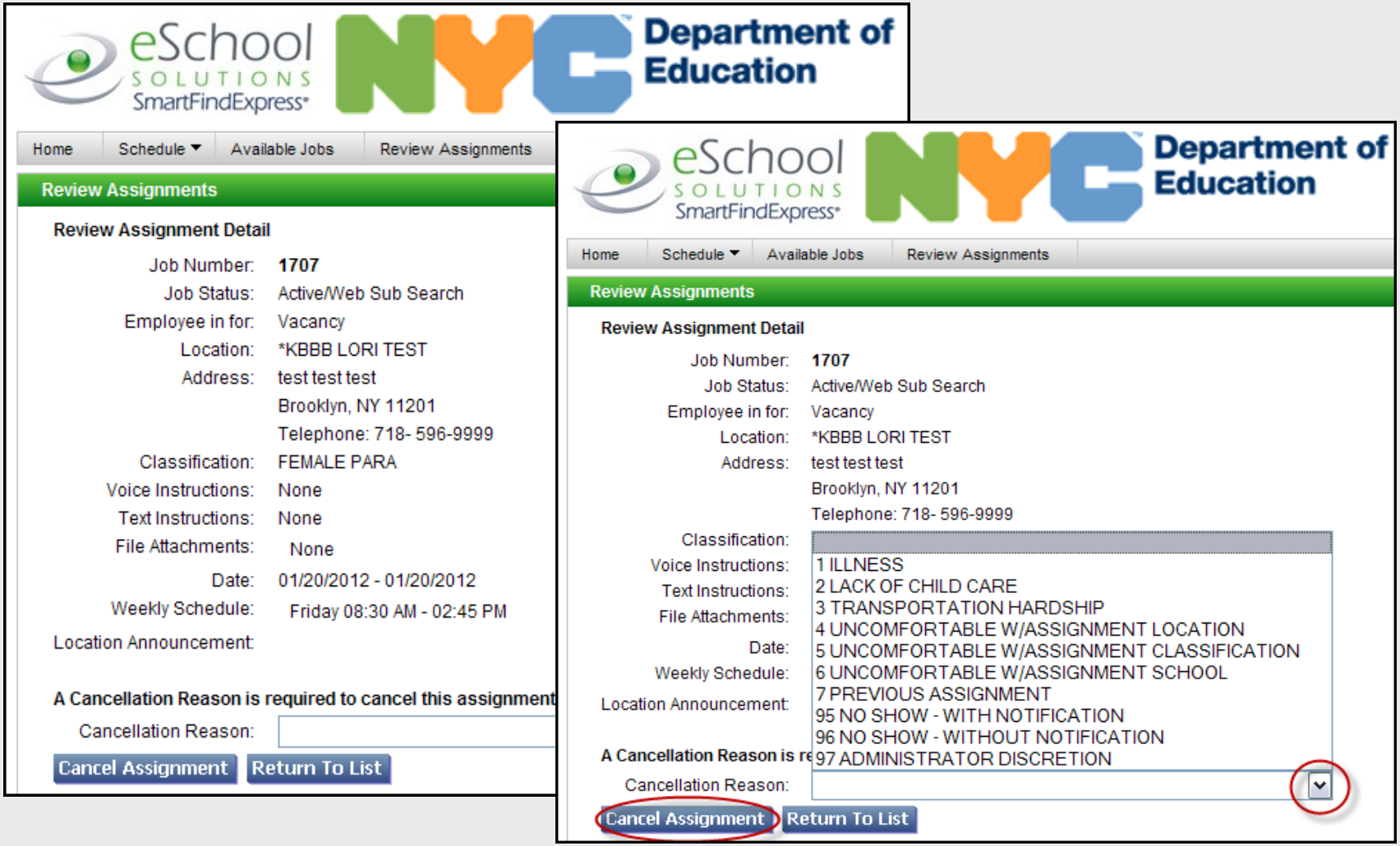
Review Assignments Tab

Once you have accessed the job you are searching for, click on the underlined job number to view more information.



Review Assignments Tab

If the job occurs in the future you have the ability to cancel the assignment, otherwise, you are only able to review and print the information.



Travel Information

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

- www.hopstop.com
- www.mta.info
- 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 and accept the assignment if you are able to report on time. Be sure to call the school <u>before you leave home</u> to inform them of the estimated time of arrival.

Q: What if the school wants to use me regularly?
A: A school administrator has the ability to place you in a long term assignment or on their priority list of favorite substitutes via the SubCentral System. Also note, you have been added to the priority 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 <u>on</u> the days you are unavailable <u>for</u> future jobs (up to 30 days in advance).

FAQs

Q: How do I get paid?
A: Payroll is entered by the payroll secretaries on the school level. The check will be mailed to the school you worked in most often during the pay period, however, it is recommended that you sign up for direct deposit. To obtain more information visit the New York City Department of Education website: schools.nyc.gov

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: Does the system call me during the summer months?
A: No, SubCentral does not offer assignments during the summer.

Q: Do I need a DOE identification card?
A: Yes, you need a valid Department of Education ID and you must bring it every time you report to an assignment.

FAQs

Q: Can the system offer me a multiple day assignment?
A: Yes, the system may offer you an assignment that is more than one day, however, it will provide you with all of the information during the initial job offer. The system will not call you on the individual days or send reminders.

Q: What if I do not want to be called at 5:30 AM?
A: You may modify your temporary Do Not Call setting. This is a 24 hour parameter that stops the system from calling you within a 24 hour time frame. In order to set the parameter (by phone or internet) you must enter a time with which you would like the system to begin calling you again (within 24 hours). After the 24 hour time has elapsed the system will call you again during designated callout periods.

Example: You access SubCentral at 8:00 PM to set your 24 hour DNC for 6:00 AM. The transaction is immediate, therefore you will only enter 6:00 AM into the system and it will not call that evening or the next morning before 6:00 AM. The system will reset after 6:00 AM and you will receive jobs offers during standard callout times.

Department of Education

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