

# **The SubCentral System for Full Time Employees**



# 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 via telephone and/ or internet. The SubCentral System places calls to substitutes during specified call-out times to offer employment opportunities.

As an employee (teacher or paraprofessional) that is eligible to obtain a substitute during an absence, you have the ability to create, review and/ or cancel your absence at any time. You are also able to include special instructions for the substitute to review during the job offer.

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

\* The sooner an absence is created, the sooner it is able to find a qualified substitute.



# Access to SubCentral

All users are required to register in order to access the system. The registration process is done via telephone ONLY.

## 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. Next 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 substitutes.
5. Next you will be asked to verify your primary work location. This is the school/ site in which you are currently employed. Be sure to listen carefully. If the information is incorrect you must complete the registration process then contact the SubCentral Help Desk at 718-935-4401.
6. Last, you will be asked to create a PIN. This must be between 6 and 9 digits in length. Be sure to use a number that you will remember.

Note: Once you have registered you do not need to do so again. Each time you access the system you will be required to enter your Access ID and the PIN number you created upon registration.

# Profile Information

Once you have registered for the system, it is recommended that you go online ([subcentral.eschoolsolutions.com](http://subcentral.eschoolsolutions.com)) to review your profile information.

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

- Create/ cancel absences
- Add/ update special instructions
- Change your email
- Change your password (numbers only)
- Review all absences
- Print any screen on the system

# Absence Reporting

The system is designed to provide you with the ability to create your own absences and obtain substitute coverage.

Once you realize you are unable to report to work (due to illness, jury duty, staff development etc.) you must decide if you will create your absence online or via the telephone. You will then access the system, create your absence and make note of the Job Number. It is advised that you also inform your school directly.

Please note: The system does not override the authority of the principal or procedures implemented in your school.

## **Helpful tips:**

- Memorize the pin number you created upon registration
- Add the SubCentral System telephone number to your cell phone contact list
- If you have a home computer be sure to add the system website to your favorites

When creating an absence, you must wait for the job number. This number is to confirm that the absence was created correctly and will be provided to the substitute that accepts the assignment. The system will then generate a record of the job containing all pertinent information.



# Absence Reporting

You have the ability to:

- Create absences – Up to 30 days in advance via telephone or internet
- Enter special instructions – Create a recording when using the phone or type the information via the internet (Examples: The grade level, any language or gender requirements, an annex location or a floor the school/program is located on, etc.)
- Attach a file to an absence that has been created online (Example: Lesson plans or other documentation that may be required)
- Select a substitute for your absence – This feature should only be used when permitted by your principal.
  - If approved, you may also do one of the following:
    - A) Specify - Select a substitute and have the system contact him/her first
    - B) Prearrange - Place the selected substitute in the assignment

Note: You must have the substitute's FILE/EIS number when selecting a substitute via the telephone or you may search for the person by name when accessing the system online.

# System Notification

Once you create an absence in the system a record of the assignment is generated. The system will then contact eligible substitutes via telephone to manage the coverage.

Callout Times: Designated times the system will call substitutes to offer them assignments.

- 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

Cancellations: Absences can be canceled at any time, however, it is advised that you do so as soon as you become aware that you no longer require a substitute.



# Important Information

The system is in real time and all transactions that occur are recorded immediately.

Example #1: If you accidentally create an absence during callout time, the system will begin to consider and/ or contact substitutes immediately.

Example #2: If you create an absence in the evening, but do not change the date, the system will create the assignment for the same day, even though your school day has ended. Be sure to indicate the date you require a substitute to report on your behalf.

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)

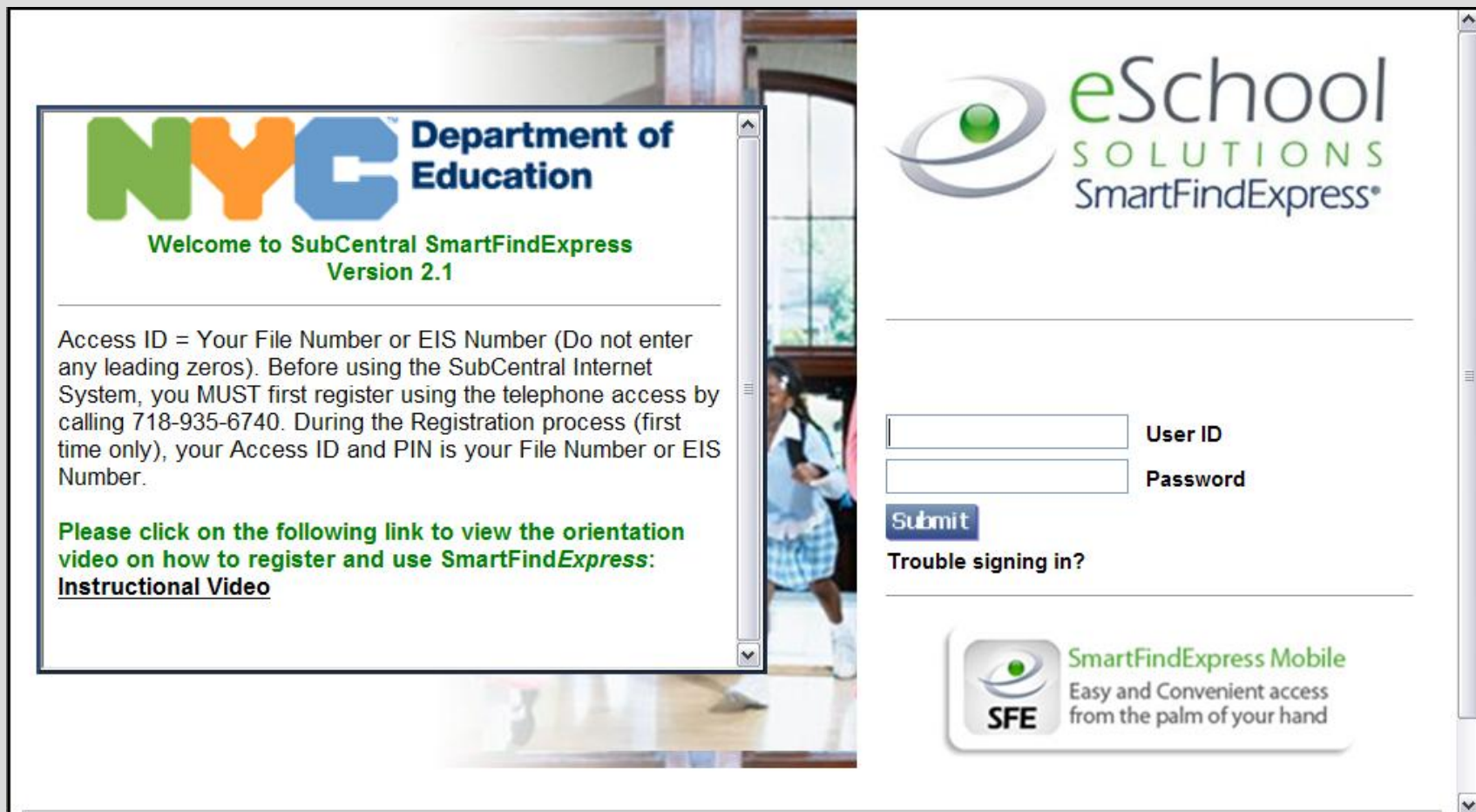
Help Desk Email address: [subcentral@schools.nyc.gov](mailto:subcentral@schools.nyc.gov)

**Always make note of the Job Number when creating an absence.**



# Screen Shots of the **SubCentral System**

# Log-In Screen




The screenshot shows a web browser window with a white background. On the left, there is a vertical sidebar with a background image of a school hallway. The sidebar contains the NYC Department of Education logo and the text "Welcome to SubCentral SmartFindExpress Version 2.1". Below this, there is a paragraph of text explaining the Access ID and PIN requirements, and a link to an instructional video. The main content area on the right features the eSchool SOLUTIONS SmartFindExpress logo at the top. Below the logo, there are two input fields for "User ID" and "Password", followed by a "Submit" button. A link for "Trouble signing in?" is located below the submit button. At the bottom right, there is a "SmartFindExpress Mobile" logo with the tagline "Easy and Convenient access from the palm of your hand".

**NYC Department of Education**  
Welcome to SubCentral SmartFindExpress  
Version 2.1

Access ID = Your File Number or EIS Number (Do not enter any leading zeros). Before using the SubCentral Internet System, you MUST first register using the telephone access by calling 718-935-6740. During the Registration process (first time only), your Access ID and PIN is your File Number or EIS Number.


Please click on the following link to view the orientation video on how to register and use SmartFindExpress:  
[Instructional Video](#)

 eSchool  
SOLUTIONS  
SmartFindExpress®

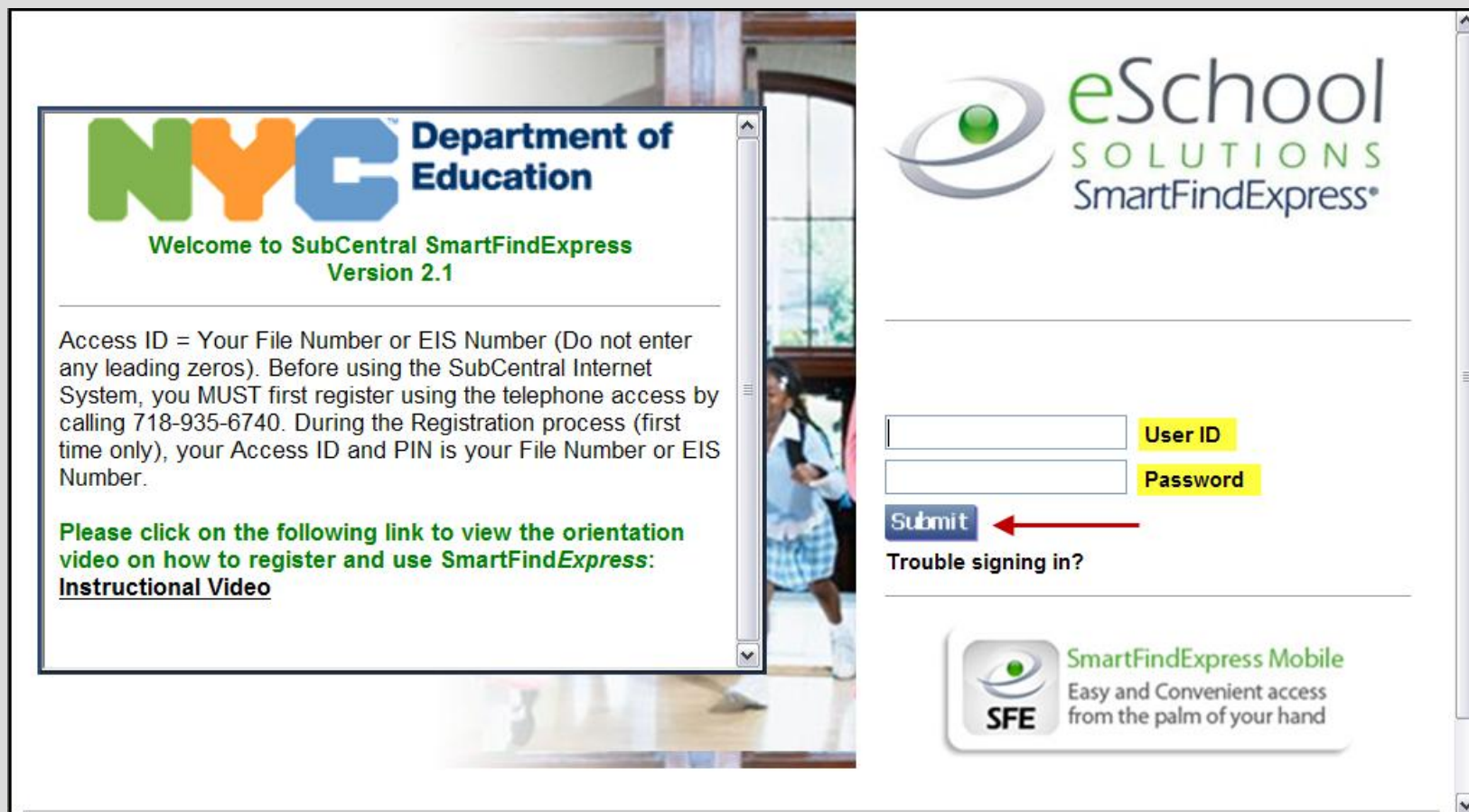
User ID

Password

[Trouble signing in?](#)

 SmartFindExpress Mobile  
Easy and Convenient access  
from the palm of your hand

**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 (PIN) you created and click the Submit button.



The screenshot shows the login interface for the eSchool SOLUTIONS SmartFindExpress system. On the left, there is a sidebar with the NYC Department of Education logo and a welcome message for SubCentral SmartFindExpress Version 2.1. The main content area on the right features the eSchool SOLUTIONS logo and a login form with fields for User ID and Password, a Submit button, and a link for 'Trouble signing in?'. A red arrow points to the Submit button. At the bottom, there is a promotional banner for SmartFindExpress Mobile.

**NYC Department of Education**  
Welcome to SubCentral SmartFindExpress  
Version 2.1

Access ID = Your File Number or EIS Number (Do not enter any leading zeros). Before using the SubCentral Internet System, you MUST first register using the telephone access by calling 718-935-6740. During the Registration process (first time only), your Access ID and PIN is your File Number or EIS Number.

Please click on the following link to view the orientation video on how to register and use SmartFindExpress:  
[Instructional Video](#)

**eSchool SOLUTIONS**  
SmartFindExpress®

**User ID**

**Password**

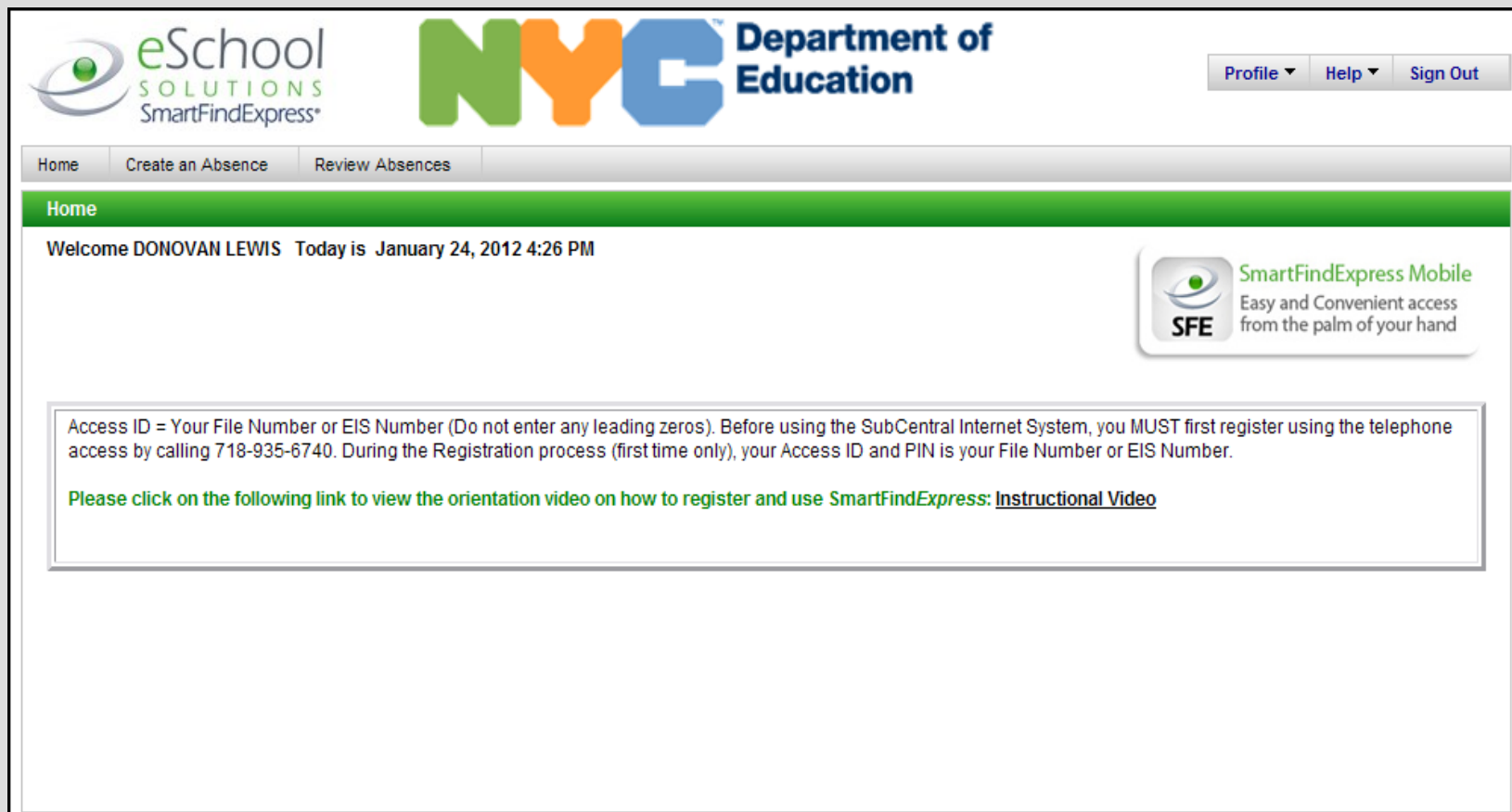
**Submit** ←

[Trouble signing in?](#)

**SFE** SmartFindExpress Mobile  
Easy and Convenient access from the palm of your hand

# Home Page

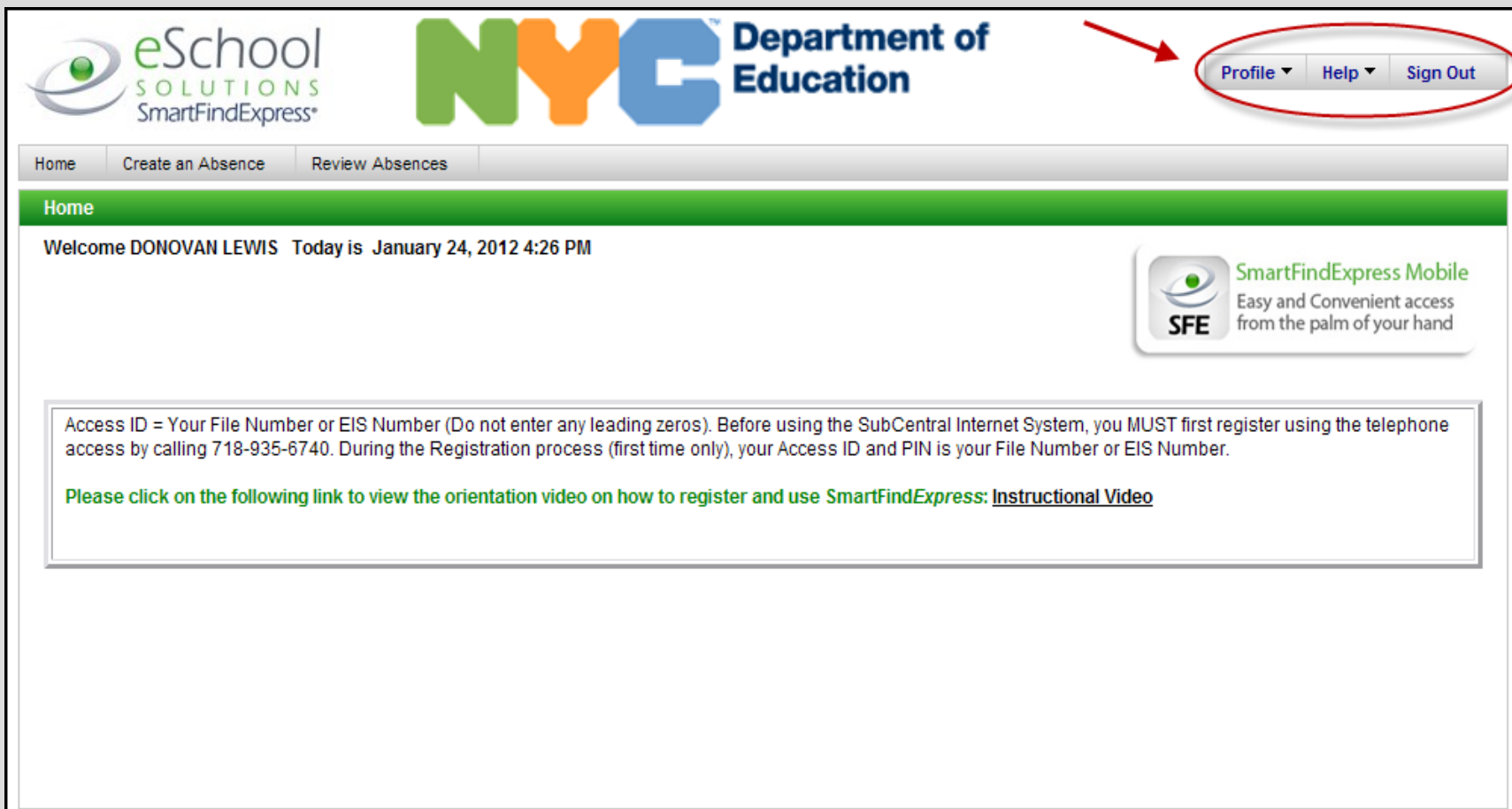
Your home page displays various tabs that allow you to navigate through the system, view your information and manage your profile.



The screenshot shows the home page of the eSchool SOLUTIONS SmartFindExpress system. At the top left is the eSchool SOLUTIONS SmartFindExpress logo. To its right is the NYC Department of Education logo. In the top right corner, there are three buttons: Profile, Help, and Sign Out. Below these is a navigation bar with three tabs: Home, Create an Absence, and Review Absences. The Home tab is selected and highlighted in green. Below the navigation bar, the page displays a welcome message: "Welcome DONOVAN LEWIS Today is January 24, 2012 4:26 PM". To the right of the welcome message is a SmartFindExpress Mobile logo with the text "Easy and Convenient access from the palm of your hand". Below this is a large text box containing the following information: "Access ID = Your File Number or EIS Number (Do not enter any leading zeros). Before using the SubCentral Internet System, you MUST first register using the telephone access by calling 718-935-6740. During the Registration process (first time only), your Access ID and PIN is your File Number or EIS Number." Below this text box is a link: "Please click on the following link to view the orientation video on how to register and use SmartFindExpress: [Instructional Video](#)".

# Home Page

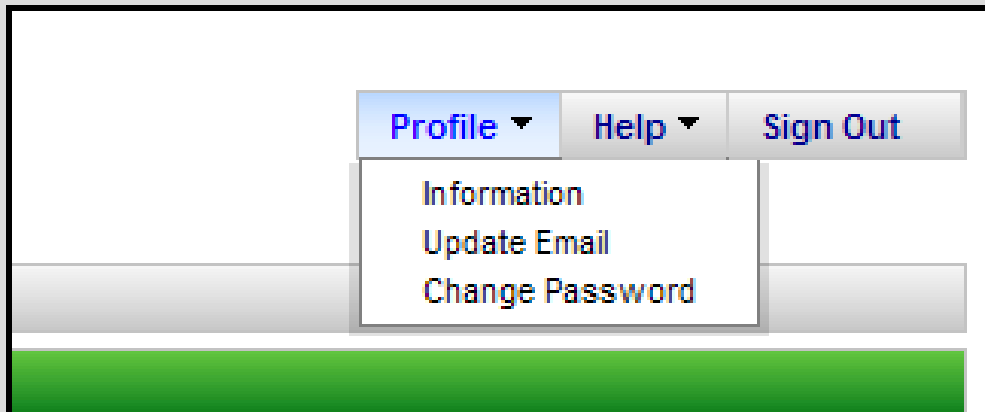
The tabs on the top right allow you to manage your profile, log-out of the system and view brief training videos on various transactions in the system.



The screenshot shows the home page of the eSchool SOLUTIONS SmartFindExpress system. At the top left is the eSchool SOLUTIONS SmartFindExpress logo. In the center is the NYC Department of Education logo. On the top right, there is a navigation menu with three items: Profile, Help, and Sign Out. A red arrow points to this menu, which is also circled in red. Below the navigation menu is a horizontal menu with three tabs: Home, Create an Absence, and Review Absences. The Home tab is selected. Below the tabs, a green banner displays "Home". The main content area starts with a welcome message: "Welcome DONOVAN LEWIS Today is January 24, 2012 4:26 PM". To the right of the welcome message is a "SmartFindExpress Mobile" logo with the text "Easy and Convenient access from the palm of your hand". Below this is a text box containing instructions: "Access ID = Your File Number or EIS Number (Do not enter any leading zeros). Before using the SubCentral Internet System, you MUST first register using the telephone access by calling 718-935-6740. During the Registration process (first time only), your Access ID and PIN is your File Number or EIS Number." Below the text box is a link: "Please click on the following link to view the orientation video on how to register and use SmartFindExpress: [Instructional Video](#)".

# Profile Tab

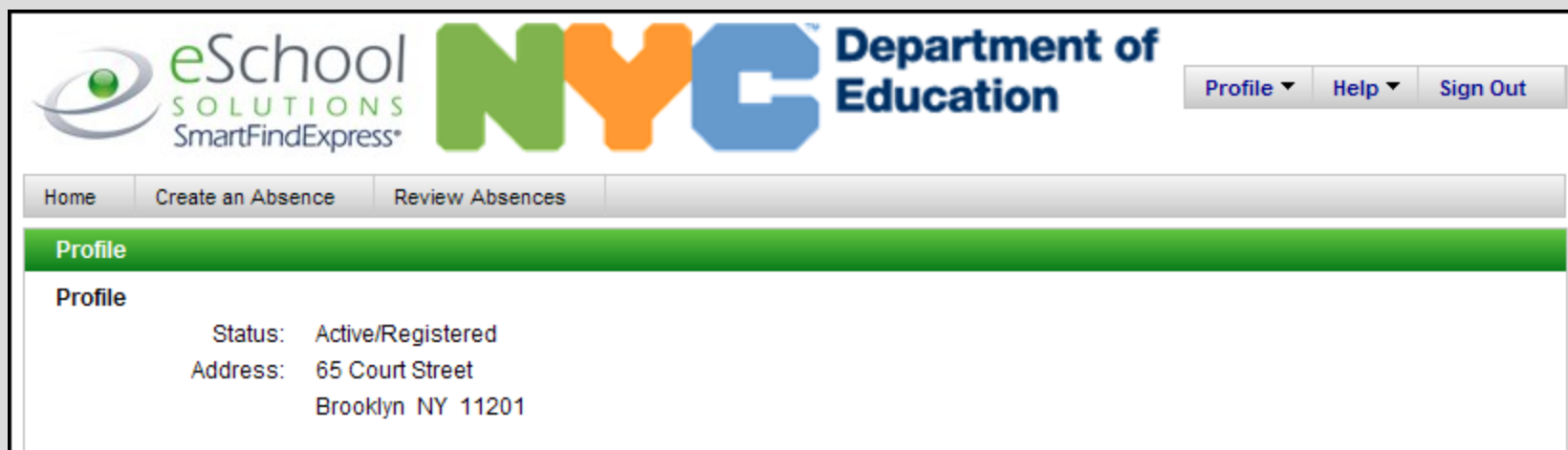
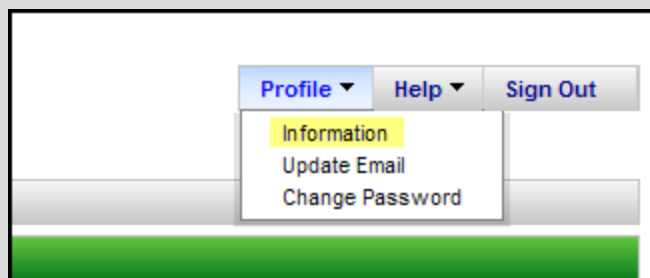
Hover your mouse over the Profile Tab and the system will display a drop down menu with various links.



# 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.

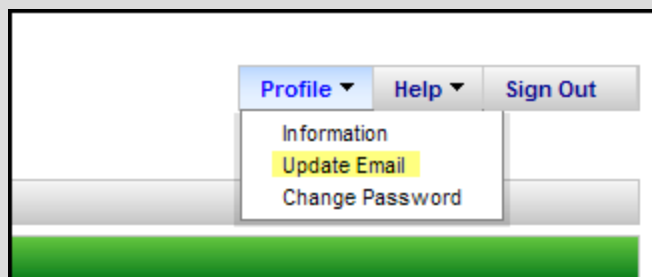


A full screenshot of the web application's Profile page. The page header includes the eSchool SOLUTIONS SmartFindExpress logo, the NYC Department of Education logo, and navigation links for Profile, Help, and Sign Out. Below the header is a navigation bar with links for Home, Create an Absence, and Review Absences. The main content area is titled 'Profile' and displays the user's status as 'Active/Registered' and their address as '65 Court Street, Brooklyn NY 11201'.

Home	Create an Absence	Review Absences
<b>Profile</b>		
<b>Profile</b>		
Status:	Active/Registered	
Address:	65 Court Street Brooklyn NY 11201	

# 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.



A screenshot of the eSchool SOLUTIONS SmartFindExpress user profile page. The page header includes the eSchool SOLUTIONS SmartFindExpress logo, the NYC Department of Education logo, and navigation buttons for 'Profile', 'Help', and 'Sign Out'. Below the header is a navigation bar with links for 'Home', 'Create an Absence', and 'Review Absences'. The main content area is titled 'E-mail' and contains the following form:

**Email**

Email: aa@aol.com

New email:

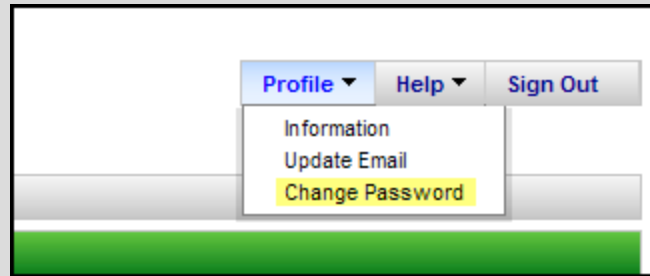
Re-enter email:

←



# 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.



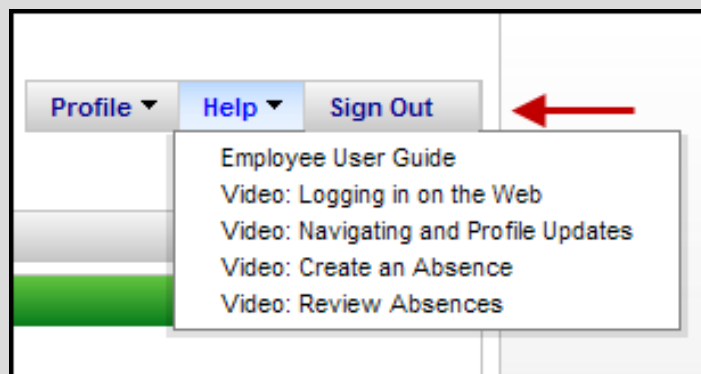
A screenshot of the 'Change Password' page in the eSchool SOLUTIONS SmartFindExpress system. The page header includes the eSchool SOLUTIONS logo, the NYC Department of Education logo, and navigation links for Profile, Help, and Sign Out. Below the header is a navigation bar with links for Home, Create an Absence, and Review Absences. The main content area is titled 'Change Password' and contains the following form fields:

- Phone Password (PIN)
- Current:
- New:  *Numeric up to 9 digits*
- Confirm New:

A blue 'Save' button is located at the bottom left of the form, with a red arrow pointing to it.

# Help/ Sign Out

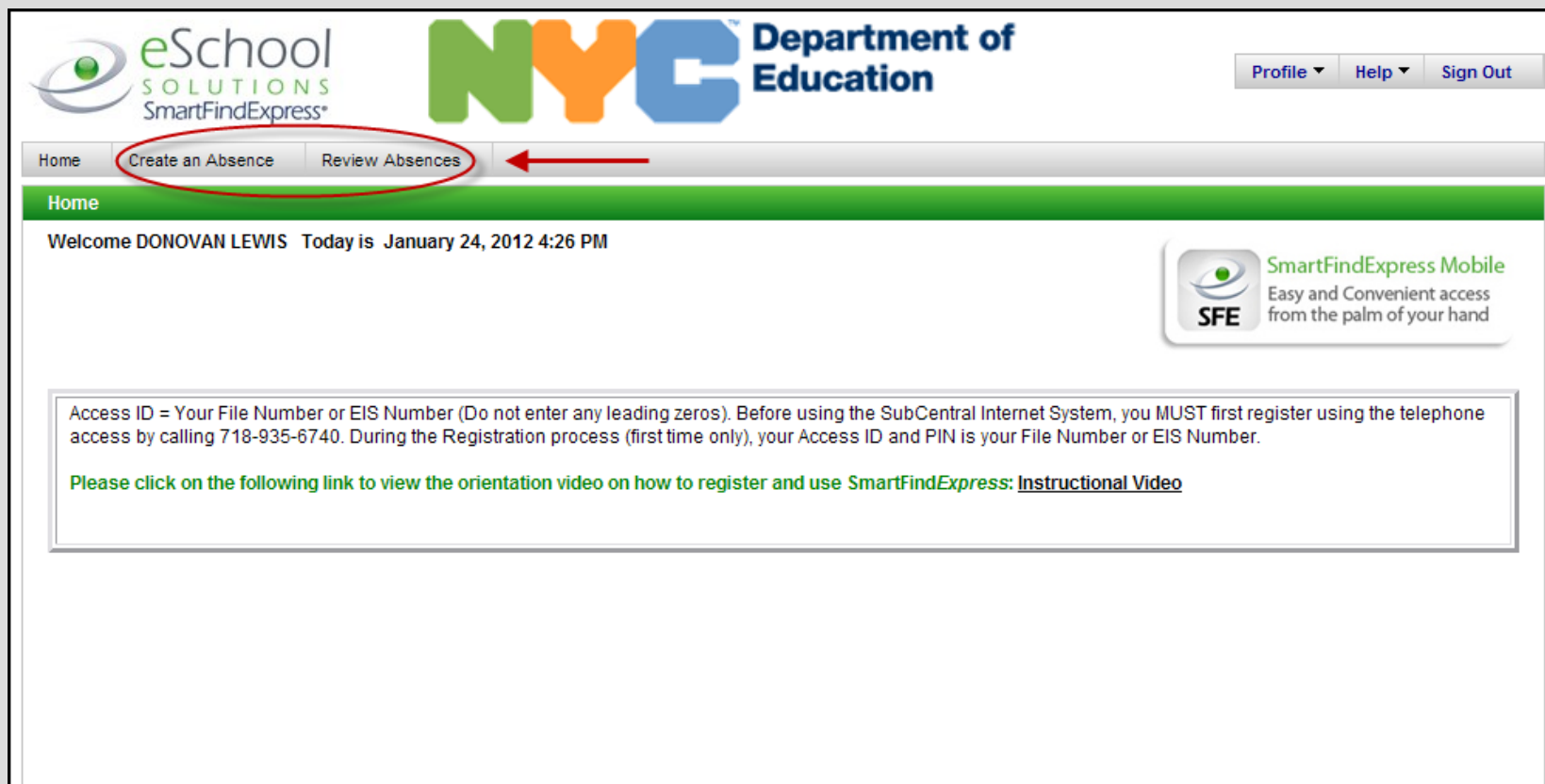
The SubCentral System now has brief training videos that provide general information on managing your profile. Hover over the Help menu and click on the video of your choice. Be sure to turn up the volume on your computer.



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

# Home Page

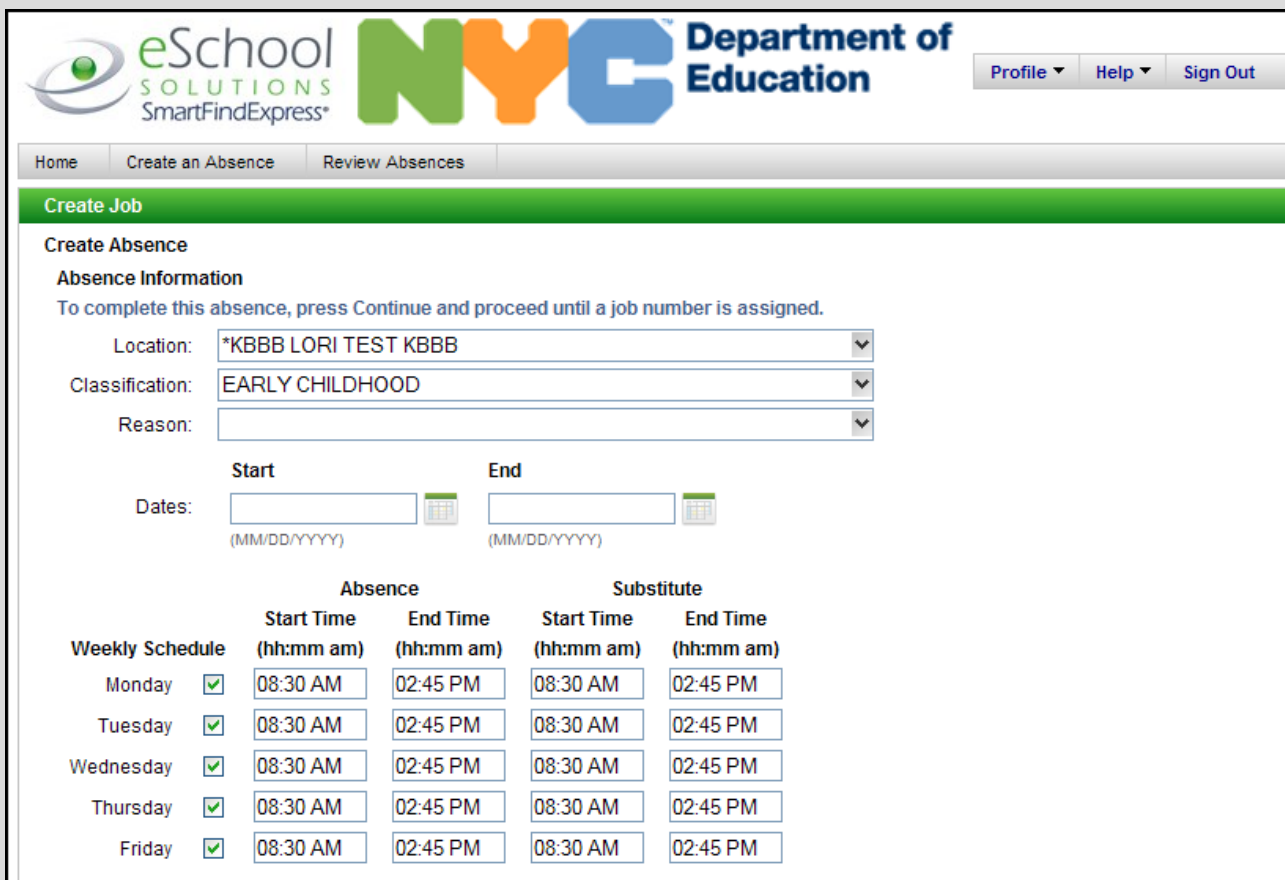
The tabs on the top left allow you to create, update and review absences.



The screenshot shows the home page of the eSchool SOLUTIONS SmartFindExpress system. At the top left, there are logos for eSchool SOLUTIONS SmartFindExpress and NYC Department of Education. On the top right, there are links for Profile, Help, and Sign Out. Below these is a navigation bar with tabs for Home, Create an Absence, and Review Absences. The 'Create an Absence' tab is circled in red, and a red arrow points to it from the right. Below the navigation bar is a green header with the word 'Home'. The main content area displays a welcome message: 'Welcome DONOVAN LEWIS Today is January 24, 2012 4:26 PM'. To the right of the welcome message is a 'SmartFindExpress Mobile' logo with the text 'Easy and Convenient access from the palm of your hand'. Below this is a box containing instructions: 'Access ID = Your File Number or EIS Number (Do not enter any leading zeros). Before using the SubCentral Internet System, you MUST first register using the telephone access by calling 718-935-6740. During the Registration process (first time only), your Access ID and PIN is your File Number or EIS Number.' At the bottom of this box is a link: 'Please click on the following link to view the orientation video on how to register and use SmartFindExpress: [Instructional Video](#)'.

# Creating an Absence

Clicking on the Create an Absence tab (on the top left) will bring you to the screen below. The system will display your work location and job description. If this information is incorrect you must contact the SubCentral Help Desk: 718-935-4401.



The screenshot shows the 'Create Absence' form in the eSchool SOLUTIONS SmartFindExpress system. The interface includes a navigation bar with 'Home', 'Create an Absence', and 'Review Absences' tabs. The 'Create Job' section is active, displaying the 'Create Absence' form. The form includes fields for Location (\*KBBB LORI TEST KBBB), Classification (EARLY CHILDHOOD), and Reason. Below these are date pickers for Start and End dates. A table at the bottom shows the weekly schedule for Absence and Substitute, with checkboxes for each day of the week.

**Create Job**

**Create Absence**

**Absence Information**

To complete this absence, press Continue and proceed until a job number is assigned.

Location: \*KBBB LORI TEST KBBB

Classification: EARLY CHILDHOOD

Reason:

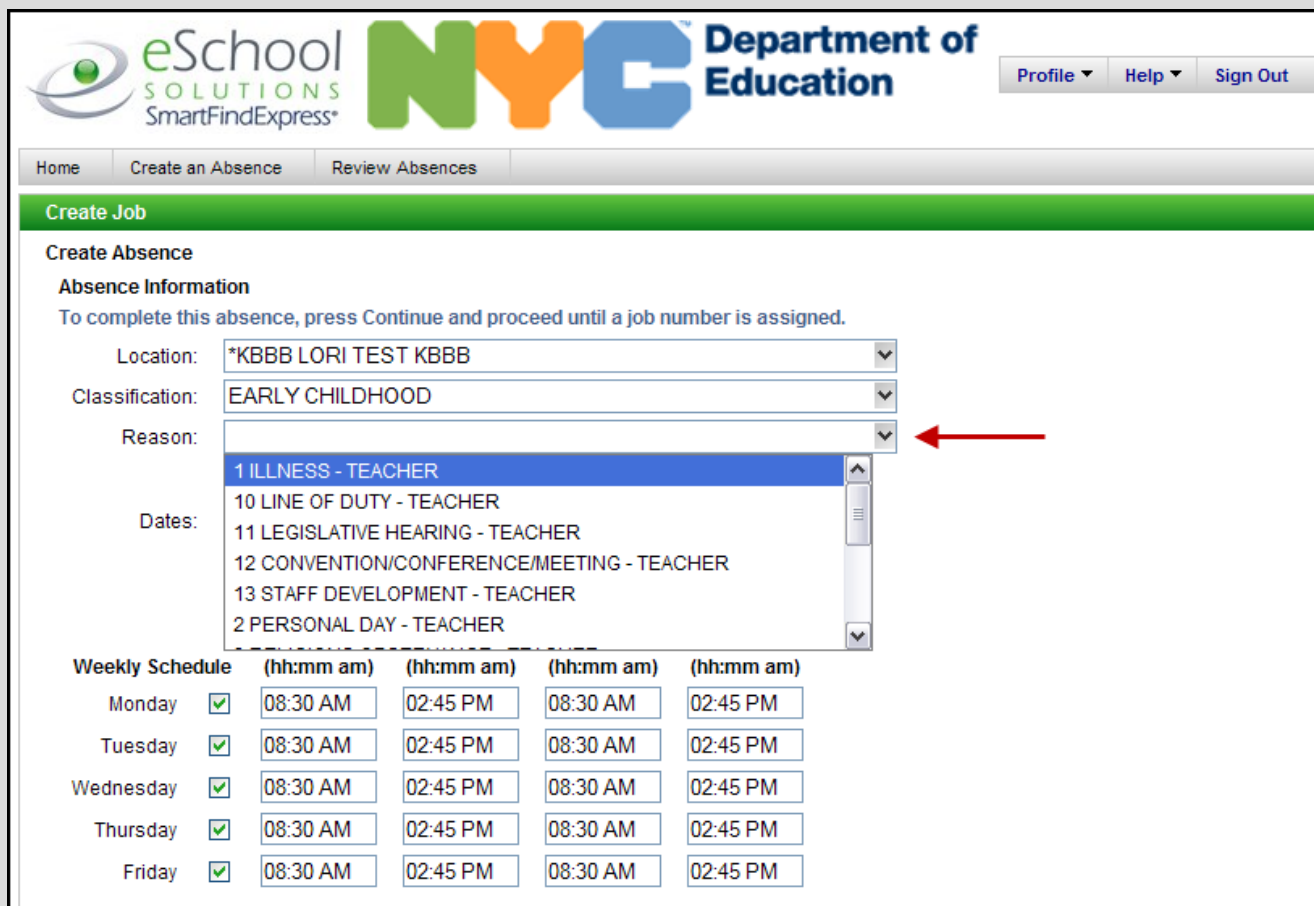
Dates: Start: (MM/DD/YYYY) End: (MM/DD/YYYY)

Weekly Schedule		Absence		Substitute	
		Start Time (hh:mm am)	End Time (hh:mm am)	Start Time (hh:mm am)	End Time (hh:mm am)
Monday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Tuesday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Wednesday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Thursday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Friday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM	02:45 PM

Top of Screen

# Creating an Absence Reason

You must use the drop down menu to select a reason for your absence. Scroll down to select the appropriate reason.



eSchool SOLUTIONS SmartFindExpress™ NYC Department of Education

Profile Help Sign Out

Home Create an Absence Review Absences

Create Job


Create Absence

**Absence Information**

To complete this absence, press Continue and proceed until a job number is assigned.

Location: \*KBBB LORI TEST KBBB

Classification: EARLY CHILDHOOD

Reason: 

Dates:

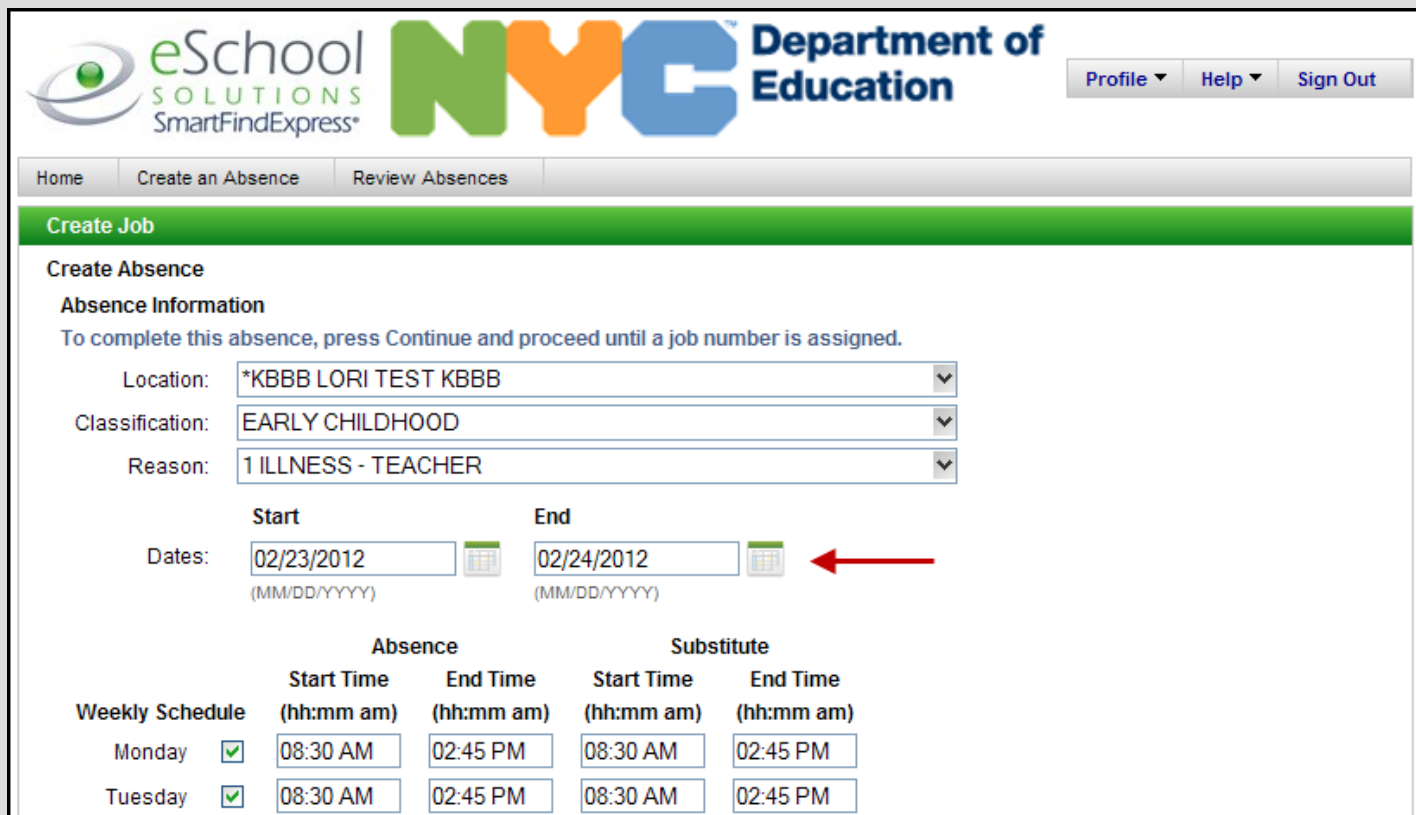
- 1 ILLNESS - TEACHER
- 10 LINE OF DUTY - TEACHER
- 11 LEGISLATIVE HEARING - TEACHER
- 12 CONVENTION/CONFERENCE/MEETING - TEACHER
- 13 STAFF DEVELOPMENT - TEACHER
- 2 PERSONAL DAY - TEACHER

Weekly Schedule	(hh:mm am)	(hh:mm am)	(hh:mm am)	(hh:mm am)
Monday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM 02:45 PM
Tuesday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM 02:45 PM
Wednesday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM 02:45 PM
Thursday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM 02:45 PM
Friday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM 02:45 PM

# Creating an Absence Dates

Using the date field or the calendar icon, you must enter the date or date range in which you will be absent. Be sure to update BOTH the start and end dates. For a single day absence, the dates will be the same.

You may not enter an absence for past dates.



The screenshot shows the 'Create Absence' form in the eSchool SOLUTIONS SmartFindExpress system. The form includes the following fields and options:

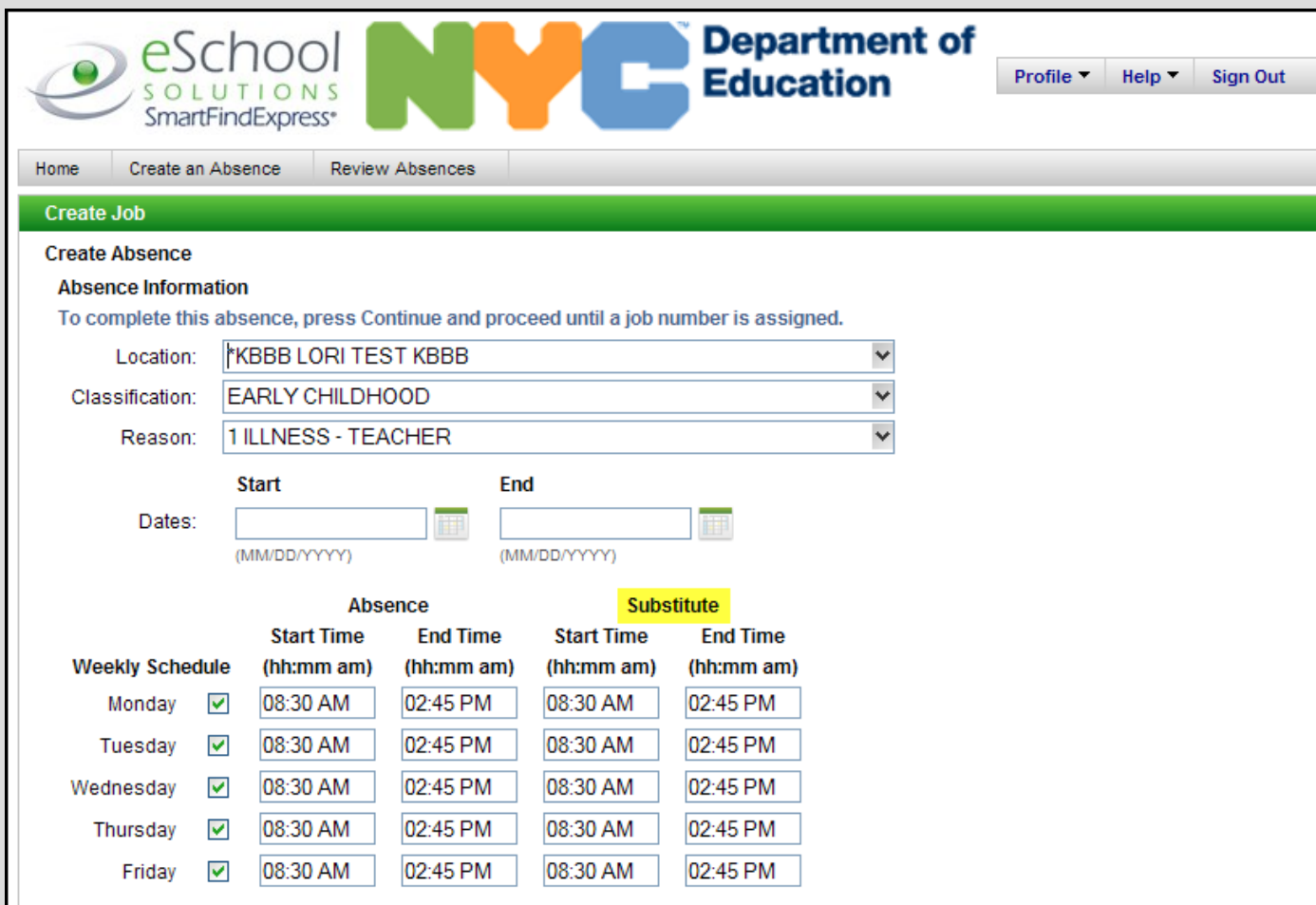
- Location:** \*KBBB LORI TEST KBBB
- Classification:** EARLY CHILDHOOD
- Reason:** 1 ILLNESS - TEACHER
- Dates:** Start: 02/23/2012, End: 02/24/2012. A red arrow points to the end date field.

Below the date fields is a table for scheduling the absence and substitute:

Weekly Schedule	Absence		Substitute		
	Start Time (hh:mm am)	End Time (hh:mm am)	Start Time (hh:mm am)	End Time (hh:mm am)	
Monday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Tuesday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM	02:45 PM

# Creating an Absence Times

The absence times are the start and end times defaulted to your school/ site. If you require the substitute to report at a different time you must enter it in the substitute times field.



The screenshot shows the 'Create Absence' form in the eSchool SOLUTIONS SmartFindExpress system. The form includes fields for Location, Classification, Reason, Start Date, and End Date. Below these fields is a table for defining absence and substitute times by day of the week.

**Create Absence**

**Absence Information**

To complete this absence, press Continue and proceed until a job number is assigned.

Location: KBBB LORI TEST KBBB

Classification: EARLY CHILDHOOD

Reason: 1 ILLNESS - TEACHER

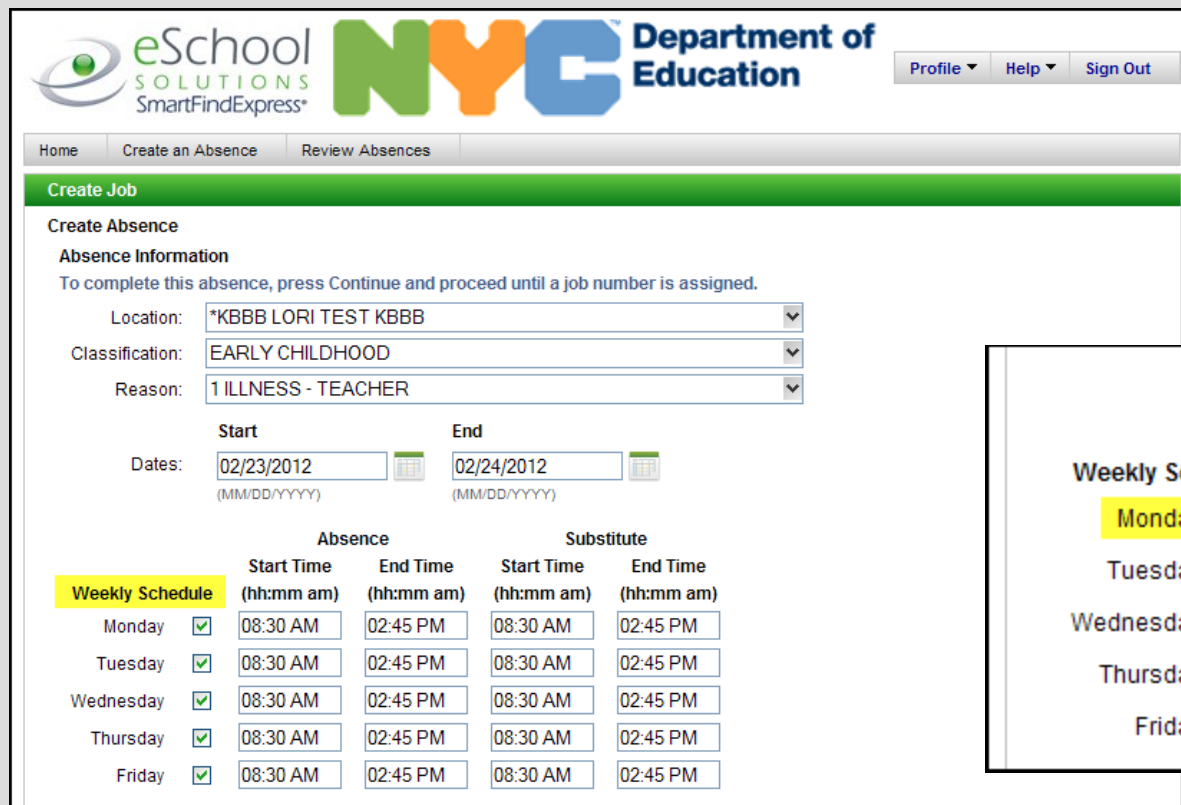
Dates: Start: (MM/DD/YYYY) End: (MM/DD/YYYY)

Weekly Schedule		Absence		Substitute	
		Start Time (hh:mm am)	End Time (hh:mm am)	Start Time (hh:mm am)	End Time (hh:mm am)
Monday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Tuesday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Wednesday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Thursday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Friday	<input checked="" type="checkbox"/>	08:30 AM	02:45 PM	08:30 AM	02:45 PM

# Creating an Absence Weekly Schedule

This feature is used when you are scheduled to be absent for non-consecutive days. If you are not creating a non-consecutive absence you may skip this step.

Example: You have been approved to attend a series of training sessions that occurs every Monday for 3 weeks. In this case you will enter the appropriate date range for the duration of the absence and remove the check marks on each day, leaving Monday checked.



**eSchool SOLUTIONS SmartFindExpress** NYC Department of Education

Profile Help Sign Out

Home Create an Absence Review Absences

**Create Job**

**Create Absence**

**Absence Information**

To complete this absence, press Continue and proceed until a job number is assigned.

Location: \*KBBB LORI TEST KBBB

Classification: EARLY CHILDHOOD

Reason: 1 ILLNESS - TEACHER

Dates: Start: 02/23/2012 End: 02/24/2012  
(MM/DD/YYYY) (MM/DD/YYYY)

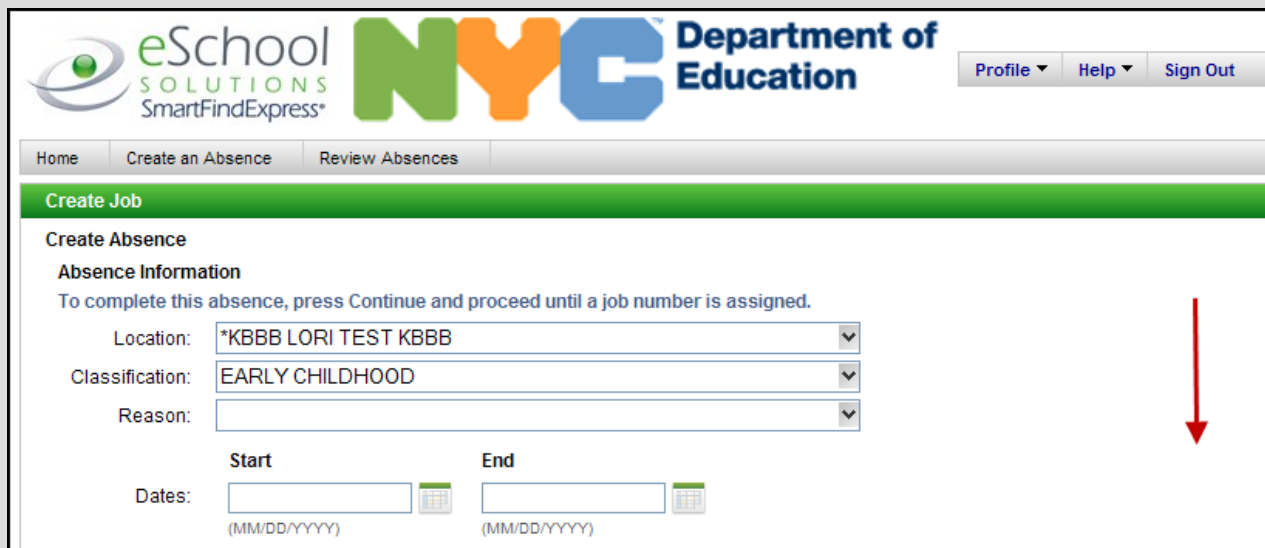
	Absence		Substitute	
	Start Time (hh:mm am)	End Time (hh:mm am)	Start Time (hh:mm am)	End Time (hh:mm am)
<b>Weekly Schedule</b>				
Monday	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Tuesday	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Wednesday	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Thursday	08:30 AM	02:45 PM	08:30 AM	02:45 PM
Friday	08:30 AM	02:45 PM	08:30 AM	02:45 PM

	Absence	
Weekly Schedule	Start Time (hh:mm am)	End Time (hh:mm am)
Monday	08:30 AM	02:45 PM
Tuesday	08:30 AM	02:45 PM
Wednesday	08:30 AM	02:45 PM
Thursday	08:30 AM	02:45 PM
Friday	08:30 AM	02:45 PM



# Creating an Absence

Scroll down to manage the bottom of the Create an Absence screen



eSchool SOLUTIONS SmartFindExpress® NYC Department of Education

Profile Help Sign Out

Home Create an Absence Review Absences

**Create Job**

**Create Absence**

**Absence Information**

To complete this absence, press Continue and proceed until a job number is assigned.

Location: \*KBBB LORI TEST KBBB

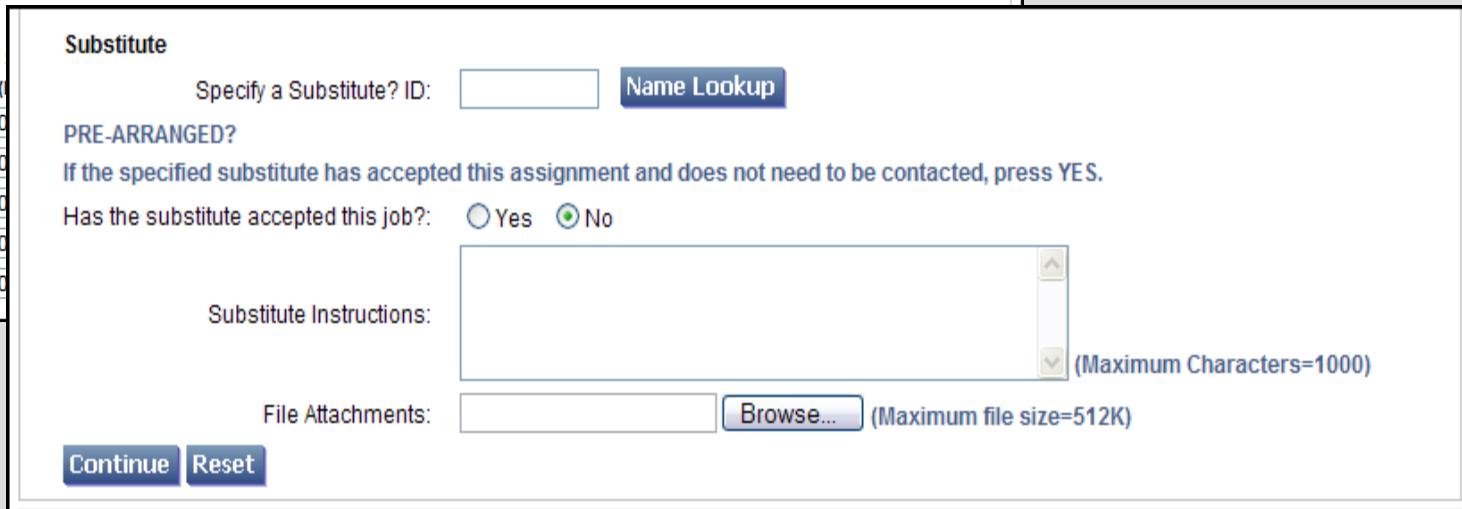
Classification: EARLY CHILDHOOD

Reason:

Start End

Dates: (MM/DD/YYYY) (MM/DD/YYYY)

A red arrow points to the bottom of the form.



**Substitute**

Specify a Substitute? ID: Name Lookup

**PRE-ARRANGED?**

If the specified substitute has accepted this assignment and does not need to be contacted, press YES.

Has the substitute accepted this job?:  Yes  No

Substitute Instructions: (Maximum Characters=1000)

File Attachments: Browse... (Maximum file size=512K)

Continue Reset

Bottom of Screen

# Creating an Absence


## Substitute Selection

You may specify or prearrange a substitute for an assignment, however, this is not a requirement as the system will seek eligible substitutes for the absence. To use this feature you must select a substitute by either entering their File/EIS number or clicking on the name lookup button.

		Absence		Substitute	
Weekly Schedule		Start Time (hh:mm am)	End Time (hh:mm am)	Start Time (hh:mm am)	End Time (hh:mm am)
Monday	<input checked="" type="checkbox"/>	<input type="text" value="08:30 AM"/>	<input type="text" value="02:45 PM"/>	<input type="text" value="08:30 AM"/>	<input type="text" value="02:45 PM"/>
Tuesday	<input checked="" type="checkbox"/>	<input type="text" value="08:30 AM"/>	<input type="text" value="02:45 PM"/>	<input type="text" value="08:30 AM"/>	<input type="text" value="02:45 PM"/>
Wednesday	<input checked="" type="checkbox"/>	<input type="text" value="08:30 AM"/>	<input type="text" value="02:45 PM"/>	<input type="text" value="08:30 AM"/>	<input type="text" value="02:45 PM"/>
Thursday	<input checked="" type="checkbox"/>	<input type="text" value="08:30 AM"/>	<input type="text" value="02:45 PM"/>	<input type="text" value="08:30 AM"/>	<input type="text" value="02:45 PM"/>
Friday	<input checked="" type="checkbox"/>	<input type="text" value="08:30 AM"/>	<input type="text" value="02:45 PM"/>	<input type="text" value="08:30 AM"/>	<input type="text" value="02:45 PM"/>

---

**Substitute**

Specify a Substitute? ID:   

**PRE-ARRANGED?**  
If the specified substitute has accepted this assignment and does not need to be contacted, press YES.

Has the substitute accepted this job?:  Yes  No

Substitute Instructions:  (Maximum Characters=1000)

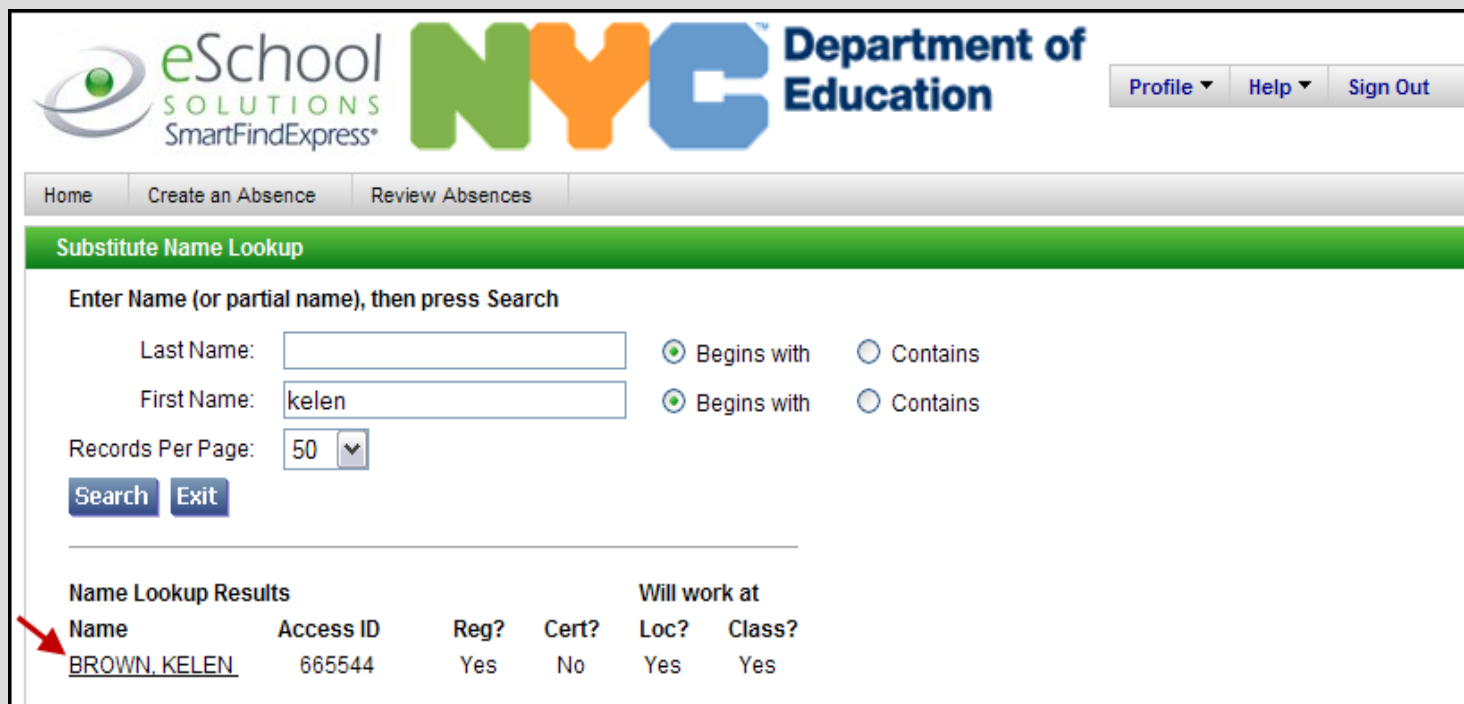
File Attachments:   (Maximum file size=512K)

# Creating an Absence

## Name Lookup

Once you have clicked on the Name Lookup button you will be brought to a new screen.

Enter the substitute's name and click on the search button. The substitutes that match the search criteria will be listed below. Next, you must click on the name of the appropriate substitute. You will be brought back to the previous screen.



The screenshot shows the 'Substitute Name Lookup' page. At the top, there are logos for 'eSchool SOLUTIONS SmartFindExpress', 'NYC', and 'Department of Education'. Navigation links for 'Profile', 'Help', and 'Sign Out' are in the top right. A breadcrumb trail includes 'Home', 'Create an Absence', and 'Review Absences'. The main heading is 'Substitute Name Lookup'. Below it, a prompt says 'Enter Name (or partial name), then press Search'. There are input fields for 'Last Name' and 'First Name' (containing 'kelen'). Search criteria are set to 'Begins with' for both. 'Records Per Page' is set to 50. 'Search' and 'Exit' buttons are present. The results table is as follows:

Name Lookup Results				Will work at		
Name	Access ID	Reg?	Cert?	Loc?	Class?	
<a href="#">BROWN, KELEN</a>	665544	Yes	No	Yes	Yes	

A red arrow points to the 'Name' column header.

# Creating an Absence Substitute Selection

If you have opted to select a substitute for your absence you have the ability to prearrange that substitute.


Please note: “If the specified substitute has accepted this assignment and does not need to be contacted, press YES.” This will indicate that you are prearranging the substitute.

**Substitute**

Specify a Substitute? ID:  BROWN, KELEN [Name Lookup](#)

**PRE-ARRANGED?**

If the specified substitute has accepted this assignment and does not need to be contacted, press YES.

Has the substitute accepted this job?:  Yes  No 

Substitute Instructions:  (Maximum Characters=1000)

File Attachments:  [Browse...](#) (Maximum file size=512K)

[Continue](#) [Reset](#)

# Creating an Absence Special Instructions

It is advised that you list any pertinent information regarding your assignment. This will ensure that the substitute will have ample information to accept the assignment and be prepared for the day.

Examples: Your grade level, any language or gender requirements, an annex location address or a floor the school/ program is located on, etc.

**Substitute**

Specify a Substitute? ID:  [Name Lookup](#)

**PRE-ARRANGED?**  
If the specified substitute has accepted this assignment and does not need to be contacted, press YES.

Has the substitute accepted this job?:  Yes  No

**Substitute Instructions:**  (Maximum Characters=1000)

File Attachments:  [Browse...](#) (Maximum file size=512K)

[Continue](#) [Reset](#)

# File Attachments

You may attach a file if necessary.

**Substitute**

Specify a Substitute? ID:  **Name Lookup**

**PRE-ARRANGED?**  
If the specified substitute has accepted this assignment and does not need to be contacted, press YES.

Has the substitute accepted this job?:  Yes  No

Substitute Instructions:  (Maximum Characters=1000)

**File Attachments:**  **Browse...** (Maximum file size=512K)

**Continue** **Reset**

# You MUST Click Continue

(Towards the bottom of the screen)

**Substitute**

Specify a Substitute? ID:  [Name Lookup](#)

**PRE-ARRANGED?**  
If the specified substitute has accepted this assignment and does not need to be contacted, press YES.

Has the substitute accepted this job?:  Yes  No

Substitute Instructions:  (Maximum Characters=1000)

File Attachments:  [Browse...](#) (Maximum file size=512K)

[Continue](#) [Reset](#)

# Review Absence

You must review the absence. If the information is correct you must click on the Create Absence button. If the information is incorrect, click the Cancel button and you will be brought to the previous screen to make the appropriate changes.



eSchool SOLUTIONS SmartFindExpress® NYC Department of Education

Profile ▾ Help ▾ Sign Out

Home Create an Absence Review Absences

**Create Job**

**Create Absence Confirmation**

This absence will not be created until the Create Absence button is pressed

Job Status: **Open/Open**  
Employee: DONOVAN LEWIS  
Location: \*KBBB LORI TEST  
Classification: EARLY CHILDHOOD  
Reason: 1 ILLNESS - TEACHER  
None  
Voice Instructions: None  
Text Instructions: None  
File Attachments: None  
Dates: 02/23/2012 - 02/24/2012

Weekly Schedule:	Employee	Substitute
Thursday	08:30 AM - 02:45 PM	08:30 AM - 02:45 PM
Friday	08:30 AM - 02:45 PM	08:30 AM - 02:45 PM

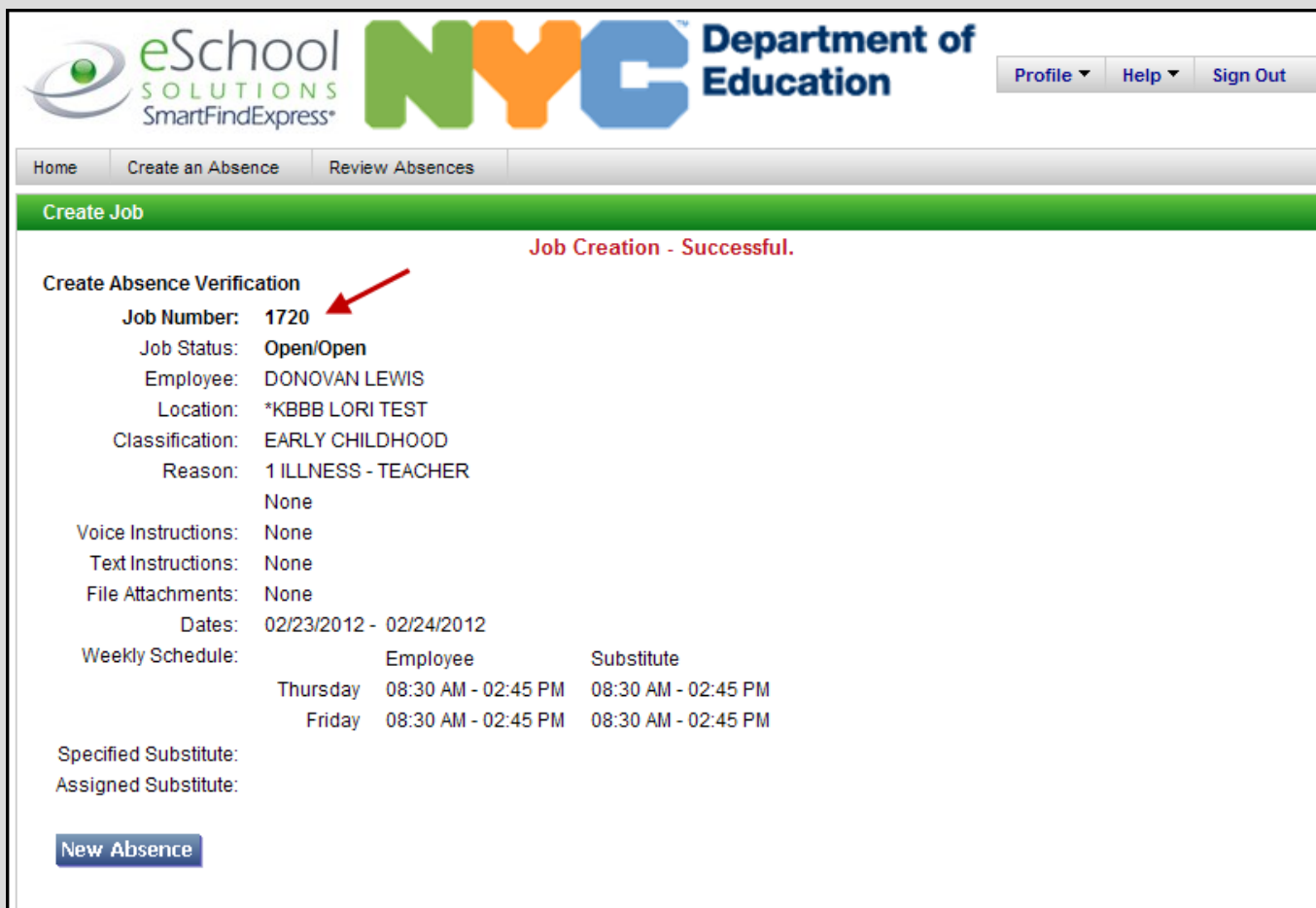
Specified Substitute:  
Assigned Substitute:

**Create Absence** **Cancel**



# Job Number

Once you create an assignment a job number is generated. You will also see a message towards the top indicating that the job was created successfully.



The screenshot shows the eSchool SOLUTIONS SmartFindExpress interface. At the top, there are logos for eSchool SOLUTIONS SmartFindExpress, NYC, and the Department of Education. Navigation links for Profile, Help, and Sign Out are visible. A menu bar includes Home, Create an Absence, and Review Absences. A green banner reads "Create Job". A red message states "Job Creation - Successful." Below this, the "Create Absence Verification" details are listed, with a red arrow pointing to the "Job Number: 1720".

**Job Creation - Successful.**

**Create Absence Verification**

**Job Number:** 1720

**Job Status:** Open/Open

**Employee:** DONOVAN LEWIS

**Location:** \*KBBB LORI TEST

**Classification:** EARLY CHILDHOOD

**Reason:** 1 ILLNESS - TEACHER

None

**Voice Instructions:** None

**Text Instructions:** None

**File Attachments:** None

**Dates:** 02/23/2012 - 02/24/2012

**Weekly Schedule:**

	Employee	Substitute
Thursday	08:30 AM - 02:45 PM	08:30 AM - 02:45 PM
Friday	08:30 AM - 02:45 PM	08:30 AM - 02:45 PM

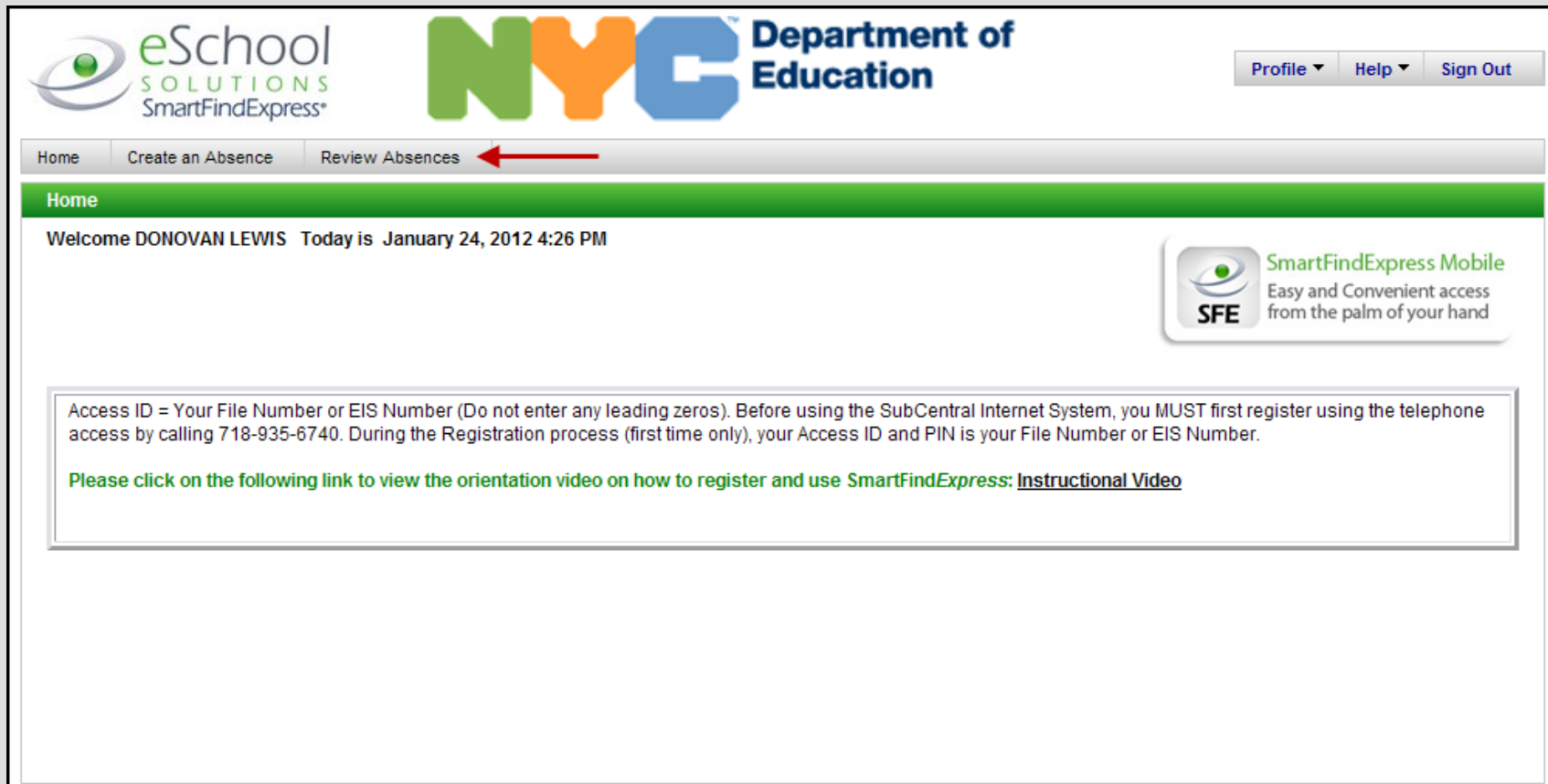
**Specified Substitute:**

**Assigned Substitute:**

[New Absence](#)

# Review Absences

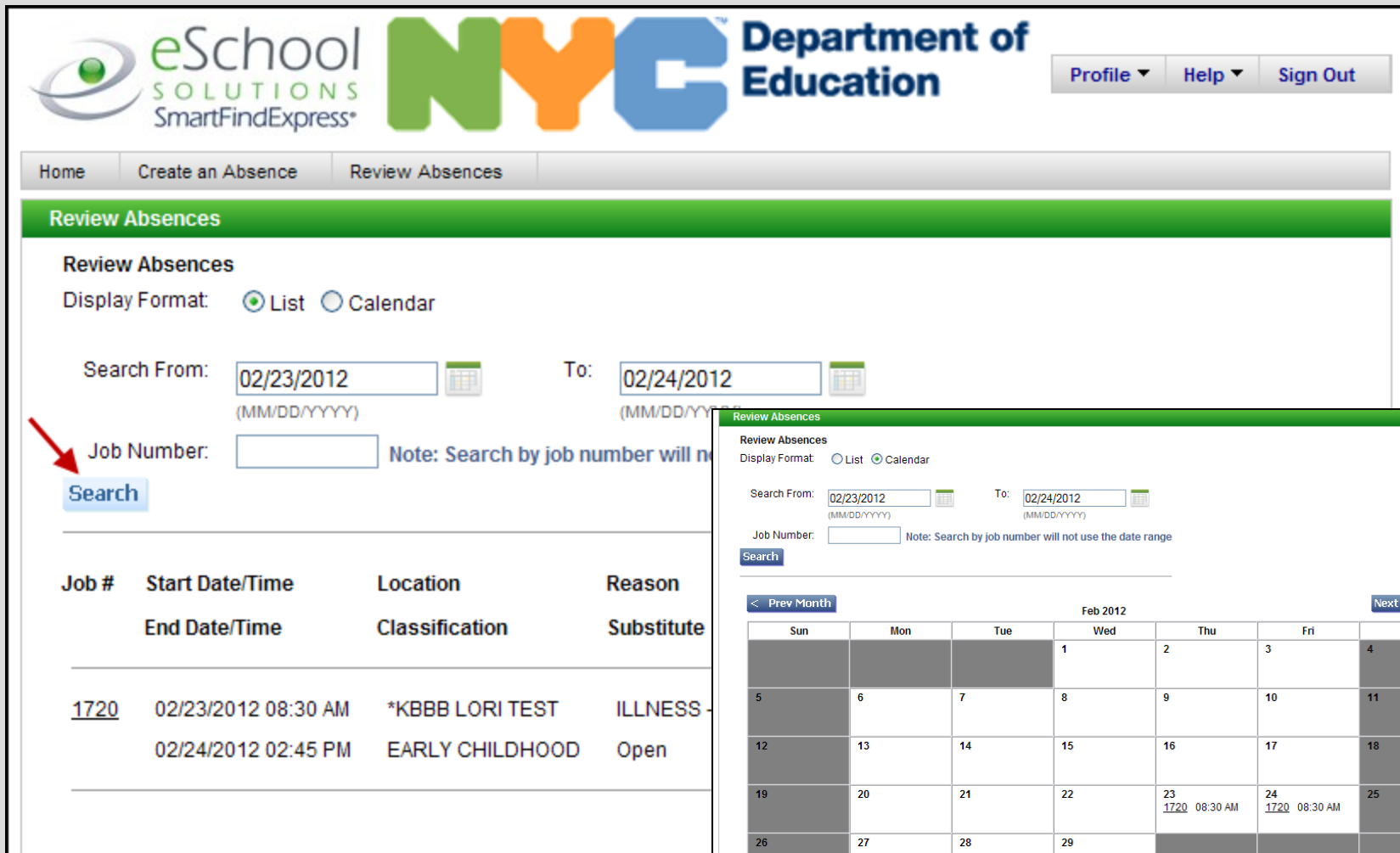
Click on the Review Absence tab on top





The screenshot shows the user interface of the eSchool SOLUTIONS SmartFindExpress web application. At the top left, there is a navigation menu with three tabs: "Home", "Create an Absence", and "Review Absences". A red arrow points to the "Review Absences" tab. To the right of the navigation menu is a user profile area with three buttons: "Profile", "Help", and "Sign Out". Below the navigation menu is a green header bar with the text "Home". The main content area displays a welcome message: "Welcome DONOVAN LEWIS Today is January 24, 2012 4:26 PM". On the right side of the main content area, there is a "SmartFindExpress Mobile" logo with the text "Easy and Convenient access from the palm of your hand". Below the welcome message, there is a text box containing instructions: "Access ID = Your File Number or EIS Number (Do not enter any leading zeros). Before using the SubCentral Internet System, you MUST first register using the telephone access by calling 718-935-6740. During the Registration process (first time only), your Access ID and PIN is your File Number or EIS Number." Below this text box, there is a link: "Please click on the following link to view the orientation video on how to register and use SmartFindExpress: [Instructional Video](#)".

# Review Absence

Click search or type in a date range to seek absences created beyond 30 days. You may view the information in a list or calendar format.





[Profile](#) [Help](#) [Sign Out](#)

[Home](#) [Create an Absence](#) [Review Absences](#)

**Review Absences**

Review Absences

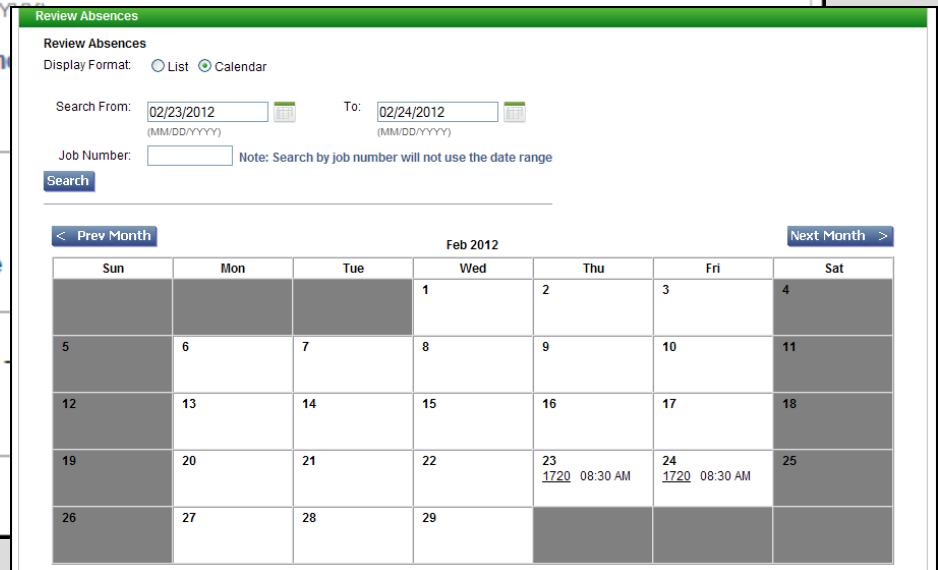
Display Format:  List  Calendar

Search From:   To:    
(MM/DD/YYYY) (MM/DD/YYYY)

Job Number:  **Note: Search by job number will not use the date range**

[Search](#)



Job #	Start Date/Time	Location	Reason
	End Date/Time	Classification	Substitute
<u>1720</u>	02/23/2012 08:30 AM	*KBBB LORI TEST	ILLNESS
	02/24/2012 02:45 PM	EARLY CHILDHOOD	Open



**Review Absences**

Review Absences

Display Format:  List  Calendar

Search From:   To:    
(MM/DD/YYYY) (MM/DD/YYYY)

Job Number:  **Note: Search by job number will not use the date range**

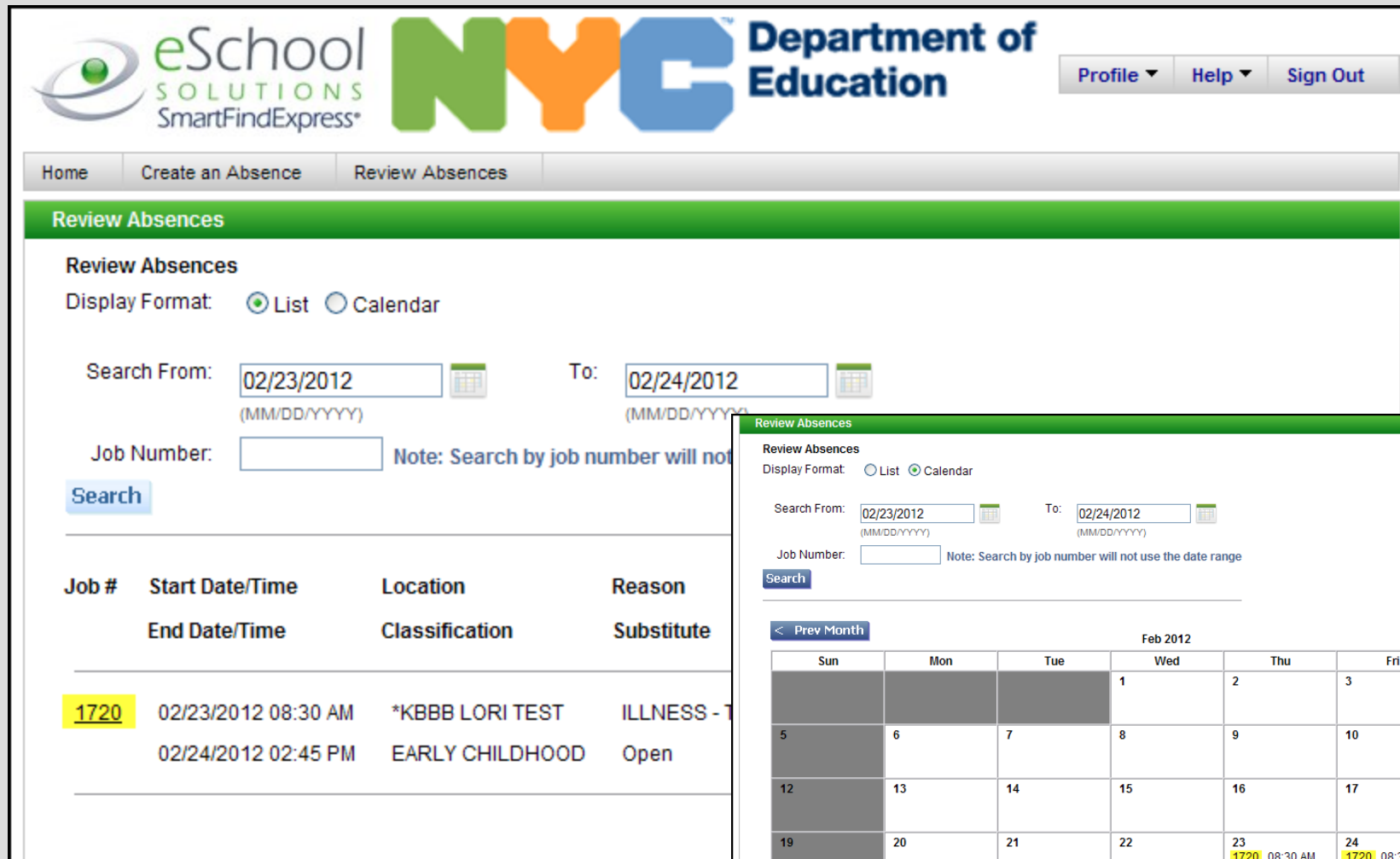
[Search](#)

[< Prev Month](#)
Feb 2012
[Next Month >](#)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23 1720 08:30 AM	24 1720 08:30 AM	25
26	27	28	29			

# Review Absences

You are able to obtain more details by clicking on the job number.



**eSchool SOLUTIONS SmartFindExpress** NYC Department of Education

Profile Help Sign Out

Home Create an Absence Review Absences

## Review Absences

Review Absences

Display Format:  List  Calendar

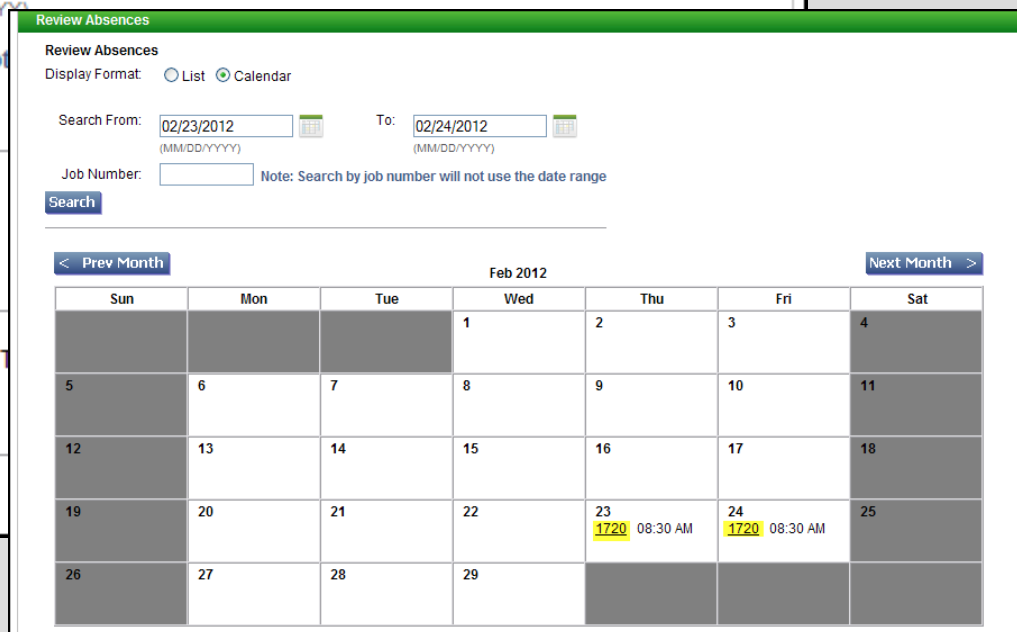
Search From:   To:

(MM/DD/YYYY) (MM/DD/YYYY)

Job Number:  Note: Search by job number will not use the date range

[Search](#)

Job #	Start Date/Time	Location	Reason
	End Date/Time	Classification	Substitute
<b>1720</b>	02/23/2012 08:30 AM	*KBBB LORI TEST	ILLNESS - T
	02/24/2012 02:45 PM	EARLY CHILDHOOD	Open



**Review Absences**

Review Absences

Display Format:  List  Calendar

Search From:   To:

(MM/DD/YYYY) (MM/DD/YYYY)

Job Number:  Note: Search by job number will not use the date range

[Search](#)

< Prev Month Feb 2012 Next Month >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23 1720 08:30 AM	24 1720 08:30 AM	25
26	27	28	29			

# Review Absence Detail Screen

You may add/ update special instructions or attach a file. Be sure to click the Save button if you make any changes. You may also cancel the assignment by clicking on the Cancel Job button below.

### Review Assignments

#### Review Absence Detail

Job Number: 1720  
Job Status: Open/Open  
Location: \*KBBB LORI TEST  
Classification: EARLY CHILDHOOD  
Reason: ILLNESS - TEACHER  
Voice Instructions: None  
Text Instructions:  (Maximum Characters=1000)  
File Attachments: None

Add a File:   (Maximum file size=512K)

---

Start Date: 02/23/2012  
End Date: 02/24/2012

Weekly Schedule:	Employee	Substitute
Thursday	08:30 AM - 02:45 PM	08:30 AM - 02:45 PM
Friday	08:30 AM - 02:45 PM	08:30 AM - 02:45 PM

Specified Substitute: None  
Assigned Substitute: Open

Notify the substitute of a cancellation?

# Reminders

- You are able to create your absence at any time, 24 hours a day, 7 days a week via telephone or internet and up to 30 days in advance.
- The absence can be more than one day in length, however, be sure to notify your school prior to creating a multiple day absence.
- If you find that you will be absent longer than anticipated you must create a new absence for the additional day(s) and contact your school.
- Always make note of the Job Number

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)