



SUBCENTRAL FACTS FOR SUBSTITUTE TEACHERS AND PARAPROFESSIONALS

Currently, all districts are utilizing the automated SubCentral System. Substitute Teachers are permitted to work in any of New York City's school Districts. Substitute Paraprofessionals are required to work for at least one District 75 Special Education School borough.

Managing Your Profile

One-Time Registration

In order to use the SubCentral System, you will need to register by telephone. If you do not register, you will not be called for jobs and may be subject to termination from the position. If you have registered in the past (e.g., while being a full time pedagogical employee or substitute), you do not have to register again.

Registration Instructions:

1. Call the system number at **(718) 935-6740**.
2. Enter your Access ID (File/EIS number) 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 (File/EIS number) 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 at this time.
5. Create your PIN, followed by the star (*) key. PIN numbers must be numeric, be between six and nine digits in length, and cannot be the same as your Access ID (File/EIS number).

You are advised to review your profile [online](#) immediately after your registration, and periodically thereafter.

First-time WEB Users:

Open your Internet browser and access the SubCentral [Sign In page](#). Enter your Access ID and PIN. **Please note:** The updated WEB system now requires you to create an alpha numeric eight-digit Password upon initial login. The newly created password will be used to log into the Website ONLY.

Validate Email:

Upon successful log in, the system will prompt you to validate your email. Upon validation a time sensitive email will be sent to your DOE email address. Click on the link provided to validate your email.

Please note: The numeric Pin will still be required when using the phone. If the user calls into SFE or receives a call from SFE they will still need to enter their PIN, this feature is not changing.

Forgotten Password:

Employees and substitutes who forgot their password can use the forgot password link on the login page of SubCentral. A time sensitive email will be sent to your DOE email address. Click on the link provided to change your password.

Employees and substitutes can also change their Password and PIN under the Profile Menu> Personal Information, once logged into the SubCentral website.

You have the ability to **change** the following information at any time, via phone or [online](#):

- Callback number (include your area code)
- Daily availability (days of the week in which you are available to work)
- Unavailable dates (individual date or date range) ***Do Not Exceed 60 consecutive days***

For other changes to your profile, please contact the SubCentral Help desk (718-935-4401).

Location and Classification (Subject) Preferences

Based upon your nominating school and the information you provided in your online application, the following information will be added to your SubCentral profile by default:

- **Classifications**
 - Substitute Teachers:
 - TCHR which is a code indicating that you are a substitute teacher
 - Your Certification Area (if you have already obtained state certification)
 - Your degree (Major and/or Minor that pertains to substitute employment)
 - Substitute Paraprofessionals:
 - Paraprofessional
 - Gender-specific Paraprofessional
 - Language-specific Paraprofessional
- **Locations** (Provided you live within the 5 boroughs. If you do not live within the 5 boroughs you must contact the SubCentral Help desk to add a location.)
 - Substitute Teachers – A District, corresponding to your home address and a District corresponding to your nominating school.
 - Substitute Paraprofessionals – A District 75 school/ program and a District corresponding to your home address. If you were nominated by a District 75 Special Education School you will also be assigned that school's D75 borough.

Adding Classifications and/or Locations - For more information on adding classifications and/or locations please review your SubCentral announcements section.

System Call-out

The system will contact you by phone ONLY on your callback number. It 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 (based on the information in your profile) or inform you of a cancellation of an assignment. 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 Start time of the assignment
- School name, address and phone number
- Name of the employee you will be covering for (if it is provided)
- Any special instructions left by school personnel
- Job Number – which is confirmation that you have accepted the assignment

If you accept an assignment, you must be at the school by the start time of the assignment with your Job Number and the DOE issued photo ID.

NOTE: You should only accept an assignment if you are certain that you will be able report to the school on time. If you accept an assignment very close to the school's start time, please contact the school directly and confirm your estimated time of arrival.

When does the system call?

Monday – Friday: For same day assignments, the system will begin to call substitutes at **5:30 AM** and continue until the assignment is filled or close to the start of the school day.

Sunday – Friday: For future assignments, up to 30 days in advance, the system will call substitutes between **5:00 PM** and **10:30 PM**.

What if I just missed a call from SubCentral?

You should access the SubCentral system [online](#) to review all available assignments which match your profile.

Job Shopping: Accessing the system to seek jobs is called “job shopping.” Since the system is available 24/7, you are able to job shop [online](#) at any time. You may also job shop via telephone during non-callout times.

Reminders & Tips

- 1) You can update your callback number at any time.
- 2) Make sure your available dates & days of availability are up-to-date.
- 3) Always enter your access ID and PIN when the system calls.
- 4) The system is available 24/7
- 5) If you must cancel, do so as soon as possible. This can be done via SubCentral anytime for future assignments. For same day assignments, you have up to two hours prior to the start of the job to cancel via the system; thereafter, you must call the school directly.
- 6) If you accept a long term assignment from the school, be sure the school updates SubCentral indicating that you have been prearranged for the assignment. If the school opts not to create the assignment, you **must** inform SubCentral (718-935-4401) and make yourself unavailable in SubCentral. You cannot make yourself unavailable for more than 60 consecutive calendar days.

- 7) All jobs that you have been specified for will appear on your SubCentral homepage. Please take action immediately to Accept or Decline the job.
-

Contact Information

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

SubCentral SmartFind Website (system access): <https://subcentral.eschoolsolutions.com>

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

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

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