



## **SUBCENTRAL FACTS FOR FULL TIME EMPLOYEES (TEACHERS AND PARAPROFESSIONALS)**

Currently, all districts are utilizing the automated SubCentral System. This system provides full time teachers and paraprofessionals the ability to create absences and obtain substitute coverage when unable to report to school. Note: The system is available via telephone and internet 24/7.

### **SubCentral General Information**

Website / System Access: <https://subcentral.eschoolsolutions.com>

Telephone Access: 718-935-6740

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

Live Help Desk (6am to 5pm / Monday to Friday): 718-935-4401

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### **Accessing SubCentral**

In order to use the SubCentral System, you will need to complete a one-time registration **by telephone** 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.

#### **Registration Instructions:**

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. (**DO NOT ENTER LEADING ZEROES**)
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: If you previously registered as a substitute and have been processed as a full time employee you **do not need to register again**. Your system profile will automatically be changed from substitute to full time employee and your Access ID and PIN will remain the same as created.

### 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.

## Tips on Managing the SubCentral System

- 1) Only teachers and paraprofessionals who are eligible to obtain substitute coverage when absent should use the system.
- 2) Employees are only permitted to record same day absences in SubCentral up to **1 HOUR and 30 MINUTES** before school starts. After that time, the following message will be displayed “It is too late to enter this absence. You must contact your school directly and report the absence.”
- 3) Absences can be reported 30 days in advance, therefore, you **MUST** report your absence in the SubCentral System as early as possible!!!
- 4) Be sure to wait for the system to generate a Job Number or “confirmation number” when creating your absence via telephone or internet.
- 5) Be sure to use the substitute instructions feature when creating an absence. This information can be recorded via telephone or typed into the system online.  
Listed below are several examples of information that you may enter in the substitute instructions field:
  - Your grade level (if you are listed as common branches or early childhood)
  - The address of an annex location (if you are not located at the main site)
  - For paraprofessionals: Any pertinent information pertaining to the assignment such as toileting, diapering, 1:1 scenario, etc.
- 6) You have the ability to attach documents to your absences when creating them online. These files may include (but are not limited to) lesson plans, instructions and attendance sheets. Please use the substitute instructions feature to inform substitutes of attachments.

## SubCentral System Reminders

| <b>Do...</b>   | <b>Do Not...</b>   |
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| <ul style="list-style-type: none"><li>• Comply with the rules and regulations of your school/site regarding absences</li><li>• Wait for job number when creating an absence over the phone or online</li><li>• If you have forgotten, your PIN number login to the SubCentral website and you can change it on your profile. To change your Password and PIN go under the Profile Menu&gt; Personal Information.</li></ul> | <ul style="list-style-type: none"><li>• Specify a substitute if you are creating an absence for the same day</li><li>• Report absences for half days</li><li>• Cancel an absence in SubCentral within an hour prior to the start of the assignment (<u>unless</u> you have contacted the school first)</li></ul> |