

Substitute Services FAQs

- Can I **call** instead?
-Our phone lines are open Monday - Friday (8 AM - 5 PM) at 702-799-5420.
- How can I get help with **EMOCHA**?
-Please call 702-799-0298 or email helpdesk@emocha.com.
- How do I **reset my password** for AD login, email, HCM, or ELMS?
-Please call 702-799-3300 or email myaccount.ccsd.net.
- How do I **reset my password for SmartFind Express**?
-Please visit eschoolsolutions.com, click on forgot password, enter access ID/employee #. You will be sent an email with instructions to the email address you have listed on your SmartFind account, in the email you will be given a one-time password, please do not copy and paste this password, it must be entered in.
- I have questions about **my paycheck or W-2**?
-Please call 702-799-2812 option 3 or email paydata@nv.ccsd.net
- I need help with an **Employment Verification or Loan Forgiveness**?
-Please visit www.uConfirm.com
- How do I **change my personal information** such as name, address, tax withholdings, beneficiaries; paystubs, tax information, or resign from the District?
-Please visit your HCM account at <http://hcm.ccsd.net/>
- How do I complete and submit my annual **ELMS Compliance Training**?
-Please visit learn.ccsd.net. Once you have finished your videos, go to SELF> REPORTING> TRAINING TRANSCRIPTS. Save that page as a PDF and email that page to substituteservices@nv.ccsd.net. You can also take a picture of your transcript, please make sure the picture is clear and shows the entire page along with your name at the top of the page before emailing it.
- How do I get help with a **substitute application**?
-Please call 702-799-5427 option 2, or email substitutenewhire@nv.ccsd.net
- How do I get my **badge renewed**?
-Please call 702-799-5490 to schedule an appointment. If you are a preferred substitute for a school site, you may also ask the school site's Office Manager to provide you with a renewal sticker.