

Popular Questions for Substitutes

 absence-help.frontlineeducation.com/hc/en-us/articles/115004473007-Popular-Questions-for-Substitutes

Getting Started

Where should I begin as a new substitute?

Finding Jobs

Why am I not seeing any jobs?

Jobs may not show up as "available" for a number of reasons, and you can check on a few things to identify the cause. First, make sure you do not limit yourself in your "Schools" preferences. If you still do not see anything, you can contact your district's administrator to make sure you have the correct setup. If you see jobs but are not receiving phone calls, check to make sure you have your call times set to allow for maximum job offers.

How can I view and manage my scheduled jobs?

Click the **Scheduled Jobs** tab on your home page. Once selected, the system lists your scheduled jobs and the details for each. The information includes the name and title of the employee, the time of the absence, the duration, the job location, and your confirmation number. Based on permissions, you may have the option to email the employee and view attachments/notes. For more information, [click here!](#)

How do I choose my preferred schools?

You can define which locations you want to see jobs for and those you want to avoid. Access your "Schools" list within your Preferences to specify this setup. Here, you can click the checkbox beside the locations where you wish to see available jobs and the locations you wish to ignore. For help setting up that list, you can reference the Preferred Schools article. If you are unable to create that list, please check with your district about its school preference policy.

How can I better my chances of getting jobs?

You can optimize job opportunities by following a few easy steps. Search for jobs via the application at www.aesonline.com, call the system at 1-800-942-3767, or utilize a notification application like Jobulator. Each of these methods generally allow you to find available jobs much further in advance than you would if you waited for a phone call!

What if I miss a call from the Absence Management system?

If you missed that phone call, you can always call back, toll-free, at **1-800-942-3767** to hear a list of current and available jobs. You can also log-in online to view those same jobs. You'll want to act quickly, though. The system may have already called the next substitute in line with that job offer.

How do I cancel a scheduled job?

Each district dictates its job cancellation policy, and these system settings determine whether you can or cannot cancel a job. The restrictions may be imposed for various reasons (e.g. if a job is too close to its start time, etc.). Reference the "Scheduled Jobs" tab to locate the job you accepted and determine whether a "Cancel" button is provided. You will see this option to the far right of the accepted job.

If you have any questions, please reference this article for additional details.

If you cannot cancel a job and need to contact someone, please reach out to your system Administrator for assistance.

How do I indicate days that I cannot work?

"Non-work days" indicate when you are not available to work as a sub. You can enter non-work days by selecting a specific date on the calendar (via the homepage), or you can enter these days through the "Non Work Days" tab. Please select this article to learn more.

Account Settings

How does a Frontline ID account differ from my PIN and login credentials?

The Frontline Insights Platform is an organization-based upgrade that allows you to create a single username and password to access all your Frontline applications. (This upgrade must be made at the district level in order for it to be used.)

If an upgrade is made, you will be prompted to create a single username/password to access any Frontline application, provided you are working for a district who made this upgrade. The new Frontline ID account will replace your previous login credentials, and

once created, you will no longer use multiple logins to access your different Frontline applications. Instead, you can log in to these applications through a single sign in page (app.frontlineeducation.com) using your new Frontline ID.

This Frontline ID account only applies when logging in to a Frontline, web-based application. It will *not* change or replace your phone/PIN combination when calling or clocking in. You will continue to use the phone/PIN combination to accept *any* phone calls from Absence Management, to call in to create absences or look for jobs, and to clock in at a kiosk (for those required to clock in and out in Time and Attendance). Please reference this article to learn more.

If your district upgrades to the Insights Platform and you wish to learn more about creating your Frontline ID account, consider referencing this QuickStart Guide.

Where can I locate my PIN or Frontline ID?

If your district has upgraded to the Insights Platform, you will log in with one Frontline ID and password. You can manage this Frontline ID and password via the dropdown listed beside your name in the top right corner of the application page. Select the **Account Settings** option in the dropdown and once opened, choose "**Frontline ID.**"

To manage your PIN and Phone Login ID, select **Preferences** via your side navigation and choose the **Phone Credentials** option.

What is the Insights Platform and what does it do?

The "Insights Platform" is a system upgrade that your organization can utilize for Absence Management and other Frontline solutions. It allows you to create a single username/password for all your Frontline applications, simplifies your login process with a single url, and includes additional improvements to functionality.

This upgrade must be made at the district level in order for it to be used. If your district made this upgrade and you wish to learn more, consider referencing this video.

I received an email invitation to create a Frontline ID account. How should I proceed?

You will receive an email invitation once your organization upgrades to the Insights Platform. Click **Create a New Account** within the email to establish a new Frontline username and password. These new credentials allow you to access all your Frontline applications with a single username and password and will replace any previous logins you created. You can learn more about this invitation [here](#).

How do I transition to the Insights Platform as a Multi-District sub?

A district that upgrades to the Insights Platform will send you an invitation email to create a new Frontline ID account. This new username and password will replace your current phone number login and 4-or-5-digit PIN, and you will use this new Frontline account moving forward to log in to your application(s).

If any district or application does not appear through your Frontline ID account, you can add it through your Preferences. Reference this article to learn more.

My district upgraded to the Platform, but I have not received an email to create my Frontline ID account. What should I do?

Where can I manage my email or phone number?

You can view or edit your phone and email address via **Preferences > Personal Info**. Just keep in mind that the district determines whether you can edit your personal information. If you cannot make an adjustment on your own, you will need to reach out to your organization's Administrator. Reference this article to learn more.

What should I do if I cannot log in or if I forget my credentials?

If your organization uses the Frontline Insights Platform, you will log in with a Frontline ID account and password. If this scenario applies, click on the "Forgot Username" or "Forgot Password" links on the app.frontlineeducation.com login page to retrieve or reset your credentials.

If you log in via a PIN/password and cannot recall your PIN, you can open the Absence Management PIN webpage and request that this information be sent to your email. If a problem persists, you will need to contact your organization's Administrator for assistance.

Working in Multi-Districts

How do I add and manage multiple districts?

Substitute Apps

What is Jobulator, and how do I get it?

Financial Information

How can I find my pay stub, W-2, or other payment information?

Contacting Support

Who should I contact if I have questions?

© Copyright 2020 Frontline Education