

Frontline Absence Management



Substitute User Guide



Welcome to the WFL BOCES Substitute Services Program!

As a new substitute to the district, you will be set up in an Absence Management system that will allow you to view, accept and reject absences from district employees. You will be able to access jobs on the web, over the phone, or on the Frontline Education app. 24hours a day, 7 days a week.

Once set up in the system, you will receive an email from Frontline Education to create a username and password and an email from the Substitute Coordinator with your id and pin number for the phone system.

Interaction with the automated calling system

Please add 800-942-3767 to your contacts, as this will be the number calling for jobs and the number you can call to check your account. Please also make sure your phone settings will not flag this number as spam. Calls for absences will go out for those that are 2 days to 1 hour prior to the start of the job. Call times set by your district are 5am-12 and 4pm-10pm. If you accept a job, you will be issued a confirmation number, please remember your transaction is not complete until you are supplied with a confirmation number.

Interaction with the Frontline Website

It is advised to search the website regularly, (app.frontlineeducation.com). There you will find the location, grade level and time that the absence starts, along with any notes the employee has provided. Please know that if a job changes or gets canceled, you will be notified by an email, a notification on your account, or a call if you have calling activated. In the web you can adjust your availability by placing non-workdays on your account and have the ability to personalize your available call times.

Interaction with the Frontline App.

Frontline offers an app to allow easy access to view jobs, receive job notifications and manage your account. Go to your play store and search Frontline Education for accessibility once you have your id and password set up.

We are excited to get you linked in with the system and if you need any additional help, please feel free to reach out to the contact below, we will be more than happy to help you!

Amy Iddings,

Substitute Services Coordinator

amy.iddings@wflboces.org



Absence Management

SIGNING IN

Type aesoponline.com in your web browser's address bar or go to app.frontlineeducation.com if you have a Frontline Account.

The Sign In page will appear. Enter your ID/username and PIN/password and click **Sign In**.

RECOVERING CREDENTIALS

If you cannot recall your credentials, use the recovery options or click the "**Having trouble signing in?**" link for more details.

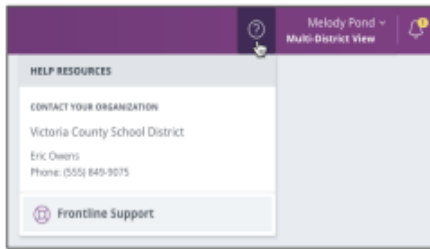
SEARCHING FOR AVAILABLE JOBS

You can review available jobs directly on the homepage. These potential jobs appear in green on the calendar and in list form under the "Available Jobs" tab.

To accept a job, click the **Accept** button beside the absence (or click **Reject** to remove a job from the list).

April 2018							May 2018							June 2018						
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7			1	2	3	4	5						1	2
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23
29	30						27	28	29	30	31			24	25	26	27	28	29	30

2 Available Jobs		1 Scheduled Jobs		2 Past Jobs		0 Non Work Days	
Date	Time	Duration	Location	Filter			
Barker, Bob							
Mon, 4/30/2018	11:00 AM - 6:00 PM	1 Full Day	Victoria County School District Victoria County Community Schools	✗ Reject	✓ Accept		



GETTING HELP AND TRAINING

If you have questions, want to learn more about a certain feature, or want more information about a specific topic, click **Help Resources** and select **Frontline Support**. This opens a knowledge base of help and training materials.

ACCESSING ABSENCE MANAGEMENT ON THE PHONE

In addition to web-based, system accessibility, you can also find and accept available jobs, manage personal information, change your PIN number, and more, all on the phone.

When You Call into Absence Management

To call, dial **1-800-942-3767**. You'll be prompted to enter your ID number (followed by the # sign), then your PIN number (followed by the # sign).

When calling the Absence Management system, you can:

- Find available jobs – **Press 1**
- Review or cancel upcoming jobs – **Press 2**
- Review or cancel a specific job – **Press 3**
- Review or change your personal information – **Press 4**

When the Absence Management System Calls You

If an available job has not been filled by another substitute two days before the absence is scheduled to start, the system will automatically begin to call substitutes and try to fill the job.

Keep in mind, when the system calls you, it will call about one job at a time, even if you're eligible for other jobs. You can always call in (see "When You Call into Absence Management" section above) to hear a list of all available jobs.

Note: When the system calls, be sure to say a loud and clear "Hello" after answering the call. This will ensure that the system knows you picked up the call.

When you receive a call, you can:

- Listen to available jobs – **Press 1**
- Prevent Absence Management from calling again today – **Press 2**
- Prevent Absence Management from ever calling again – **Press 9**

If you are interested in the available job, **Press 1**. You will be asked to enter your PIN number (followed by the # sign). The Absence Management system will list the job details, and you will have the opportunity to accept or reject the job.

