



Frontline Automated Calling System

Our Special Education and Juvenile Court and Community Schools programs use an automated service for finding and managing substitute assignments. This service, called Frontline Education, is a phone- and internet-based system that assists you in locating assignments. The system is available 24 hours a day, 7 days a week. Frontline uses three methods to make assignments available to substitutes:

1. You can search for and accept available jobs, change personal settings, update your calendar, and personalize your available call times by visiting Frontline on the internet at <https://app.frontlineeducation.com>. If the absent employee has uploaded lesson plans on the internet, you will be able to view them online once you take the assignment.
2. You may interact with the Frontline system by calling the toll-free, automated voice instruction menu at (800) 942-3767. The system allows you to proactively search for assignments and manage existing assignments. We recommend calling to check the computer recording of your name by pressing Option 4.
3. Frontline will also make phone calls to substitutes to offer assignments. SBCEO has selected the following hours as standard call times when the Frontline service may call for substitutes: 5:30 a.m. - 11:59 a.m. in the morning and 5:50 p.m. - 9:30 p.m. in the evening.

Important Notes:

- In order to access the Frontline system online, you will need to enter the username and password you created. To access the phone system, you will need the ID and PIN number that were provided to you when you registered.
- Turn on your notifications which allows you to be notified when there are assignments available
- When in your account, click on Frontline Support for Substitute Help, FAQ's, and training videos.
- If you accept an assignment, Frontline will issue a confirmation number. Please remember that your transaction is not complete until Frontline supplies you with a confirmation number.
- For an assignment site location address, please click on the Scheduled Jobs tab, then click on the orange location flag to the right of the assignment box.
- Once a job has been accepted, it is critical that the substitute either fulfills the commitment or cancels the job in a timely manner by contacting the program contact or Human Resources. Repeated failure to fulfill commitments or canceling acceptance of assignments may result in removal from the list of SBCEO's authorized substitutes.
- Frontline will automatically make a recording of your name for SBCEO on the phone system. To review or change the recording of your name, call in to Frontline and select option 4. We recommend that you do this to ensure that your name is pronounced correctly on the recording.

For questions regarding the Frontline system, please contact:

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