



Frontline Absence Management

Substitute Frequently Asked Questions

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 the Substitute Management Department at substitutes@gcpsk12.org 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.

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.

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?

Reference the "Scheduled Jobs" tab to locate the job you accepted and click on the "Cancel" button provided. You will see this option to the far right of the accepted job. Substitutes are not able to cancel an assignment within 48 hours of the job's start time. If you need to cancel a job less than 48 hours before the start, substitutes must notify the local school's Substitute Coordinator or the HR Substitute Management Department.

How do I indicate days that I cannot work?

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