

# SUBSTITUTE SERVICES NEWSLETTER

## NEW FRONTLINE ERP LAUNCH

### Welcome to a New School Year!

We hope you had a great summer and enjoyed some time to rest and rejuvenate for another exciting year. We are grateful for your continued commitment to the students of Fort Worth ISD. There are many changes this year and we will do our very best to keep you updated.

### ERP System Launch

We're excited to roll out our new all-in-one solution for District operations: the [Frontline ERP System](#)! This upgrade brings two major enhancements to how substitutes manage jobs and personal employment info. **Please be sure to review the information provided in the correspondence and plan to attend upcoming trainings. There are also On-Demand resources available to you 24/7.**



## EMPLOYEE SERVICE CENTER (ESC)

Manage your employment info with ease!

Setup Steps:

- Follow the ESC Quick Reference Guide
- Verify your identity with a 4-digit code via voice or SMS

### Need to Update Your Phone Number?

Complete the secure form:

["Update Phone Number Form"](#)

## SUBSTITUTE MANAGEMENT CENTER

Say goodbye to missed calls and voicemail overload! The new [SMC](#) offers:

- Easy access to job listings via web or mobile
- No phone system—no more full inboxes
- Secure login with your own PIN

### How to Register:

1. Visit the Frontline Substitute Management Center
2. Click "Retrieve PIN"
3. Enter your info
4. Choose a 6-digit PIN and click "Change PIN"
5. Log in using your new PIN

### Helpful Guides:

- [QRG: Navigating Substitute ESC](#)
- [QRG: Locating Sub Jobs in Frontline Mobile](#)

## TRAINING & SUPPORT

Explore tutorials, FAQs, and more at the Frontline Training Resources site.

### Questions?

Reach out to the FWISD Talent Management Substitute Services Department for support.

Thank you for embracing this exciting transition! Let's make your substitute experience smoother and smarter.