

Popular Questions for Substitutes

Please note: In order to access the articles via the hyperlinks, you will need to be logged into your Absence Management account.

Where should I begin as a new substitute?

Once you access your application, you can begin to set up your system preferences and find available jobs. Reference this **Quick Start Guide** (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266087-Substitute-QuickStart-Guide>) to learn about searching for available jobs and accessing Absence Management on the phone. You can also review the **Getting Started** page (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115004472967-Getting-Started-as-a-Substitute?>) to learn more about choosing your system preferences. These options allow you to define your preferred schools, call times, and non-work days.

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** (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266067-Choosing-Your-Preferred-Schools>). 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** (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384928-Setting-and-Changing-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 (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266167-Viewing-and-Managing-Scheduled-Jobs>).

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 (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266067-Choosing-Your-Preferred-Schools>). 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** (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266187>) via the **Application** at www.aesoponline.com (<http://www.aesoponline.com>), **Call the system** (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266107-Using-Absence-Management-on-the-Phone>) at 1-800-942-3767, or utilize a notification application like **Jobulator** (<https://www.jobulator.com/#about>). 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?

You must call the Rachel Wixey & Associates office at 1-877-977-9499 to cancel an assignment. The only exception is for Brunswick Assignments. You must call 330-723-6393 x 140 or email cwiley@medinaesc.org to cancel.

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 (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384968>) to learn more.

Where can I locate my PIN or Frontline ID?

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.

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

You will receive an email invitation. 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. If you currently have a Frontline ID, choose sign-in option to link your accounts together. You can learn more about this invitation here (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115008139068>).

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

Click on the "Forgot Username" or "Forgot Password" links on the app.frontlineeducation.com (<https://login.frontlineeducation.com/login?signin=c798ad606b272f821ec0cc8f46ed9265&clientId=superSuit#/login>) login page to retrieve or reset your credentials.

How do I add and manage multiple districts?

Once you sign in as a multi-district sub, the system will recognize that you work in different districts and should issue a prompt to create a multi-district PIN. You will only need to use your multi-district PIN to access jobs over the phone or log in to your Jobulator account. Consider referencing this article (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115008138948-Using-the-Insights-Platform-as-a-Multi-District-Sub>)

After you create your multi-district PIN, the system will prompt you to add the district(s) you are associated with to your district list. Please reference this article (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115003381648>) for additional details.

You can access your "District List" section (within "Preferences") at any time to manage your district affiliations. Consider referencing this article (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266227>) if you have any lingering questions about using Absence Management as a multi-district sub.

What is Jobulator, and how do I get it?

Jobulator is a subscription service from the makers of your Absence and Substitute Management system. The app continuously and automatically checks for any available jobs offered through the system, and it can relay job notifications straight to your smartphone! To learn more about pricing and how to purchase Jobulator, please visit **Jobulator.com** (<http://www.jobulator.com>).

Note, Jobulator-specific questions and functionality are kept separate from your Absence Management help center. Please reference the **Jobulator help site** (<https://jobulator-help.frontlineeducation.com/hc/en-us>) to answer any Jobulator-specific inquiries.

What is the Frontline Mobile app, and how do I get it?

The Frontline Education mobile app is a *free* job-monitoring tool that is available to any subs whose organization utilizes the Frontline Insights platform. The free mobile app can be downloaded from the app store, and it checks/issues alerts for any available jobs offered through the system. To learn more about downloading the app, as well as in-app tools, consider referencing this **Quick Start Guide** (<https://help.frontlinek12.com/Documents/Mobile/SubstituteMobileQuickStartGuide.pdf>).

Note, questions and functionality related to the Frontline Mobile app are kept separate from your Absence Management help center. Please reference the **Mobile help site** (<https://mobile-help.frontlineeducation.com/hc/en-us>) to answer any Frontline Mobile-specific inquiries.

Where do I manage my Jobulator account?

Jobulator is a separate, billable service that is "detached" from your Absence Management system. That said, those who have a Jobulator subscription will need to manage their Jobulator account via the "My Account" page at Jobulator.com (<http://www.jobulator.com/>). For more information on this and other Jobulator topics, please reference the Jobulator help site (<https://jobulator-help.frontlineeducation.com/hc/en-us>).