

# Popular Questions for Substitutes

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Click on a question below to find an answer.

## Getting Started

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### 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! The following resources will help you define your preferred schools, call times, non-work days, and much more.

Additional Resources:

 [Substitute QuickStart Guide](#)

 [Getting Started as a Sub](#)

## Finding Jobs

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### 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 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 set to allow for maximum job offers.

Additional Resources:

 [Choosing Preferred Schools](#)

 [Setting and Changing Call Times](#)

### 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.

Additional Resources:

 [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, reference the resource below. If you are unable to create that list, please check with your district about its school preference policy.

Additional Resources:

 [Choosing Your Preferred Schools](#)

## ▲ How can I better my chances of getting jobs?

You can optimize job opportunities by following a few easy steps. Search for jobs via the application at [www.app.frontlineeducation.com](http://www.app.frontlineeducation.com), call the system at 1-800-942-3767, or utilize the Frontline Education mobile app for job-related notifications. 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!

Additional Resources:

 [Finding Available Jobs](#)

 [Using Absence Management on the Phone](#)

 [Frontline Education Mobile App](#)

## ▲ 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?

Each district dictates its job cancellation policy, and these system settings determine whether you can or cannot cancel a job. The restrictions may be imposed for various reasons (e.g. if a job is too close to its start time, etc.). Reference the "Scheduled Jobs" tab to locate the job you accepted and determine whether a "Cancel" button is provided. You will see this option to the far right of the accepted job.

If you cannot cancel a job and need to contact someone, please reach out to your system Administrator for assistance.

Additional Resources:

[🔗 Cancelling a Job](#)

[🔗 Viewing and Managing Scheduled Jobs](#)

## ▶ 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.

Additional Resources:

[🔗 Adding and Removing Non Work Days](#)




## Account Settings

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### What is the Insights Platform and what does it do?

The Frontline Insights Platform provides enhanced upgrades to your organization's application(s). It allows you to create a single username/password for all your Frontline applications, simplifies your login process with a single url, and includes additional improvements to functionality.

#### Additional Resources:

-  [How the Insights Platform Works](#)
-  [Frontline ID Account and Email Invite](#)
-  [Guide: Creating a Frontline ID Account](#)

## ▲ How does a Frontline ID account differ from a Phone/PIN login?

The Frontline Insights Platform allows you to create a single username and password for all your Frontline applications (provided you are working for a district that made this upgrade). This means you no longer need multiple logins to access your different applications, and you can log in to any application through a single sign in page ([app.frontlineeducation.com](https://app.frontlineeducation.com)).

**\*This Frontline ID account only applies when logging in to a Frontline, web-based application.** It will *not* change or replace your phone/PIN combination when calling or clocking in.

You will continue to use the phone/PIN combination to accept *any* phone calls from Absence Management, to call in to create absences or look for jobs, and to clock in at a kiosk (for those required to clock in and out in Time and Attendance).

### Additional Resources

- [🔗 Substitute Login Credentials](#)
- [🔗 How the Insights Platform Works](#)
- [🔗 Frontline ID Account and Email Invite](#)
- [🔗 Guide: Creating a Frontline ID Account](#)

## ▲ How do I create a Frontline ID account?

To get started, you will experience one of two scenarios:

- 1 Receive an email invitation to create a Frontline ID account.
- 2 Be prompted to create a Frontline ID account the next time you sign in.

These new credentials allow you to access all your Frontline applications with a single username and password and will replace any previous logins you created.

Additional Resources:

 [Frontline ID Account and Email Invite](#)

## ▲ What should I do if I cannot sign in or if I forget my credentials?

Click on the "Forgot Username" or "Forgot Password" links on the [app.frontlineeducation.com](https://app.frontlineeducation.com) login page to retrieve or reset your credentials.

If you log in via a PIN/password and cannot recall your PIN, you can open the [Absence Management PIN webpage](#) and request that this information be sent to your email. If a problem persists, you will need to contact your organization's Administrator for assistance.

Additional Resources:

 [Acquiring Forgotten Credentials](#)

## ◀ Where can I locate my PIN or Frontline ID?

If your district has upgraded to the Insights Platform, 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.

### Additional Resources:

 [Updating Frontline ID Account Settings](#)

 [Changing or Recovering Your PIN](#)



## Working in Multi-Districts

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### 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.

Keep in mind, if your district has upgraded to the Insights Platform, you will only need to use your multi-district PIN to access jobs over the phone, log in to your Jobulator account, and/or clock in at a kiosk (if your district uses the time and attendance system).

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.

You can access your "District List" section (within "Preferences") at any time to manage your district affiliations.

#### Additional Resources:

 [Using the Insights Platform as a Multi-District Sub](#)

 [Creating a Multi-District PIN](#)

 [Using Absence Management as a Multi-District Sub](#)

## Substitute Apps

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### 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.

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 to answer any Frontline Mobile-specific inquiries.

Additional Resources:

 [QuickStart Guide](#)

 [Mobile App Learning Center](#)

## Financial Information

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### How can I find my pay stub, W-2, or other payment information?


Frontline Education is not a staffing agency. It does not employ substitutes, although it provides tools for districts to use during the hiring and substitute placement processes. You will need to contact your district or staffing agency directly for payment information or any questions about policies and procedures, specific absences, or troubleshooting.

## Contacting Support

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### Who should I contact if I have questions?

Please contact your local school district's Frontline Education Administrator. This Admin will be familiar with both account and district policies and can provide the best resolutions for any system-related questions you may have.

You can reference your organization's contact details via the  **Help Resources** icon in the top right corner of the application.