



**Frontline Absence
Management
Q & A - Reference Guide
For Substitute Teachers/Temps**

This reference guide aims to provide essential information for substitute teachers, including temporary staff, on how to access and effectively use the Frontline Absence Management System. While this reference guide does not provide a complete overview of all aspects of Frontline,, you can access the online documentation for the Frontline system by visiting:

<https://help.frontlineeducation.com/>



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1. What is Frontline-Absence Management?

Frontline-Absence Management is an online platform for managing absences and substitute placement. It is a complete solution for requesting substitute teachers when a teacher is absent from Springs Charter Schools.

2. How do I access Frontline?

Frontline Education/Absence Management can be accessed online via the web or by phone 24 hours a day, 7 days a week.

You will receive an email invitation from Frontline Education inviting you to create your user log-in information to access the system via the web. You will also receive a separate email containing your log in information to access Frontline via the phone.

❖ Access Frontline via the web:

- Enter the web address for Frontline:
<https://app.frontlineeducation.com/>
- Once you are on the log in home page of the Frontline website, enter your web log in User Name and Password

❖ Access to Frontline via the phone:

- Dial 1-800-942-3767
- Follow the prompts and enter in your phone log in ID and pin.

If you have any problems logging in, contact the Substitute Coordinator at virginia.holley@springscs.org

3. How do I change my phone number?

It is the responsibility of substitute teachers to ensure that their accurate phone number is listed in Frontline. This phone number can either be a cell phone or a home phone number.

- ❖ Log into Frontline.
- ❖ Click on the “Preferences” tab located on the main tab navigation bar. Your personal information will display.
- ❖ Click on the Edit option.

Edit Personal Info

First Name: VIRGINIA
Last Name: HOLLEY
Phone: 9512257706
Email Address: virginia.holley@springscs.org
Confirm Email:
Language: English
Your language preference can be changed in your Account Settings.

Street: 1234 SESAME ST
Street 2:
Street 3:
Street 4:
City: TEMECULA
State: CA
Zip Code: 92596

Cancel Apply

- ❖ Enter your new phone number and click on the Apply button.

Personal Info

VIRGINIA HOLLEY

Name	Phone	Email Address	Address
SPRINGS CHARTER SCHOOLS Specify Call Times			
VIRGINIA HOLLEY	(951) 225-7706	virginia.holley@springscs.org	1234 SESAME ST TEMECULA, CA 92596

Edit ▶

Please note: Your phone number serves as your login ID for the Frontline phone system. When you update your phone number, it automatically becomes your new login ID for the Frontline phone system.

4. How do I accept/select an assignment?

As a substitute teacher, you have the flexibility to select your preferred work locations, set your availability, and choose the assignments you want to take.

❖ To view current opportunities and select an assignment:

- Log into the Frontline
- On the main menu home page Click the “Available Jobs” tabs to view available opportunities.

❖ Accepting:

- To accept a job, click on the ‘accept’ button located on the right side of the listing.
- Once you accept the assignment, it is important to arrive at the designated site on time, as indicated in the assignment details.

❖ Rejecting:

- To reject a job, click on the ‘reject’ button located on the right side of the listing.
- Once a job is rejected, it will be removed from your available jobs and will not be visible again.

In case of accidental rejection and you wish to take the job, please contact the substitute coordinator.

5. How do I see my scheduled jobs?

On the homescreen, you can view scheduled jobs on the calendar or by clicking on the ‘Scheduled Job’ tab. The ‘Schedule Jobs’ tab will show a list of all upcoming jobs you have accepted. You will also be able to see the details of the assignment including the Name/Title of the employee you are subbing for, date, time, location of absence and any attachments that have been provided.

6. Can I cancel an assignment?

Yes, a substitute teacher can remove themselves from an assignment up to 3 hrs prior to the start time.

If you are unable to cancel your assignment, reach out to the Substitute Coordinator by email or phone. The Sub Coordinator office hours are 6:30 a.m. to 2:30 p.m.

It is critical you provide as much advance notice as possible if you need to cancel an assignment.

7. Can an assignment be canceled after I accept it?

Certainly, there may be instances where the assignment you accepted gets canceled. In such cases, the site or Sub Coordinator will reach out to you via phone or email to inform you about the cancellation. The site will promptly remove you from the assignment once they are aware of the cancellation. It's important to note that if an assignment is canceled and you do not work, you will not receive payment for that particular assignment.

8. How can I create and remove a “Non Work” day?

You can create Non-Work days in Frontline for days you are unable to work. Adding a Non-Work day tells the system that you do not want to be offered a job on a specific date(s).

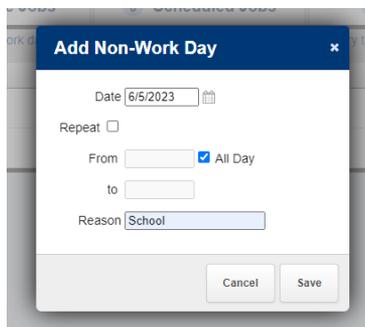
❖ To create a Non Work day:

- Click on the Non Work Days tab



- Click on Add Non-Work Day

- Enter the date

A screenshot of the 'Add Non-Work Day' dialog box. The dialog has a blue header with the title 'Add Non-Work Day' and a close button (X). The form contains the following fields and options:

- Date: 6/5/2023 (with a calendar icon)
- Repeat:
- From: [empty] All Day
- to: [empty]
- Reason: School

At the bottom of the dialog are 'Cancel' and 'Save' buttons.

- Enter the start and end time (optional) or select All Day
- Enter the reason (optional)
- Click 'Save'

❖ To Remove a Non-Work Day:

- Click the Non-Work Day tab
- Click the remove button and confirm



9. How do I turn off or change phone notifications?

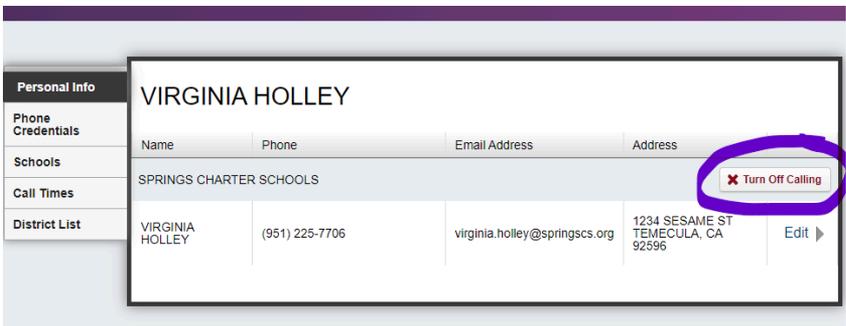
Morning calling times (Day of absences): 5:30am - 12pm

Evening calling times: 4:00pm - 10:00pm

However, you have the flexibility to modify the call times or disable the calling feature altogether according to your preferences.

❖ To turn off calls

- Go to your preferences
- Click 'Turn off Calling'



Please be aware that if calling is disabled, you will not receive phone notifications regarding available jobs.

❖ To change calling times:

- Click preferences
- Click on Call Times
- Click edit and enter the desired call times
- Once you select your preference, you can apply to all days or only to the day of the week you selected

Personal Info
Phone Credentials
Schools
Call Times
District List

Call Times SPRINGS CHARTER SCHOOLS Accept phone calls for available jobs? Yes No

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Call times for SPRINGS CHARTER SCHOOLS

Morning

No Calls	5:30 AM - 12:00 PM	No Calls				
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Evening

4:00 PM - 10:00 PM	No Calls	No Calls				
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My Preferences

District Call Times						
Edit						

10. Further Assistance with Frontline

If you have any additional inquiries, would like to explore specific features in more detail, or seek further information on a particular topic, please click on "Help Resources" and choose "Frontline Support." This will provide access to a knowledge base containing helpful resources and training materials

Absence Management River Springs Charter

NAVIGATION
Home
Available Jobs
History
Feedback
Preferences
Resource Library

HELP RESOURCES
CONTACT YOUR ORGANIZATION
SPRINGS CHARTER SCHOOLS
VIRGINIA HOLLEY
Phone: (951) 225-7706
Virginia.Holley@Springs.org

FRONTLINE SUPPORT

0 Available Jobs 0 Scheduled Jobs 0 Past Jobs 2 Non Work Days

Date Time Duration Location

I'm sorry. There are no available assignments at the moment. Please check back later for new postings!