

Using Frontline as a Substitute Employee



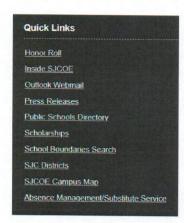
Welcome to Frontline

Enclosed you will find training material for our new Absence Management System - Frontline Education (formerly Aesop). The "go live" date for our new system is set for **April 1, 2019.** With the implementation of the new system comes changes, we have listed the major changes below.

The system will begin calling out to fill assignment (2) days before our "go live" of April 1, 2019. Calls will go out starting on March 29, 2019 at 5:30pm. Existing absences are being transferred from SmartFind, to Frontline, if you accepted an assignment in SmartFind with an absence date of April 1, 2019 and beyond, your absence will be entered into the system by HR Staff.

With the implementation of the new system comes changes; we have listed the major changes below. Overall, the system is much more user friendly, although the changes are significant. Please review this entire document as the changes will affect how your absence will be filled! It is very important you review the information and view the training video at this link http://bit.ly/2TvlyY3. The link is also located on the SJCOE website (www.sjcoe.org) under the Quick Links, Absence Management/Substitute Services. This link will take you to a webpage to access the video and this handout.

There will be no in person training, the enclosed documents and the training videos on the SJCOE website as well as in the Learning Center will serve as training for all employees. If you need additional help, contact Kelley Bennett at 209-468-4863 or Aggie Christensen at 209-468-9039.



Employee Announcements!

We will be changing our Sub System from SmartFind to Frontline in early 2019. Watch for welcome Emails with information on how to access the system in April 2019. A link to an overview video can be found here: Frontline Absence & Time Overview Once there click on the Play button.



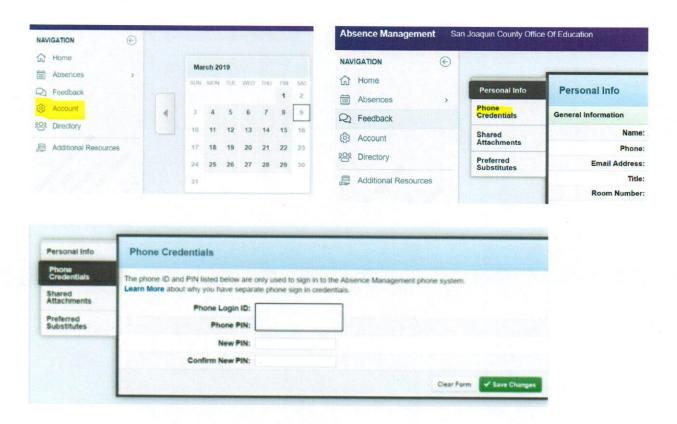
Recommended Frontline Training Videos:

- Frontline Employee Basic Training Video Watch Now
- Frontline Employee Advanced Training Video <u>Watch Now</u>
 Substitute Basic Training Video <u>Watch Now</u>

Logging into Frontline

Log into the system at https://app.frontlineeducation.com or from the SJCOE Website www.sjcoe.org using the link under Quick Links. Log in by using the username and password you created after receiving your welcome letter and invitation email. This login will be used to access the system to view your Employee profile and to enter and review absences online or by using the Frontline APP

You can also access the system by phone at 1-800-942-3767, enter your 10-digit phone number as your ID and your numeric PIN. Your log in information for the phone was provided in your employee welcome letter. If you do not have that letter available to you, you can locate your PIN, after logging in online click on the Account tab from the drop down on the left hand side of the website, click on phone credentials this screen will appear with the ID information and the PIN number. You have the option to change this PIN to a number easily remember.



What has changed?

The system works very differently with filling assignments. There is a major change with long term assignments and the ability to cancel (please see the information below). When the employee reports an absence into Frontline, if the substitute is on the Employee's preference list or has enrolled to use the Jobulator APP, the substitute will be notified by email (from Frontline) or by text (from Jobulator) of

an available assignment. During the next call out period the system will make calls to substitutes on an employee's preference list, a site preference list, or the district preference list. The system will not make calls out for future jobs until 2 days prior to the start of the job if they remain unfilled, but substitutes can go on line or call in to look for jobs. Substitutes actively going on line, or calling in, or using the Jobulator APP to look for jobs can fill jobs in advance, you do not need to wait for the system to contact you.

Jobulator is a fee for service APP, see the enclosed information regarding the cost of purchasing this APP. If you work for other districts, and are currently enrolled, you will not need to re-enroll, use the information enclosed for further details. (Jobulator is not required to use the system on line, although an App to accept assignments is not available through Frontline)

The morning call out works the same as SmartFind. The calls are made in the morning for the day of, only.

Absence Reasons

As a substitute you are no longer able to decline a position to use available sick leave. You must have an assignment scheduled and use one of the two cancellation reasons below. As a substitute you will not report an absence, you will only cancel an assignment using the reasons below.

Cancellation reasons

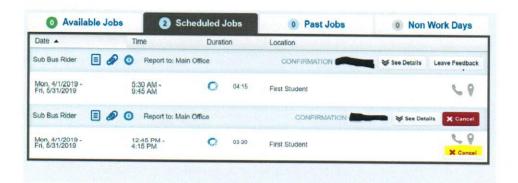
Unavailable to work

Use available sick leave

In order to use your accrued sick leave you must have accepted an assignment and cancel your absence using the reason "use available sick leave". If you are cancelling for any other reason and choosing not to use your sick leave or do not have sick leave available, use the absence reason "unavailable to work".

Cancelling a long term assignment - VERY IMPORTANT

If you are in a long term assignment and need to cancel, the process has changed. If it is within 24 hours of the date and time of the assignment you would like to cancel out of for example- an assignment start date of 4/5/19 at 8:00 am you can cancel the absence on your own after 4/4/19 at 8:00am. You have the ability to cancel on your own 24 hours prior to the start of the job (one day before). You will need to cancel the job for the date you want to be off (see highlighted cancel button below) not the entire job (the red cancel button), please ensure you are doing this correctly, the system will ask you to confirm once you click on the cancel button, it is your responsibility to read the notice and confirm it is correct.



The system will remove you from the assignment for the day you requested to cancel and fill it with a substitute, it will split the job, assign a new number to the job you cancelled, and keep you in the remainder of the assignment, with the original job number. (If you experience problems trying to cancel please contact Kelley in Sub Services.

If you have a date in the future (more than 24 hours in advance) email the details to Kelley Bennett for assistance.

How does the system call for assignments?

The system does not begin to call for future absences unless the absence is still unfilled two days prior to the start of the absence, the exception to this rule for future absences is if the employee has set a preferred substitute list and you are on their preference list. A call to a preferred substitute will go out in the **evening call period on the day the absence was created**. Absence management contacts the preferred substitute immediately after the absence is created via email that an assignment is available.

When the system calls, it will always call the employee's preferred substitutes first. Preferred subs will be called in the order they are ranked. After the preferred subs are called, absence management will call randomly to the remaining substitutes that are qualified and available for the position.

Absence Management will only call substitutes for jobs at locations they want to see absences from. This will be based on the Substitute's preferred school list.

During the morning call period, absence management will only call for absences that occur that day.

Morning Call Period: 5:30 am through 12:00 pm (the day of)

Evening Call Period: 5:30 pm to 9:30 pm (Monday through Sunday)

During the evening call period, the system will call for absences occurring the next day, the following day, or if the substitute is set up as a preferred sub by the employee that created the absence.

Jobulator

With our new system comes the ability to use Jobulator Mobile APP to be notified of absences. Information on the Mobil APP is also provide in your training materials. There is a fee for this service, again this is not required.

https://www.jobulator.com





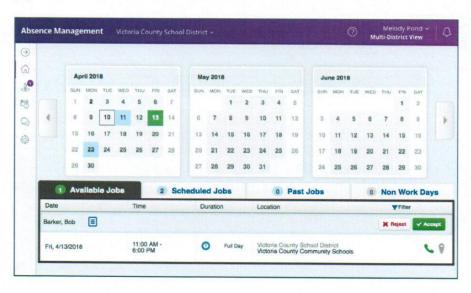
Multi District PIN

If you work for multiple districts, you have the ability to link your accounts (see the enclosed information).

The Substitute Home Screen

Home Page

Once you dismiss or confirm your notifications (when applicable), you can view your home page.



Available Jobs: View the number of currently available jobs via this side navigation or within the green circle on the home page. This option will bring you to the "Available Jobs" tab where you will see a list of the jobs that are ready for you to accept.

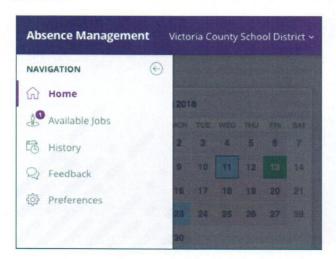
History: View the number of previous jobs completed within the past 60, 90, or 120 days and jobs completed during the current or previous school year. You can also search with a custom date range.

Feedback: Leave feedback for jobs completed or view recently provided feedback.

Preferences: View account options that include Personal Information, PIN changes, Preferred Schools, Call Times, and a District List.

→ Side Navigation

Your side navigation lists available job opportunities, work history, feedback, and system preferences.



→ Calendar

The calendar provides an overview of your scheduled and available jobs, and it is color coded to indicate the different types of days.



Black Box: A black box around a date represents that it is the current day.

Blue Box: A blue box represents a past or scheduled job.

Green Box: A green box indicates an available job.

Gray Box: A gray box indicates a Non-Work Day.

Training Materials

A link to the training video and a "How to" Handout is included in this packet, please take the time to review all information included, and view the video in advance of having to use the system. You also have been given access to the system. Please create your username and password, and go into the system to become familiar with the operation of the software. The Learning center has helpful videos and handouts to assist with the training of substitutes. If you have questions regarding the use of Frontline, please contact Kelley Bennett at 209-468-4863 or Aggie Christensen at 209-469-9039.



Absence Reasons in Frontline Education System for Substitute Employees



As a Substitute employee you will us these reasons to cancel an absence in Frontline. If you want to use your accrued sick leave you have to cancel the absence using the Use available sick leave). Payroll will confirm you leave balance if you have leave available they will use this reason to cover your absence. The absence will be added to your timesheet prior to submitting.

You will no longer have the option to decline an absence to use your available leave. In Frontline, you will have to accept the position and then cancel it, in order to report an absence and use accrued leave.

Cancellation reasons for Substitute Employee

Unavailable to work

Use available sick leave (this cancellation reason will indicate you would like to use your accrued sick leave)



Absence Management



SIGNING IN

To log in to the absence management application, type aesoponline.com in your web browser's address bar.

The Sign In page will appear. Enter your ID/username and PIN/password and click Sign In.

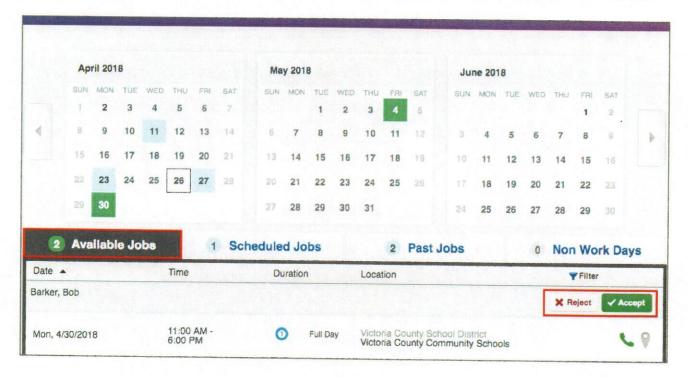
RECOVERING CREDENTIALS

If you cannot recall your credentials, use the recovery options or click the "Having trouble signing in?" link for more details.

SEARCHING FOR AVAILABLE JOBS

You can review available jobs directly on the homepage. These potential jobs appear in green on the calendar and in list form under the "Available Jobs" tab.

To accept a job, click the Accept button beside the absence (or click Reject to remove a job from the list).







GETTING HELP AND TRAINING

If you have questions, want to learn more about a certain feature, or want more information about a specific topic, click Help Resources and select Frontline Support. This opens a knowledge base of help and training materials.

ACCESSING ABSENCE MANAGEMENT ON THE PHONE

In addition to web-based, system accessibility, you can also find and accept available jobs, manage personal information, change your PIN number, and more, all on the phone.

When You Call into Absence Management

To call, dial 1-800-942-3767. You'll be prompted to enter your ID number (followed by the # sign), then your PIN number (followed by the # sign).

When calling the absence management system, you can:

- Find available jobs Press 1
- Review or cancel upcoming jobs Press 2
- Review or cancel a specific job Press 3
- Review or change your personal information Press 4

When the Absence Management System Calls You

If an available job has not been filled by another substitute two days before the absence is scheduled to start, the system will automatically begin to call substitutes and try to fill the job.

Keep in mind, when the system calls you, it will call about one job at a time, even if you're eligible for other jobs. You can always call in (see "When You Call into Absence Management" section above) to hear a list of all available jobs.

When you receive a call, you can:

- Listen to available jobs Press 1
- Prevent absence management from calling again today Press 2
- Prevent absence management from ever calling again Press 9

If you are interested in the available job, Press 1. You will be asked to enter your PIN number (followed by the # sign). The absence management system will list the job details, and you will have the opportunity to accept or reject the job.

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Getting Started as a Substitute

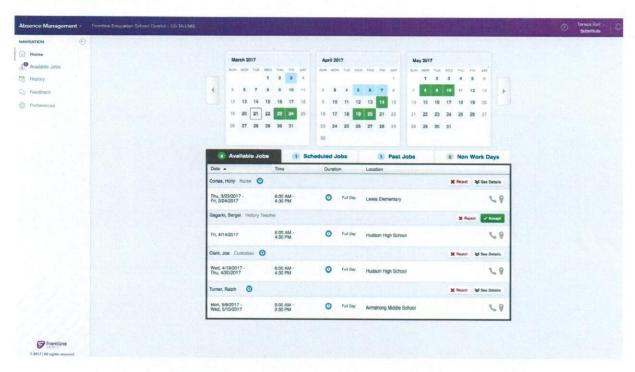
absence-help.frontlineeducation.com/hc/en-us/articles/115004472967-Getting-Started-as-a-Substitute

This guide will help you get started, whether you're a brand new user or just need a refresher, so you can use the system to its full-potential and find the jobs you're looking for.

Keep in mind: Some functions are permission-based. If you see something in an article that you are not able to do or doesn't look exactly the same as what you see on your screen, your district may not have given you permission to access this function.

Basic Training Video

In the basic training video, we cover logging in, finding and accepting available jobs, changing your PIN, and more!



After you've finished viewing the basic video, dig deeper by watching the advanced training video.

Easily Find and Accept Available Jobs

Absence and substitute management offers you the flexibility to proactively search for jobs and fill your own schedule the way you want. To help you benefit most from automated substitute placement, the system offers you both phone and web services for finding and accepting jobs. Substitutes can call in to the absence management system toll-free at **1-800-942-3767** or log in at **aesoponline.com**.



The system will notify you of available jobs that you qualify for. Most employee absences are entered the day before the absence occurs, but they can enter their absences very far in advance. Depending on your district's settings, you can discover available jobs days, weeks, or even months in advance. When a job that you qualify and are available for is entered, the absence and substitute management system will notify you about the new job over the phone. You can then choose to accept or reject the assignment.

If you'd like more information about how to find available jobs in the system, check out this article.

Manage your preferences

With absence management, not only can you plan your schedule ahead of time, but you can also choose Non-Work Days, specify which schools you would prefer to work at, and adjust call times to fit your schedule. You can also view work history and receive phone and e-mail notifications of available jobs.

Non-Work Days

Know you're going to be on vacation for a week this summer? Or would you prefer to never be offered Friday jobs? You can enter "Non-Work Days" which tell the system that you don't want to be called for jobs on pre-defined days.

Learn more about how to add and manage Non-Work Days here.

Preferred Schools

There may be some schools in your district that you would prefer not to work at. The system gives you the ability to choose which schools you prefer to get job offers for and which schools you prefer not to be offered jobs for.

Learn more about how to use the Preferred Schools list here.

Call Times

One of the features that make absence management great is its ability to automatically call and offer you available jobs. However, some times just aren't good times to be called (like at 5 AM - you need your rest!). The system allows you to customize the times at which the system will call you for available jobs.

Learn more about how to manage call times <u>here</u>.

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Finding Available Jobs

absence-help.frontlineeducation.com/hc/en-us/articles/115003266187-Finding-Available-Jobs

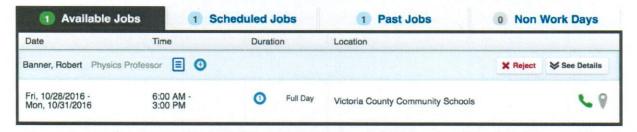
In absence management, finding and accepting available jobs is as easy as pie! From your home page, there are two places you can click to access a list of jobs that you are qualified and available to fill. Available jobs will show up in the side navigation under "Available Jobs" and on the **Available Jobs** tab.



The fastest way to find jobs is the "Available Jobs" section on the home page below the calendar. Here, you'll see a list of jobs that you are qualified and available to accept.

Viewing the Job Details

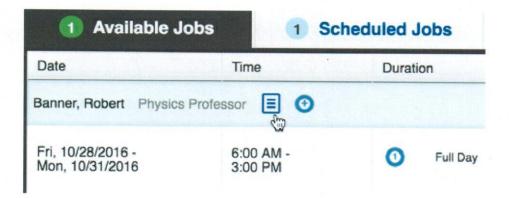
All the important job details are here, like the name of the employee you will be subbing for, the location of the job, the date and time of the job, and more.



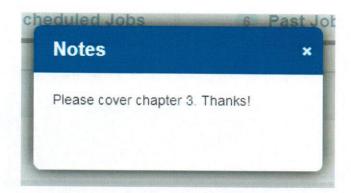
There are other details about the job (notes, attachments, and multi-day jobs) that will show here too.

View the Job's Notes

The icon that looks like a sheet of paper indicates that this job has notes associated with it. These could be important notes from the teacher letting you know information about the job. Click the **icon** to view the notes.

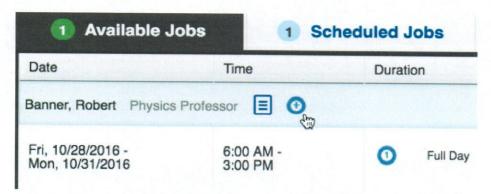


The notes for this job will pop up for you to view. To exit the notes, click the X in the top right corner of the pop-up.

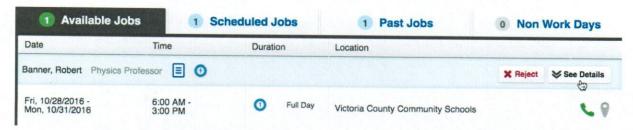


Multi-Day Jobs

Some jobs in your available jobs list may be multi-day jobs. Multi-day jobs will be indicated by a circle icon with a plus inside it.



On multi-day jobs, you won't see an "Accept" button right away. To view the individual days, click the **See Details** button.



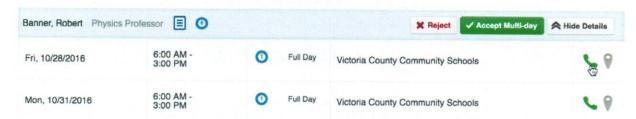
This will reveal each individual day for the job, as well as a new button, Accept Multi-Day.



Phone Number and Map

In each job listing, there will be an icon for the school's phone number as well as a map to the school.

Click on the **green phone icon** to have the school's phone number pop up. If the icon is gray, that means the school's phone number is not available.



Click the orange map icon to open Google Maps with directions to the school's location.

Accepting or Rejecting Jobs

Now that you have seen the job details, you are ready to accept or reject the job.

Rejecting a Job

To reject a job, all you have to do is click the **Reject** button on the right side of the job listing. Rejecting a job will make it disappear from your available jobs and you will not see it again. Only click the reject button if you are absolutely sure that you will not want to come back to this job later.

Accepting a Job

To accept a job click the green **Accept** button on the right side of the job listing.



Once you have accepted the job, you will receive a pop-up at the top of your screen

showing you the confirmation number. If there is a file attached to the absence, you will also see a link to view the attached file. This pop-up will stay on your screen until you dismiss it. Dismiss it by clicking the \mathbf{x} next to "Dismiss Message".

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Choosing Preferred Schools

absence-help.frontlineeducation.com/hc/en-us/articles/115003266067-Choosing-Preferred-Schools

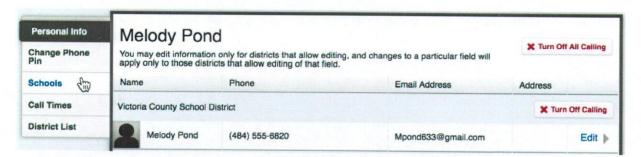
You can create a preference list within your absence management application to identify the locations where you do and do not want to work.

New substitutes will see jobs at all schools by default. You do *not* have to make any changes if you wish to maintain full visibility.

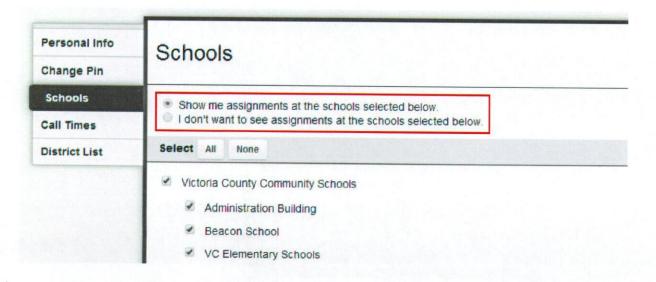
To view the "Preferred Schools" list, click Preferences in the side navigation.



Then, locate and select Schools in the side bar.



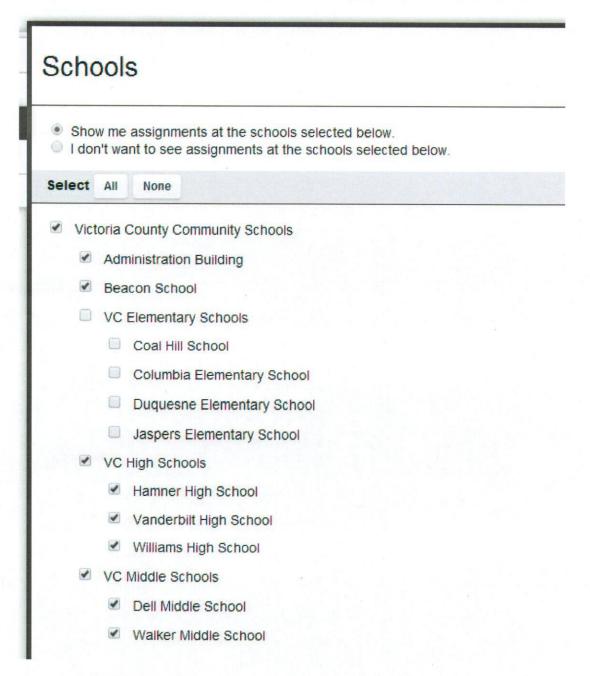
The "Schools" section includes two options at the top of the page. The first option will allow you to select all the locations where you wish to see assignments. The second list indicates the places where you do *not* want to see jobs. Click the radio button to alternate between these two lists.



You can now add or remove the necessary locations.

Click the checkboxes to identify the individual schools that you do or do not want to see (or click the **All** or **None** button to collectively add/remove all the locations in your list).

In the example below, the substitute does not want to see jobs from elementary schools.



Once you are finished, click to record your changes.

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How Does Jobulator Work with Absence Management?

absence-help.frontlineeducation.com/hc/en-us/articles/115003379968-How-Does-Jobulator-Work-with-Absence-Management-

Curious about Jobulator? This article will give you a brief overview of what Jobulator does, how it interacts with the absence and substitute management system, and debunk some common misconceptions about Jobulator.



About Jobulator

Jobulator is a subscription service that automatically and continuously checks for jobs and notifies substitutes of absences in the system. Once the substitute receives the alert, they can easily accept a job from their desktop computer or mobile device. For more information, please go to www.jobulator.com.

True or False?

Jobulator follows all of the preference lists and skill-matching settings in absence management.

True! Jobulator is not a timed advantage, and users do not have an unfair advantage when searching for jobs. Instead, Jobulator is a convenient way to alert substitutes of new job openings.

Jobulator doesn't offer anything for districts.

False. On the contrary, most districts see better fill rates when they allow substitutes to use Jobulator. The percentage of Jobulator users typically matches the percentage of jobs filled. For example, if 10% of substitutes in a district use Jobulator, 10% of all the jobs in that district will usually be filled using Jobulator.

Jobulator is expensive for substitutes.

False. Jobulator costs only about half of its top competitors' subscription fees. Typically, if a user picks up just one more job by using Jobulator, the subscription pays for itself. Plus, substitutes get a free 14-day trial when they first sign up!

Jobulator is free for districts to enable.

True! Jobulator does not cost anything for districts. Substitutes sign up for Jobulator and manage their Jobulator accounts on their own; no additional work is required from the district.

Jobulator can turn off competitors and prevent them from accessing the absence management system.

False. We have no access to competitors, and we cannot turn off their services.

Districts can see if a substitute rejects a job on Jobulator.

True! If a substitute rejects a job on Jobulator, it will appear as a line in the <u>Absence/Vacancy</u> Log.

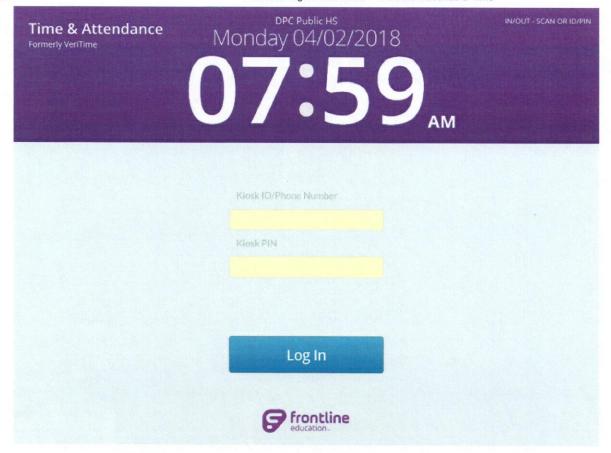
Jobulator is supported by Frontline Education.

True! If you'd like to enable Jobulator for your district, or if you have any other questions, you can contact our Absence Management and Jobulator support teams here at Frontline!

Still Have More Questions?

We hope this has cleared up any confusion you may have had about Jobulator! If you still have questions, please feel free to contact our Client Service representatives. You can also reference the <u>Jobulator help site</u> directly to identify common questions and potential trouble points for your subs.

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Using Jobulator

If you are a substitute and use Jobulator, sign into that application with the email address you used to create your Jobulator account and enter your 4, 5, or 6-digit numeric PIN.

