

Part II Script: Multi-District *Getting Started with your Frontline Account*

Introducing website and app versions of finding jobs

Now that you have an understanding of the SWOCOG and important aspects of being an employee of that entity, it's time to set up your account on the Frontline website where all substitute jobs will be visible online and on the app. The app will be a great asset after you've set up your account on the web.

This part of the Substitute Orientation course may be considered the most important because it's how you will view and claim substitute jobs. It is also the most technical, with specific steps to follow. Once you complete this course, you'll be invited to create an account in Frontline. This video will be available in this course for guidance should you need it when it's time to create your account.

Importance of keeping your contact info up to date

We'd like to point out how important it is to keep your contact information up to date on the Frontline website. This is where schools pull your information as someone who is potentially available as a substitute, so if your contact information is incorrect in any way, they will have trouble getting a hold of you.

Setting up your Frontline account

Now let's set up your account.

You will have received an email invitation to "Create a Frontline ID" from the Frontline website upon completing this course. You'll navigate to that email, and click to "Create a Frontline ID." Create a username with your email and

password and be sure to keep a record of both. If you already have a Frontline ID through another district or COG, click under "Create a Frontline ID" where it says "Already have a Frontline ID?" and enter your login information.

Once you've created your login credentials, you'll need to create a multi-district pin, which is a six-digit number, then click create.

Next, click on the green box labeled "Add," for all twenty-plus districts listed. It's normal for your screen to update or refresh periodically between "add" clicks. To save time, click quickly down the column to add multiple districts between refreshes. Do not hit the decline button for any district as this will create an issue during setup.

After you've created your Frontline account, please confirm your account for security purposes. You will receive a confirmation email from Frontline, click to confirm your account by following the link inside.

Customizing Absence Management Account

Now that your account is set up in Frontline, you'll want to customize your Absence Management Account. This is where you'll set up all of your preferences, including which districts you will see job notifications from and how those notifications will be sent to you.

On the Frontline website, in the left navigation bar, click on Preferences. This is where you will make all preferred customizations on your Frontline account.

There are three ways you can be notified of and select an open substitute job. Those ways include: using the free mobile app, searching jobs through the Frontline Website and/or receiving phone call notifications.

It's important to note that calls you receive in the morning will notify you of jobs

available for the same day. Calls you receive in the evening will notify you of jobs available for the next two days. Frontline does not make calls on Friday evening, Saturday, or Sunday morning.

Jobs posted to the Frontline Webpage and the Mobile App will give you an overview of available jobs much farther in advance. Not only can you secure jobs on the same day, but those available farther out. Additionally, if you are using Frontline regularly to accept jobs, districts may notice your consistency and potentially offer long term assignments, via school administration, which are NOT shown on Frontline. We recommend downloading the App and keeping notifications on so you will know immediately once a job from one of your preferred districts becomes available.

While you have the Personal Info section highlighted, there is an option to “turn off all calling” at the top. This will turn off all calling for all districts. If you would prefer to search jobs online and don’t want to receive phone calls, press this button at the top - straight across from your name. You can choose to leave the calling on for specific districts where you want to sub and turn off calling next to any other districts listed by hitting each turn off calling button located next to the district. You can update this anytime you like. If you click to turn off calling, there is a disclaimer that confirms you may be limited on how many jobs you receive calls for. This does not affect what you see online. Click “OK” to confirm calling is turned off.

Next, head to the Phone Credentials tab. This is where your six digit pin is housed. If you ever need to change it, this is where you can do so although it is not required.

Next, go to the Schools tab. Here is a list of all SWOCOG districts. From this list, you can set your preferences by selecting the districts, buildings or even classrooms in some cases where you would like to see available jobs. Let’s explore how to change those settings:

- By default, you will see all assignments from each of our districts and buildings. You will need to work through the preferences process for every single district displayed to you.
- There are many ways to set preferences.
- First, let's start with an example where you **don't intend to sub.**
 - Select a district you don't want to sub for at all. There are two statements at the top with circles to the left. Select the statement "I don't want to see assignments at the schools selected below."
 - Click the "All" button and click "Save" or changes will be lost.
 - You will no longer see any assignments from this district.
- Next, let's work through an example where you want to sub for specific buildings or grade levels within a district. Here's how to **customize your selections.**
 - Select a district from the list where you want to work.
 - Select the statement "Show me assignments at the schools selected below." Choose the schools you would like to receive notifications from.
 - Click "Save," or changes will be lost.
- Finally, let's work through an example where you want to **see all available assignments** in a district.
 - Select a district from the list.
 - Select the statement "Show me assignments at the schools selected below." Click "All."
 - Click "Save," or changes will be lost.
- We highly recommend going through each district on the list and determining your preferences so that you only hear from districts for whom you'd like to sub.
- When you are finished, you will have your preferred schools marked as visible and will be able to see available jobs from those districts.
- Now let's go to the "Call Times" tab in order to customize the times you will allow calls. If you have selected "No Calls" then you can skip this tab. If you want to reconsider receiving calls from a specific district, you can edit it here. To begin, select one of your districts to view the preset call

times. To turn calls back on from the selected district only, click the circle next to "Yes" at the top. Calls will automatically go out during the timeframes stated. To edit times you receive calls within the designated time frame, click the "Edit" button and then type your preferred hours. Please note that you will only be called during the periods of time that overlap with the district call times. Clicking "Apply to All" will permanently set the weekly call times until you change it. Or you can "Apply to the Day" and set individual call times based on your varying schedule.

- Remember you will not receive phone calls on Friday night, Saturday or Sunday morning.

Finally, the "District Lists" tab shows who your districts are. If you have any district outside of the SWOCOG using Frontline that has invited you to substitute, scroll down to the bottom of the page.

- Select "Add a district."
- Then enter your "Login ID" which is your phone number with no dashes, no spaces, and the "PIN" provided by the district.
- Then click "Add".
- Please remember to set your preferences for any district you add.

We encourage you to take your time and set the preferences that will work best for you. We also recommend that at the beginning of each school year, you review your preferences as school districts may make changes over the summer.

Exploring the Navigation Panel tools

After you have customized your account, click the home button. A screen will pop up with the terms and conditions. Click "Accept" on the Frontline terms of service.

From your home page, there is a "Navigation" panel on the left-hand side of the screen with "Quick Links." Let's review the left-hand navigation options:

- **Home** - The homepage is your main page with a 3-month calendar showing "available jobs," "scheduled jobs," "past jobs" and "non work days."
- **Available jobs** - Is another tab that shows you available jobs.
- **History** - This shows a history of your completed, past jobs.
- **Feedback** - Some districts have feedback turned on and some do not. If this feature is turned on, you will receive a short questionnaire. You have 14 days after completing your assignment to respond. If any feedback is left for you from schools, it can be viewed here as well.
- **Preferences** - This section allows you to customize your profile - this was step one in setting up your account.
- **Resource Library** - This is like a mobile help desk. You can get access to answers for your Frontline questions.
- **You may see Wagestream** - This is an optional 3rd party feature separate from the COG.

You are also provided navigation options in the bar across the top of the screen. The drop down menu on the left includes each district. On the right, you'll see your name with a drop down menu with the options "Multi-District View" and "Substitute".

When in "Multi-District View," you will see all assignments available to you at once. If you are looking for jobs available in specific districts, select that district in the left side drop down menu, then select "Substitute" from the drop down menu on the right.

Accepting a job

There are a couple ways to find jobs on the home page. You can click on the highlighted days on the calendar and find assignments by Date, or you can scroll down through the "Available Jobs list," utilizing any filters relevant to you.

Now let's look at an example of selecting one of these available assignments. Before you consider accepting a job, you need to gather all of the relevant information to decide if it will be a good fit!

1. The job we are looking at is a PE Assignment. We can see that this job is available for Wednesday 1/1/2025 and is a Full-Day position. That means that the assignment will take place in the given time, 8:30am to 4:00pm. This assignment is for Rosa Parks Elementary School within Middletown City School District.
2. Because I am interested in this position and available during this time, I should now click on the "Clipboard Icon" if available to view "Notes about the Job."
3. I will make sure that I can easily make it to the school. By clicking on the Map Pin icon, I can see where the school is located on Google Maps and input my starting location in order to see how close the school is to me.
4. Now that I know when the assignment is and how far the commute to the school will be, I can determine whether or not I should "Accept" or "Reject" this assignment. Although it is not required to "Reject" an assignment you don't want, you may do so in order to remove it from your "Available Jobs" list.
5. I am now ready to click "Accept." If the teacher has left any notes or lesson plans, an additional pop-up window will appear with important information that I should take note of.
6. Once confirmed, I will receive a "Confirmation Number" that I can use to access the job information again on Frontline. The accepted assignment will be moved under the "Scheduled Jobs" tab on the home page.
7. Should I have any questions after assessing all of the information, I have the ability to click on the phone icon and contact the School Secretary and ask additional questions.
8. When in the "Scheduled Jobs" tab, I can access the information for this assignment, as well as all of my other accepted assignments in order to review them beforehand.

Canceling an accepted assignment

It is your responsibility to fulfill your accepted assignments. Should you need to cancel any assignment, you should click the "Cancel" button and if the "Cancel" button is not available, you should use the phone icon to contact the secretary. Last minute cancellations are detrimental to all involved — please cancel any accepted jobs as soon as you know that you cannot fulfill them. Please refer to the acceptable reasons for cancellation in the dropdown menu of the cancellation request.

Navigating jobs in Frontline

Let's take a look at the 3-month calendar. Days highlighted in green show available jobs. Your jobs (whether they are future or past) will be blue. If you cancel a job, the day will be highlighted as yellow. If you have specific days that you know you are unavailable, you can mark them as "Non-work" days. "Non-work" days will show up as dark gray.

Underneath the calendar, you will see tabs labeled "Available Jobs," "Scheduled Jobs," "Past Jobs" and "Non-Work Days." You can click between the tabs for your desired view.

Non-work days

Remember, one of the perks of being a substitute is you can set your own schedule. You may want to set days as Non-work days. It is not required but the benefit is that you won't receive calls or notifications of jobs on days you know you are not available. To do so, select the "Non Work Days" tab, click "Add Non-Work Day," enter necessary information and click "Save."

If you have a “non-work day” scheduled that you are now available to work, you can click the red box that says “Remove” and you will now be able to pick up jobs that day. If you are now available on a marked “Non-Work Day” that is within 48 hours, you must contact a SWOCOG HR Support Specialist to update your availability.

Where to find district specific notifications

On the top right corner of the screen, there is a bell that provides web alert notifications, indicated by a yellow number. Click on the bell to see the district specific notifications. These updates are important to review as they give pertinent information that may affect selected or available substitute jobs.

Explore your Frontline account

Once you have your Frontline account set up, be sure to explore the website and get familiar with finding desirable assignments. You may also want to download the Frontline Education mobile app. With the website and app, substitute jobs are available at your fingertips, making it easy to accept jobs instantly.