

Frontline (AESOP) Instructions for Teachers

1. Each of you already has a log-in ID (which starts off as your phone number unless you change it) and a four-digit pin number.
 - a. Email payroll if you have lost this information
 - b. You can change your pin under the account tab.
2. Upon logging-in you will be able to see five “tabs”- absences, feedback, account, directory, and frontline support.
 - a. Under the absence tab-you will be able to see the screen to create absences, look at absences you have scheduled in the future, look at absences that you have taken in the past, and see any absence requests that have been denied.
 - i. Under *the create absence screen* you will be able to create absences, leave notes to your substitute or to your supervisor, and attach any necessary documents.
 - b. Under the feedback tab- it will show you any feedback that you have given to substitutes, or any feedback that they have given you.
 - c. Under the account tab- you can see your own account information (your phone number, email, and absence time). It is extremely important that this information is correct. Email payroll for any corrections that the system does not allow you to make on your own.
 - i. More importantly under the account tab you can *set your preferred subs*. This will direct our calling system to contact these people first to see if they will pick up the job. This helps us find subs more quickly, and also get the people that you want into the classroom.
 - d. Under the directory tab- you can see who gets notified of your absences (should only be payroll and your supervisor).
 - e. Under the frontline support tab- you can contact frontline or read their answers to frequently asked questions if you are having difficulties. We ask that you would please email payroll first before you try to contact their customer support (the issue might be an easy fix).