SUBSTITUTE EMPLOYEE INSTRUCTIONS

Not only is Frontline available on the web, but you can also find and accept available jobs, manage personal information, change your PIN number and more, all over the phone.

**WHEN YOU CALL FRONTLINE**

To call Frontline, 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 Frontline, you can:
  - Find available jobs - Press 1
  - Review or cancel upcoming jobs - Press 2
  - Review or cancel a specific job - Press 3
  - Review/change your personal information - Press 4

**WHEN FRONTLINE CALLS YOU**

If an available job has not been filled by another substitute two days before the absence is scheduled to start, Frontline will automatically start calling substitutes, trying to fill the job. Keep in mind, when Frontline calls you, it will be calling about one job at a time, even if you’re eligible for other jobs. You can always call into Frontline (see “When You Call Frontline” section above) to hear a list of all available jobs.

Note: When Frontline calls you, be sure to say a loud and clear “Hello” after answering the call. This will ensure that the system knows you picked up the call.

- When you receive a call from Frontline, you can:
  - Listen to available jobs - Press 1
  - Prevent Frontline from calling again today - Press 2
  - Tell Frontline the Sub it is trying to reach is not available - Press 3
  - Prevent Frontline 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). At this point, Frontline will list the job details and you will have the opportunity to accept or reject the job.

*Telephone login will continue to be: 10 Digit Phone Number & Assigned Pin Number*
To login to Frontline IP, navigate to:
www.aesoponline.com
or www.frontlinek12.com/aesop in your
web browser.

Enter your Email and Password, then click Login.
- ID # (Your School Email) for long-term
  substitutes or an email address given to
  sub call
- Password (You Create)

Can’t remember your login info?
- If you’re having trouble logging in, click the
  “Forgot your login?” link next to the Login
  button for more information.

Frontline makes it easy to find available jobs, right on the homepage. Jobs available for you to accept show in
green on the calendar, and in list form under the “Available Jobs” tab.

To accept a job, simply click the Accept button next to the absence. If you do not want to accept this job, click
the Reject button instead.

If you have questions, want to learn more about
a certain feature or want more information about
a specific topic, click the Help tab to go to the
Frontline Learning Center, a searchable knowledge
base of Frontline help and training materials.