

Absence Management Campus User Guide

Frontline Absence Management Solution



A Kelly® Education Company

Frontline Education's Absence Management Solution Reference Guide for Campus Users

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Frontline Education's Absence Management Solution

Reference Guide for Campus Users

Welcome!

Teachers On Call, Kelly Education Company® is pleased to present Frontline Education's Absence Management (formerly Aesop) Solution. We utilize the online scheduling system in order to request and fill substitute vacancies.

As a Campus User for your school you have 24/7 access to the Absence Management portal to place vacancies and view real time reports. These reports show which vacancy requests have been filled by what substitute and what requests are still unfilled. Please note, you cannot assign a substitute to a vacancy without first confirming and receiving the approval of the substitute.

Substitutes proactively fill their work calendars by similarly searching through their Absence Management portal for available assignments.

You will receive a daily email report (called the Daily Report) sent to you by NetPost@AesopOnline.com when a substitute is assigned to a vacancy that day. If you have an unfilled vacancy you will not receive the Daily Report email. Additionally, you will receive notification emails any time a vacancy is edited (i.e. when a substitute picks a shift up, cancels from a shift, a shift is split, start/end times are changed, etc.). If you receive these email notifications it is best to log in to your Absence Management portal to view what has been edited. If you have any questions, please contact the Talent Care Team.

Guide Content

In this guide you will learn how to:

- Access the system
- Creating a Vacancy
- Modify a Vacancy
- Cancel a Vacancy
- View the Day of Week Absence Analysis
- View the Absence Summary Report
- View the Absence Interactive Report
- Reset Your Password
- Obtain assistance
- Frontline Mobile App

Internet Feature of the System

A: Accessing the System

Step 1: Log on to the Frontline website: <https://app.frontlineeducation.com>.

Step 2: Enter your Frontline ID and Password in the appropriate fields. If you have not yet created your Frontline ID and password, please look for a separate email from no-reply@frontlineed.com to create your account.

Step 3: Click Sign In. This will take you to your Absence Management home page.

You can also access Absence Management by going to www.teachersoncall.com and hovering over the “Login” button and then selecting “Absence Management” in the top right corner.

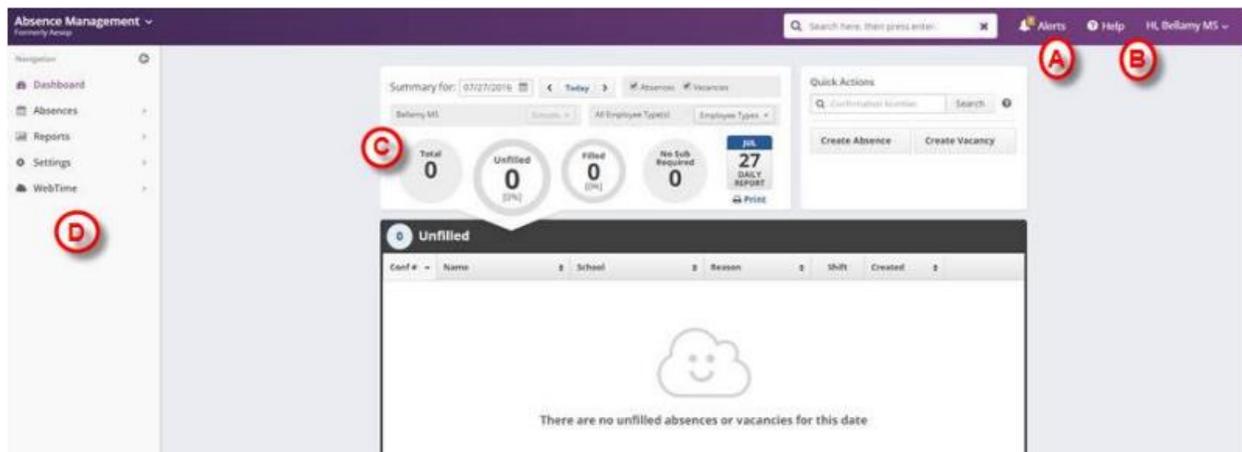
As a Campus User you will use Absence Management for:

1. Creating Vacancies
2. Modifying Vacancies
3. Setting up your School’s Shared Files
4. Reporting

B: Absence Management Home Page

Home Page

- On your home page there is an **Alerts Menu (A)**, **Help box (B)**, the **Interactive Calendar (C)**, and the absence management **Side Navigation (D)**. (See screenshot below)
- The **Alerts Menu** may contain important notes from your School District or from Teachers On Call.
- The **Help Box** contains information on who to contact in your district office and a link to Frontline Support resources.
- The **Interactive Calendar** will display the days your school is closed. If the calendar requires updates, please contact your District Administrator or Teachers On Call. Scroll to another month by clicking on the right/left arrows in the upper corners of the calendar.
- The **Side Navigation** shows the functions available to you, which are listed on the left side of the home page (e.g., Create Absence, Daily Report).
- The **Search Bar** at the top of the home page is dynamic, allowing you to search for Absence Confirmation numbers, employee names/emails/phone numbers, and school names.



C: Creating a Vacancy

Vacancies should be entered to indicate to Teachers On Call whenever you have a staff member out and need a substitute to fill in. You can select a specific vacancy profile in the system to indicate the age group (infants, toddlers, preschool, etc.) and the qualification needed for the position (aide, assistant, teacher, or any).

Step 1: Click Create Vacancy function under the Quick Actions box on the home page. Or click on the Absence side navigation tab and go to Create Vacancy.

The dashboard displays summary statistics for 03/24/2021. It includes filters for Schools and Employee Types, and checkboxes for Absences and Vacancies. Key statistics shown are: Total 0, Unfilled 0 [0%], Filled 0 [0%], and No Sub Required 0. A 'MAR 24 DAILY REPORT' is also visible. The Quick Actions section contains buttons for 'Create Absence', 'Create Vacancy', and 'Approve' (with 0 in the next 45 days).

Conf #	Name	School	Reason	Shift	Created	Held Until
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Step 2: Select the vacancy profile description of the age group and qualification you are requesting. Then click Fill Out Details.

The 'Vacancy: Create Vacancy' form is shown at Step 1: Select Profile. It features a search bar and a 'Next Step: Fill out Details' button. A 'Search by Letter' keypad is on the left, and a list of vacancy profiles is on the right. The 'F' section is expanded, showing options like 'FLOAT AIDE', 'FLOAT ANY QUALIFICATION', 'FLOAT ASSISTANT', and 'FLOAT TEACHER'. The 'I' section shows 'INFANT AIDE', 'INFANT ANY QUALIFICATION', 'INFANT ASSISTANT', and 'INFANT TEACHER'. The 'P' section shows 'PRESCHOOL AIDE', 'PRESCHOOL ANY QUALIFICATION', 'PRESCHOOL ASSISTANT', and 'PRESCHOOL TEACHER'.

There are **Day** and **Variation** view options for creating vacancies – click the Day/Variation buttons at the top of the next screen to switch between views. The system will remember your preference and default to your preferred view for future vacancies.

Variation View: Allows you to select one or multiple days from an interactive calendar. Best for single day vacancies and consecutive day vacancies.

Day View: Allows you to enter a start and end date range for one or multiple days, with check box options to choose which days of the week are included in multiple day vacancies. Best for non-consecutive multiple day vacancies.

Step 3: Enter the vacancy information as follows:

- Select the date(s) of the vacancy on the calendar
- Specify the time of the vacancy (it automatically defaults to 8am-5pm, but you can click into the boxes to make changes)
 - Please note that Teachers On Call pays substitutes for a minimum of 4 hours
- Enter how many subs you need under **Number of Vacancies** for that one particular position (automatically defaults to one)
- Add Notes:
 - **Notes to Administrator:** notes for only you and TOC
 - **Notes to Substitute:** enter notes here for the substitute so they know where to go upon arrival or if there are any special instructions for working at your school
- File Attachments
 - You may upload any school-specific files to the assignment by using the “Drag and Drop” or selecting **Choose File**

- **Note:** Documents attached to an vacancy can be in doc, docx, pdf, xls, or xlsx format and no larger than 600KB. A vacancy can have more than one attachment linked to it. An attachment will be deleted from a vacancy after 10 days of the assignment completion.

Vacancy: Create Vacancy 1. Select Profile **2. Fill out Details** 3. Review & Confirm Done!

Step 2: Fill out Vacancy Details for FLOAT AIDE Next Step: **Review & Confirm**

November 18 at HOPE PRESCHOOL

November 2015						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

School: HOPE PRESCHOOL

Time: Full Day
Please enter a valid time range using the HH:MM AM/PM format.
08:00 AM to 05:00 PM

Accounting Code: None Selected

VACANCY SUMMARY

Substitute Required: Yes

Hold Until: No Hold

Number of Vacancies: 1

Wednesday, November 18, 2015
HOPE PRESCHOOL
8:00 AM - 5:00 PM
No Reason Selected

Notes & Attachments

Notes to Administrator (Visible only by Administrator and Employee)

Notes to Substitute (Visible by Administrator, Employee, and Substitute)

You will be working with toddlers in the morning and infants in the afternoon.

Admin-Only Notes (Visible only by Administrator)

File Attachments

Uploaded Files: [Empty]

Related Files:

- FP.docx - Parking Instructions
- HOPKINS.docx - Daycare Location
- Warm World Location.docx - Center Location
- Substitute Info.docx - Child Garden Substitute Information
- Child Garden Location.docx - Child Garden Location

Previous Step: **Select Profile** Next Step: **Review & Confirm**

- Click **Review & Confirm**
 - Review the details of the vacancy
- Click **Create Vacancy and Assign Sub** or **Create Vacancy**
 - “Create Vacancy and Assign Sub” allows you to assign a specific substitute to an assignment
 - Upon clicking “Create Vacancy and Assign Sub”, the vacancy is saved onto Absence Management, even before you assign a sub
 - You must verbally confirm with this substitute that he/she is available to work before assigning
 - Search for the Substitute or View List of Substitutes
 - Click on Assign
 - “Create Vacancy” will save this job opportunity on the Absence Management system, and allow available substitutes to accept the assignment

Vacancy: Create Vacancy 1. Select Profile > 2. Fill out Details > 3. Review & Confirm > Done!

Step 3: Review and Confirm details for FLOAT AIDE Next Step: [✔ Create Vacancy and Assign Sub](#) [✔ Create Vacancy](#)

November 18 at HOPE PRESCHOOL		VACANCY SUMMARY
Time	Full Day (08:00 AM-05:00 PM)	Substitute Required Yes
Accounting Code		Hold Until No Hold
Notes & Attachments		Number of Vacancies 1
Notes to Administrator	None	Wednesday, November 18, 2015 HOPE PRESCHOOL 8:00 AM - 5:00 PM No Reason Selected
Notes to Substitute	You will be working with toddlers in the morning and infants in the afternoon.	
Admin-Only Notes	None	
File Attachments	<ul style="list-style-type: none"> FP.docx Parking Instructions HOPKINS.docx Daycare Location Warm World Location.docx Center Location Substitute Info.docx Child Garden Substitute Information Child Garden Location.docx Child Garden Location 	

Previous Step: [✔ Fill out Details](#) Next Step: [✔ Create Vacancy and Assign Sub](#) [✔ Create Vacancy](#)

Once saved, the system will assign a unique confirmation number to the vacancy. You may want to record this number to review absence history details (e.g., current status, time the vacancy was created, the substitute's name if the vacancy is filled or closed) at a later date. The confirmation number can also be retrieved from the Daily Report. If a substitute is needed, the system will begin finding a substitute for the vacancy.



Your Absence has been scheduled.

Your confirmation number is 189585794.

Absence Summary for Murphy, Jack		Print this Page
Substitute Required	Yes	Next Steps View Absence ✔ Assign Sub to this Position
Notes to Administrator	None	
December 16		View Profile for Murphy, Jack Create another Absence
School	Jones Elementary School	Logout of Aesop
Absence Reason	Sick	
Start/End Times	Full Day (7:30 AM-3:30 PM)	

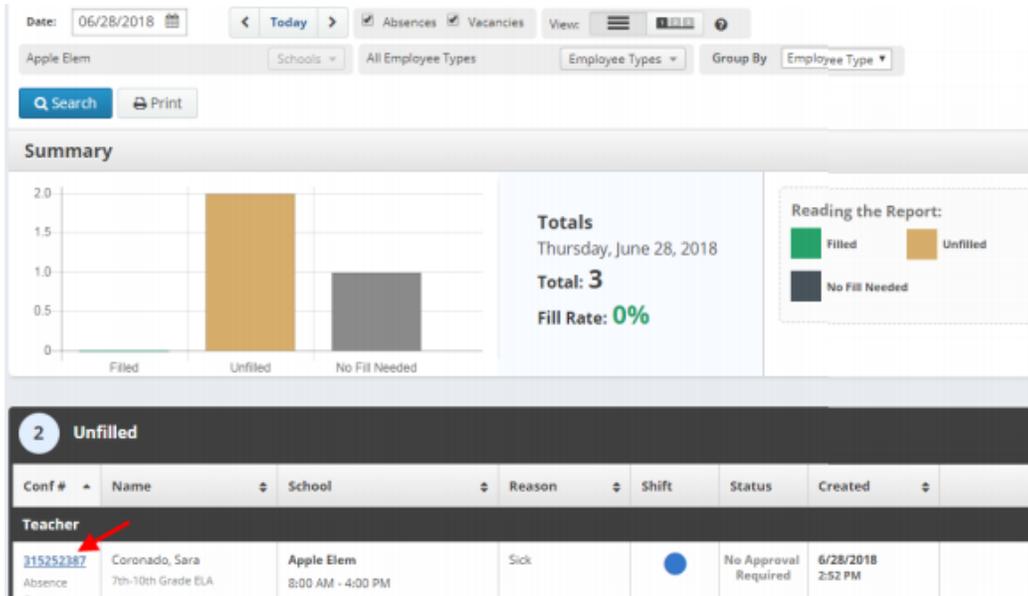
D: Modifying a Vacancy

Step 1: Click on the **Quick Actions** box on the home page and input the confirmation # to bring up a specific vacancy.

OR

On the home page screen, the vacancies for the current date will display in four sections: **Total**, **Unfilled**, **Filled**, and **No Sub Required**. (By clicking on Total, it will bring them all up in a list format.)

Step 2: Click the confirmation number link to view details of specific vacancies.



View Absence #414921947 - Adams, Annie Status: Unfilled / No Approval Required

May 19 - May 21 Hours Per Day: 8 | Created: 5/18/20 9:04 AM | Last Update: 5/18/20 9:04 AM

Absence **A** | Absence Log | Approvers | Approver Log | Available Subs | Call History

Edit Absence | Split Absence | Reconcile View by Day **Variation** **B** ✖ Delete

May 19 - May 21 at Apple Elem 0 out of 3 Days Reconciled

Select the day(s) you will be out:
From 05/19/2020 To 05/21/2020

School: Apple Elem **B**

Absence Reason: Jury Duty

Time: 08:00 AM to 04:00 PM

Accounting Code: 123456789101112

Status: Unfilled **C**

Assign Sub **C**

Create another Absence for this Employee

ABSENCE SUMMARY

Substitute Required **Yes**

Tuesday, May 19, 2020
 Wednesday, May 20, 2020
 Thursday, May 21, 2020
 Apple Elem **B**
 8:00 AM - 4:00 PM
 Jury Duty

Notes & Attachments

Notes to Administrator (Viewable only by Administrator and Employee): None

Notes to Substitute (Viewable by Administrator, Employee, and Substitute): None

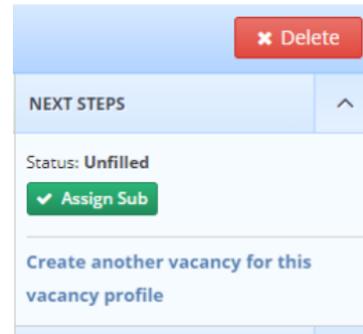
Admin-Only Notes

- A: Modify a Vacancy:** Click “Edit Vacancy”, update the desired information and click “Save”
- B: Cancel a Vacancy:** Click “Delete” if you wish to cancel the vacancy.
- C: Assign a Substitute:** Click “Assign Sub” if you have a prearranged sub to place on the vacancy.

There are **Day** and **Variation** view options for modifying vacancies – click the Day/Variation buttons at the top of the next screen to switch between views. The system will remember your preference and default to your preferred view for future vacancies.

E: Cancelling a Vacancy

If you would like to cancel the vacancy, you can do this on the "Vacancy Details" page as well. The Delete button will show whether you are in edit mode or not. Simply click the button to delete the vacancy. If the button doesn't appear please contact Teachers On Call for assistance. **The Delete option is only for single day assignments that have not been picked up by substitutes.**



- If you need to edit a multi-day shift that a substitute is already on you must refer to the "Splitting a Vacancy" section below.
- Please make sure to notify contact the Talent Care Team at Teachers On Call directly if you are deleting a vacancy with a substitute assigned within 24 hours of the absence to ensure he/she does not show up for the assignment. If it is the morning of the shift please contact the Talent Care Team at Teachers On Call between 6am-6:15am so they can delete the shift and contact the substitute. If we are not notified of this cancellation and our substitute is en route or has arrived at the school, you will be billed for a half day, as we have a 4-hour minimum for substitutes.
- Please do not remove a substitute on the same day of the assignment or after the assignment without contacting the TOC Talent Care Team.
 - The vacancy will no longer be recorded in Absence Management

You will be asked to confirm your decision. Click the Yes button to confirm and delete.

Confirm

Are you sure you want to delete Vacancy #377924544?

F: Removing a Substitute from a Vacancy

If plans change for an assigned substitute, you can easily remove that substitute from the vacancy.

Step 1: Find the vacancy you want to remove the substitute from. You can do this with your absence management dashboard by clicking on the "filled" option.

Summary for: 09/16/2019 Today

All Schools Schools All Employee Type(s) Employee Types

Quick Actions

Confirmation Number Search

0 in the next 45 days
 11 in the past 30 days

Total

3

Unfilled

0
[0%]

Filled

3
[100.0%]

No Sub Required

0

SEP

16
DAILY REPORT

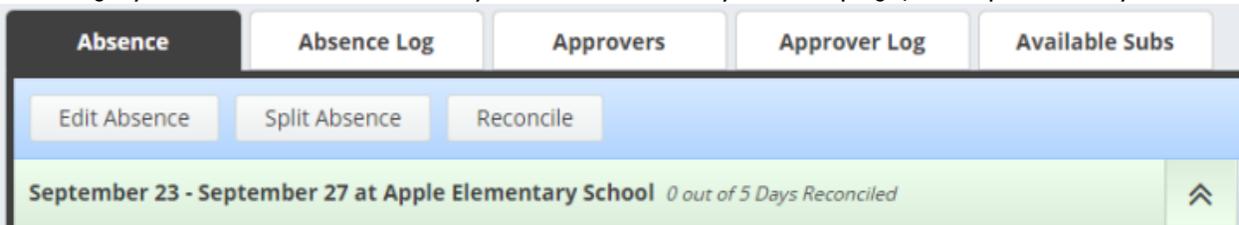
3 Filled	Conf #	Name	School	Reason	Shift	Substitute	Created
	376639375	Caveil, Laura	Apple Elementary School	Illness	●	Debra Mackey	9/11/2019 12:46 PM
	376869861	Jones, Amanda Grade 3	Apple Elementary School	Illness	●	William Abrams	9/12/2019 11:06 AM
	376870037	Locke, John Employee	Apple Elementary School	Personal	●	N/A Chrsti Augsta	9/12/2019 11:07 AM

- Step 2:** From the "Vacancy Details" page, click the Remove Sub button on the right side of the screen.
- When removing a substitute, please indicate with the Substitute Cancellation Reason drop down why the substitute is being removed
 - Please do not remove a substitute on the same day of the assignment or after the assignment without contacting the Talent Care at Teachers On Call
 - If you are wanting to remove and block a substitute from returning to your school, please complete our Performance Form (<https://www.teachersoncall.com/substitute-performance-submission>).
- Step 3:** Once you have made your selections, click the red Remove Sub button.
- Note:** The vacancy will become available to the general substitute pool once you remove the substitute

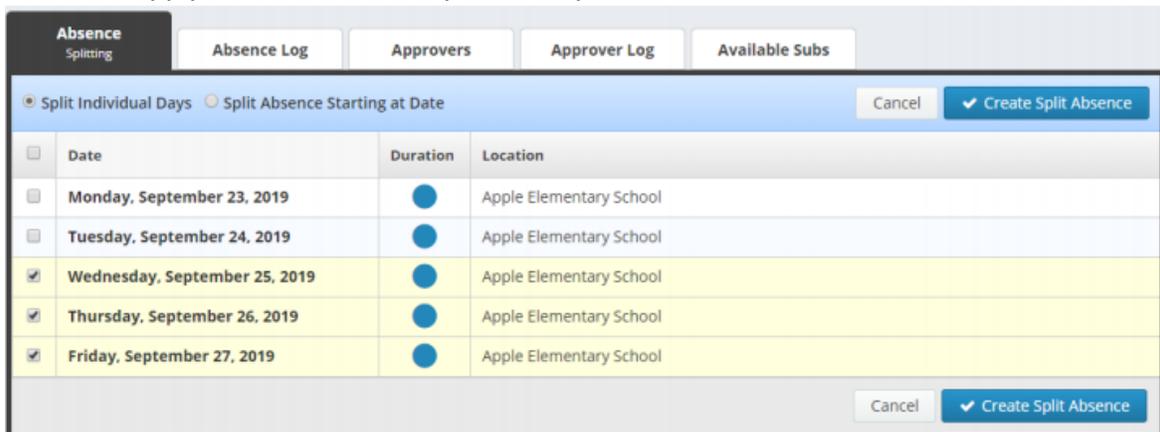
G: Splitting a Vacancy

You can use the "Split Vacancy" feature to break a multi-day absence into separate vacancies. A typical use for this would be to break a vacancy into multiple vacancies so different substitutes can fill the individual days.

Pull up the vacancy needing to be split by clicking on the confirmation number from the dashboard view or searching by confirmation number. Once you're in the "Vacancy Details" page, click Split Vacancy.



This will open a new page where you can select the day(s) you would like to split. Check the boxes next to the days you would like to break off as a separate vacancy. If you want to split off one day as a separate vacancy, simply click the box beside that day. If you would like to break off multiple days, check all boxes that apply. Then, click Create Split Vacancy.

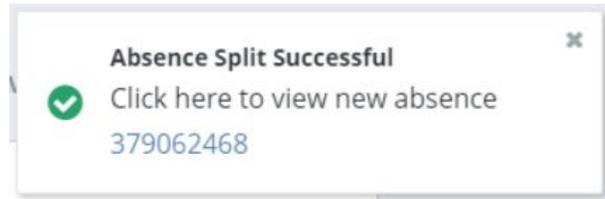


A pop-up window will appear, asking you to confirm splitting the Vacancy. To proceed, click Save Split Vacancy. To cancel and keep the vacancy as-is, click Cancel.

Once you have saved the split vacancies, you will be taken back to the "Vacancy Details" page. You will see a small pop-up box in the top right corner of your screen letting you know that the split was successful. It will also have the confirmation number for the new split absence.

To be taken to the split absence, click on the confirmation number. To dismiss the message, click the small X at the top right corner of the message.

The new vacancy will carry over the attributes of the vacancy it was split from. This means things like the file attachments, budget and accounting codes, and even the substitute if one was already assigned will be the same as they were in the original vacancy. Don't forget to edit these details in the new absence if needed.



H: Setting up Your School's Shared Files

In order to increase communication with substitutes, you may want to upload Shared Attachments that will automatically be attached to any vacancies entered for your school. Examples of helpful attachments could include parking instructions, school schedule, list of school office staff, emergency instructions, etc.

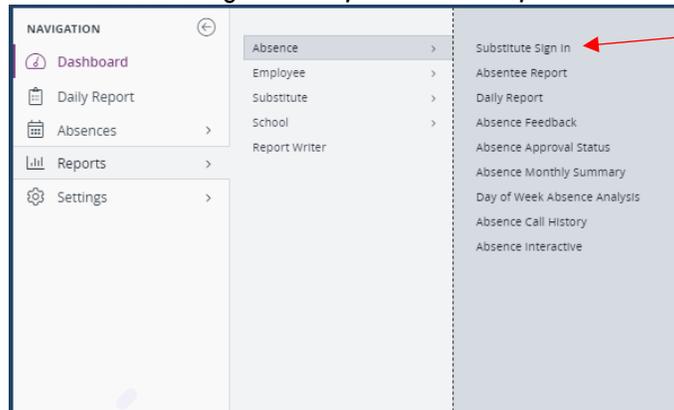
- To set up specific attachments, click on the Settings tab
 - Click on **School**
 - Click on the tab **Shared Files**
 - "Drag and drop" files into the "Shared Attachments" box, or choose a file to upload
 - You can set up dates for which the file is active – leave end date blank to keep the file active indefinitely
 - Click **Save Changes**

I: Accessing the Substitute Sign In Report

The Substitute Sign In Report allows you to print a report of which substitutes will report to your school for the day and includes space for each substitute to sign in.

- Substitutes should sign in on a daily print-out, noting their arrival time and departure time from the school
 - This report is helpful to know who was in your building and will be helpful when approving Substitute timecards

Step 1: Click on **Reports** from the side navigation bar, then **Absence**, then **Substitute Sign In**



Step 2: The report will automatically populate the current date, then select **Search**

Step 3: Select **Print to PDF**

Note: This report will populate all substitutes assigned to work in your school on this date.

ABSENCE REPORTS Select a Report | Change...

Substitute Sign In

Filter Report

Date Range: 03/24/2021 03/24/2021

Type: Absences Vacancies

Schools: All Schools Schools Employees

Employee Types: All Emplo... Employee Types All Substitutes Substitutes All Vacanc... Vacancy Profiles

Order By: Date Employee

Print with Page Breaks

1 Substitute Sign In

Substitute	Signature	Start/End	Employee	Conf. #
Wednesday, March 24, 2021				
Tressa Dvorak TEACHERS ON CALL	.x	Full Day 07:45 AM - 03:45 PM	Czarniak, Stephanie TEST TEACHER Perm Para	445239236

J: Viewing the Day of the Week Absence Analysis

The Day of Week Absence Analysis allows you to see the daily and weekly totals for absence reasons for a specific day or week. The date range can span up to 92 days for a specific school and/or district, or up to 365 days for a specific employee.

Step 1: Click on the Reports link on the side navigation bar, then click on the Day of Week Absence analysis.

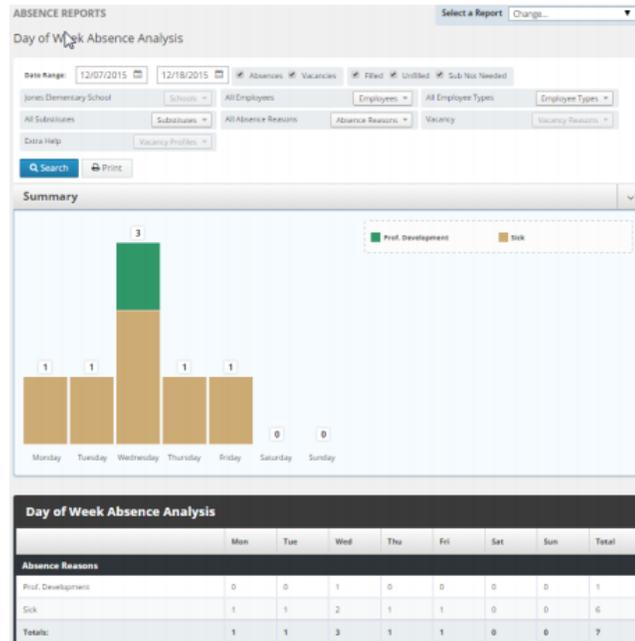
Step 2: Enter the Date Range in the appropriate fields, or use the calendar icon to enter the dates. (By default, the system will display the current date.) You can also specify the Substitutes, Extra Help, Absence

Reasons, Absence or Vacancy, Filled Status (Filled, Unfilled or Sub Not Needed), Employee Type and the Employee Name. District administrators can specify the school in the School drop-down list.

Step 3: Click Search. (You also have the option to Print this report by clicking on the Print button.)

- Color-coded information appears in both a graph and a summary box.

Day of Week Absence Analysis Sample



K: Viewing the Absence Monthly Summary Report

The Absence Summary Report allows you to view weekly and monthly absence statistics one month at a time.

This report will allow you to:

- See monthly and weekly trends in absenteeism
- Compare month-to-month trends

Step 1: Click on the Reports link on the side navigation bar, then click on Absence Monthly Summary. **Step**

2: Select the appropriate month and year.

Step 3: Select the appropriate report filters (i.e. Absence Type, School, Employee, and/or Employee Type)

Step 4: Click Search. (You also have the option to Print this report by clicking on the Print button.)

- The Absence Summary displays in calendar form. Each calendar day contains the following information: Total – Number of vacancies logged for the day.
- Fill NOT Needed – Number of vacancies that do not require a substitute.
- Fill Needed – Number of vacancies that require a substitute.
- Filled– Number of filled vacancies
- Unfilled– Number of vacancies currently unfilled.
- Held – Number of vacancies currently on hold, for which a substitute is being considered.
- Fill Rate – Percentage of filled vacancies among vacancies requiring a substitute.

At the bottom of the report, a summary will display describing weekly and monthly totals for each category.

- To view details of the one specific date, click on View Details and you can view all vacancies for that date. (You also have the option to download the specific dates details.)

Absence Interactive									
Date	Absence/Vacancy Counts					Absence/Vacancy Percentages			Actions
	Total	Need Sub	Filled	Unfilled	No Sub Needed	% Filled	% Unfilled	% of Total	
12/1/2015 Tuesday	2.00	2.00	1.00	1.00	0.00	50.00 %	50.00 %	12.50 %	Drill Down View Details Download Details
12/2/2015 Wednesday	2.00	2.00	1.00	1.00	0.00	50.00 %	50.00 %	12.50 %	Drill Down View Details Download Details

M: Resetting your Password

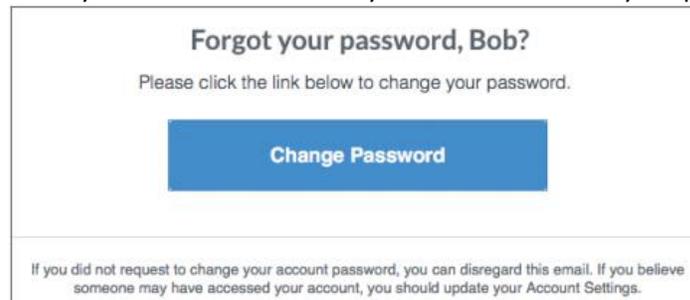
Follow the steps below to update your Frontline password:

Step 1: Click on the greeting drop down menu and then click on Logout.

Step 2: Click on the I forgot my Password link.

Step 3: Enter your Frontline username on the next screen, then click Continue.

Step 4: The system will send you an email with a link you can click to reset your password.



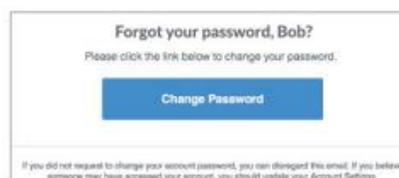
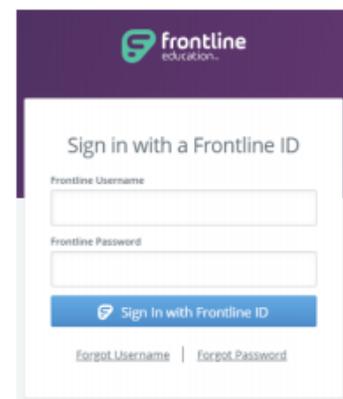
N: Troubleshooting Absence Management Access

Resetting Passwords

Administrators cannot view or change users' passwords. To change your password, you must select the "I forgot my PIN or password" link on the Frontline Absence Management login page.

You will be asked to provide your Frontline username, and the system will then email you a link to click on. The link will redirect you to a password reset page where you can create a new password.

If you receive an error that your Frontline username cannot be found, go to <http://app.frontlineeducation.com> and try the "Forgot Password" link on that login page.



Recovering Usernames

Users can recover their Frontline username(s) by selecting the “I forgot my ID or username” link on the Frontline Absence Management login page.

You will be asked to provide the email address associated with your account, and the system will then email you a list of your usernames.

If you receive an error that your Frontline username cannot be found, go to <http://app.frontlineeducation.com> and try the “Forgot Username” link on that login page.

Merging Multiple Frontline Accounts

Some users may accidentally create more than one new Frontline ID account. If this occurs, you can simply sign in through one of these new Frontline ID accounts, select the dropdown beside your name in the top right corner of the page, and click Account Settings. Then, select the Applications link from the side menu.

This page lists any applications currently associated with the Frontline ID account. You can click the merge your accounts link to associate any additional accounts you use.

A pop-up box displays. Enter the username and password for the additional Frontline ID account(s) you created and click Verify & Add Account.

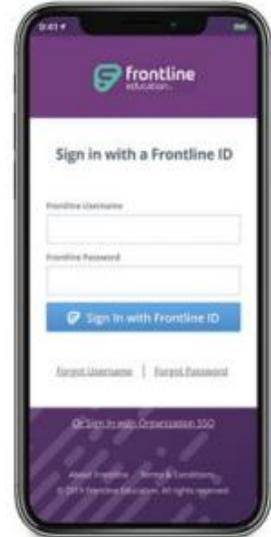
This action merges that secondary account (and the application(s) associated with that account) into this single account. Once complete, you will have the ability to switch between applications while remaining signed in.

Frontline Mobile App

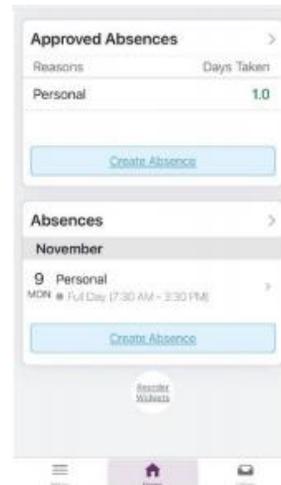
O: Frontline Mobile App

Insights Platform organizations also gain access to the Frontline Education mobile app! The app provides increased accessibility to view open vacancies and filled vacancies for your school.

1. Go to the App Store or Google Play and search 'Frontline Education'.
 2. Click "Get Started" (this will only appear the first time you log in)
 3. Enter your login credentials, including your Frontline ID and password.
 4. If you don't know your password, use the forgot password button at this link to reset.
- *Once signed in, you may be prompted to select an organization if you are listed in multiple Frontline Organizations.



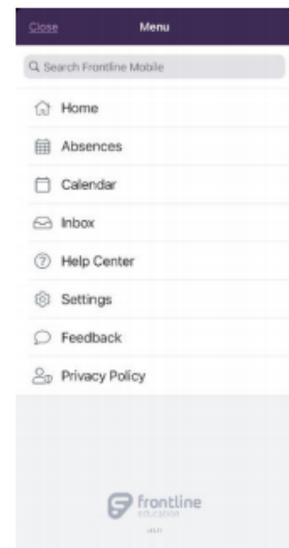
Home Page: The homepage displays information applicable to your account. Under Absences Today, you will see filled and open vacancies.



Menu/Side Navigation: The Menu option options a side navigation bar where you can access the tools and settings available to you.

- Absences: The page includes upcoming vacancies
- Calendar: View any upcoming vacancies
- Inbox: View Web Alerts posted for your Organization(s)
- Help Center: Mobile App Support Documents
- Settings: View your district information or log out of the app.

Note: At this time, you are not able to create a vacancy through the Frontline Mobile App. Teachers On Call will alert you when this feature becomes available through our partner, Frontline Technologies.



TOC Online Forms

P: Long-Term Assignment Form

If the need for a long-term substitute (15+ consecutive days) arises, please complete our Long-Term Assignment Form (<https://www.teachersoncall.com/long-term-assignment-submission>) to provide details so that we can begin looking for a qualified substitute. Please allow 48 hours from time of request for a response from a TOC staff member.

Q: Substitute Performance Form

We understand that every school has different needs and that you may run into situations where a substitute is not the right fit for a position. If you would like to exclude a substitute from a particular classroom or building, or have any performance issues to report, please submit our Substitute Performance Form (<https://www.teachersoncall.com/substitute-performance-submission>) as soon as possible. This gives Teachers On Call the ability to provide timely feedback to the substitute about the incident.

If a substitute is tardy or does not show up, please notify the Teachers On Call Talent Care team as soon as possible. TOC will contact the substitute to resolve the issue and will work with you to determine if it is necessary to search for a different substitute for the day. TOC also tracks substitute attendance and addresses any ongoing issues with the substitute. If a substitute notifies TOC that they will be late, TOC will call the school to notify the building of the approximate arrival time of the substitute.

R: Sub of the Month Nomination

At Teachers On Call, we love to recognize outstanding employees who are making a difference in your school's community. If you notice a substitute going above and beyond, making a positive impact on students, or being flexible and open to various assignments, let us know! You can submit nominations for our monthly substitute recognition program, Sub of the Month, by filling out a simple nomination form (<https://www.teachersoncall.com/sub-month-nomination-submission>). Each employee chosen as Sub of the Month is featured on social media, TOC blog page, substitute newsletter, and receives a small bonus.

S: Substitute Injury on the Job

If a TOC substitute is injured on the job, please advise the substitute to complete the TOC Injury Report Form (<https://www.teachersoncall.com/substitutes/resources/injury-report-form>) and to submit to Teachers On Call as soon as possible, preferably within 24 hours of the incident. As the employer of the substitutes, Teachers On Call is responsible for substitute workers compensation benefits.

If medical treatment is clearly needed or if medical treatment is being requested by the injured employee, the injured TOC employee needs to call the TOC office and speak to Tiffany or Annaliese. We will provide the employee with an ESIS Health Access Card to take to the doctor.

General Information

T: Hiring A TOC Substitute

We offer you various options in the event you wish to hire one of our substitutes for a permanent position at your school. Per TOC's pricing agreement guidelines:

In the event the Customer chooses to hire an Assigned Employee – on a temporary or permanent basis, directly or indirectly, or at a subsidiary or related facility – the Customer agrees that the employee must complete a minimum of 850 hours at the Customer's location as an Assigned Employee of TOC, or the Customer will pay a placement fee.

- There will be no placement fee if the Customer hires an Assigned Employee who was referred to Teachers On Call by the Customer, including Customer's initial pool.
- The fee schedule is set forth below:

<i>< 850 hours worked</i>	<i>\$7,000 placement fee</i> <i>*Amortized fee based on hours worked</i>
<i>850+ hours worked</i>	<i>Fee Waived</i>

Before you offer a permanent position to a TOC substitute, please contact us to work out the details. We will calculate a potential placement fee (discounted by the hours the substitute has already worked at your school) and then let you know what the final cost would be. You can then choose to make the offer to the employee or have him or her work additional hours through Teachers On Call before hire.

U: Need Help?

Contact the Teachers On Call Talent Care Team to:

- Modify vacancies that the system is not allowing you to update yourself
- Notify Teachers On Call of vacancy changes if the change is made the day after when the substitute worked and may affect the substitute's timecard
- Locate your Login ID/Frontline ID
- Receive assistance or information if you are unable to access the system
- Ask questions regarding the use of Absence Management or Teachers On Call

Call 1-800-713-4439 during regular business hours if you experience technical difficulties using Absence Management or need assistance logging an vacancy.

We look forward to providing you the convenience of Frontline Education's Absence Management Solution.

Please share your feedback with Teachers On Call.

Thank you!