

# **Substitute Services FAQs**

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## **ESS:**

### **Q: How do I report absences and request substitute coverage through ESS?**

A: Staff will utilize the Frontline (Aesop) system in order to request substitute coverage or enter absences. ESS also has a support team that is available from 6am to 11pm Monday through Friday by calling 215-261-5523 Option 2 for District Staff or by emailing [SDPsupport@ESS.com](mailto:SDPsupport@ESS.com).

### **Q: What support does ESS offer?**

A: District principals and staff can expect to benefit from:

- a support team that is responsive from 6am to 11pm Mon-Fri
- a Zone Manager approach that allows ESS to get to know schools needs at a deeper level, create relationships with staff and students, and conduct community-based recruitment
- a user-friendly incident reporting portal and process that ensures the quick response of both ESS and the District to any substitute-related issues

### **Q: I know someone interested in becoming a substitute with ESS. How can they apply?**

A: Interested substitutes can apply through [ess.com/philly](https://ess.com/philly). Make sure you note that you referred them [to receive \\$100!](#) You can contact ESS with any questions at [SDPsupport@ess.com](mailto:SDPsupport@ess.com) or 215-261-5523.

## **Absence Entry:**

### **Q: I am trying to enter an absence for a full-time employee using the Frontline (Aesop) system, but am having difficulties.**

A: You can contact the ESS engagement team at 215-261-5523 or [SDPsupport@ESS.com](mailto:SDPsupport@ESS.com) Monday-Friday 6am-11pm to get an absence created or follow the instructions listed in the [Frontline \(Aesop\) Guide for Employees](#).

**Q: I am trying to enter an absence in Frontline (Aesop), but the absence code I want to use is not listed.**

**A: Absence types that can be recorded in Frontline (Aesop) are:**

- Personal Illness
- Illness in Family
- Personal Leave

If a sub is needed for another absence type, employees can use “Sub Request Only” All other absences will be recorded by the secretary in Advantage [through the SEH-86 process](#).

**Q: I’m School Safety personnel. What procedure do I follow to record an Absence?**

**A:** All school-based personnel must follow the below procedures when reporting an absence:

For all full day or half day absences, you must complete ALL of the following steps:

- Notify School Safety Dispatch at 215-400-6000
- Notify your work location
- Notify your School Safety Supervisor

You can also report an absence by contacting the ESS engagement team at 215-261-5523 or [SDPsupport@ESS.com](mailto:SDPsupport@ESS.com) Monday-Friday 6am-11pm.

If you have any questions please contact your timekeeper or manager.

**Q. I am Facilities personnel. What procedure do I follow to record an Absence?**

**A.** Employees must complete the following steps:

- a. Notify your immediate supervisor by call or text **a minimum of 2 hours prior** to your scheduled start time for a full day or half day a.m. absence. For a half day p.m. absence, notify your supervisor prior to leaving your work site for the day.
- b. Call Frontline/Aesop to report your absence
- c. Submit a completed Request for Absence form SEH-86 for the absence to your direct supervisor

**Q: I am trying to enter an absence in Frontline (Aesop), but the start and end times are not correct and I don’t have the option to customize the hours.**

**A:** If your position does not require substitute coverage, the hours in Frontline (Aesop) are not relevant to your absence. You should choose from the drop down the option of a full day or ½ day absence. The start and end times attributed to your profile were

determined in conjunction with the Central Office Department that oversees your position. Please contact your supervisor if you have any questions or concerns.

**Q: I am an Assistant Principal, and I have entered my fewer than 5 day absence in Frontline (Aesop), but it won't let a sub pick it up.**

A: We believe most schools will be able to function for a short period of time with an AP absent. If you think you have extraordinary circumstances, you can have your Assistant Superintendent email [ssuhelpdesk@philasd.org](mailto:ssuhelpdesk@philasd.org) with approval for a substitute to pick up the job.

**Q: I am a Principal, and I have put my fewer than 5 day absence in Frontline (Aesop), but it won't let a sub pick it up.**

A: We believe most schools will be able to function for a short period of time without a principal if the school's AP will be present. If both of you will be out simultaneously or if you believe you have extraordinary circumstances, you can have your Assistant Superintendent email [ssuhelpdesk@philasd.org](mailto:ssuhelpdesk@philasd.org) with approval for a substitute to pick up the job.

#### **Campus User Frontline (Aesop) Questions:**

**Q: I am a secretary/principal/other staff member at a school and need access to look at Frontline (Aesop) reports.**

A: Send an email, copying your principal, to [ssuhelpdesk@philasd.org](mailto:ssuhelpdesk@philasd.org) including your name/title/school explaining you need administrative access to view and run reports.

Related: **Q: I am an administrator/secretary at a school and some staff members are not appearing in Frontline (Aesop).**

- A: Are they in SMS? If no: Please reach out to your school's Talent Partner to inform them. If yes: It may be a matter of timing. If the employee was just transferred, they may not yet be showing at their new school location. Try again in 24 hours.

**Q: I am a staff member/sub at ABC School, and I would like to report an incident with one of the substitute teachers/students/staff.**

A: If you haven't already, please fill out an incident report (link: [ESS Incident Report](#)). The incident report will be sent to ESS and they will follow up with next steps.

**Q: We have an itinerant teacher (someone who splits their time between schools) who is requesting an absence, but only one school is listed on his/her profile. Can you add our school so I can enter the absence?**

A: Unfortunately, no. At this time, itinerant teachers can only be linked to their home school due to limitations of Frontline (Aesop). We suggest adding a note on the absence instructing the substitute to report to the correct location and having ESS follow up with that substitute via phone to ensure they read the note.

**Q: We have a teacher at ABC Elementary that is listed as Elementary 4-6, but is actually a Kindergarten teacher. How can we get this fixed?**

A: You should reach out to your school's Talent Partner to request the change in SDP's HR systems (Advantage/SMS). In the meantime, you can add a note to the absence (call the ESS Engagement Team at 215-261-5523 to add a note for absences that have already been created) specifying the grade level and any other details.

### **Long Term Questions:**

**Q: I am going to be going on long term leave soon (or one of my employees will be). What do I need to do to make sure that I get a long term sub?**

A: If you know the dates that you will be out please enter them into Frontline (Aesop) and contact your [ESS Zone Manager](#) as soon as possible so that we can open the assignment to a qualified sub.

**Q: Help! One of my teachers is quitting/retiring. How do I get the vacancy in Frontline (Aesop)?**

A: First, enter the job under the Teacher's name in Frontline (Aesop) starting on their first day out for two weeks. Then be sure to communicate the retirement/resignation to your Talent Partner and [ESS Zone Manager](#) with all the details of whom and when. Once the retirement or resignation is processed, a vacancy will appear in Frontline (Aesop). At that time, we can extend the vacancy to the projected end date/until a new full-time teacher is hired.

### **Substitutes:**

**Q: I am a substitute trying to pick up an assignment and don't remember how to.**

A: Use your log-in credentials at Frontline (Aesop) [aesoponline.com](https://aesoponline.com). It is important that you receive and save the confirmation number provided to you.

**Q: I did not receive a paycheck for the past pay period/for the past month/ever, etc.**

A: If you are a ESS sub, contact the ESS Engagement Team at 215-261-5523

A: If you are a SDP sub (principals, assistant principals):

- Ensure that you have picked up a job using Frontline (Aesop) and submitted a [S-19](#) form before the end of the pay period in which you worked.

- If the above is true, please reach out to our team at [ssuhelpdesk@philasd.org](mailto:ssuhelpdesk@philasd.org) or 215-400-7827

**Q: I am interested in becoming a substitute for the district.**

A: You can visit [ess.com/philly](http://ess.com/philly) to apply and learn about the benefits of becoming a substitute for the School District of Philadelphia. Once you apply, an ESS recruiter will contact you about next steps. If you have any questions in the meantime, you can contact the ESS Engagement Team at 215-261-5523.

<b>Substitutes are provided for:</b>
Teachers Counselors Principals* Nurses Secretaries Student Climate Staff Classroom Assistants SSAs Food Service Assistants Teacher Assistants

\*Please note, substitute principals are not employees of ESS, rather SDP employees. For anyone interested in becoming a substitute principal, please apply [here](#).

**Q: According to PDE, my clearances are valid for 60 months. Now ESS/SDP is telling me that I need to have clearances that are under a year old. Which is it?**

A: It is the state's policy that at *maximum* clearances be less than 60 months old in order for employers to be in compliance with the law. However, it is at the employer's discretion to make their own policies as long as it does not exceed the 60 month state maximum.

**Q: I am a substitute and am having trouble registering my SDP email address. Help!**

A: Please call us at 215-400-7827. We can verify that your personal information is correctly entered in our system. Please call prepared to share the following:

- SSN #
- Spelling of last name
- DOB
- Zip code

**Q: I am trying to access Frontline (Aesop) to pick up an assignment, but I lost (or never received) my login credentials.**

A: Please go to [www.aesoponline.com](http://www.aesoponline.com) and choose “Forgot username” and/or “Forgot password” and follow the instructions to recover your credentials.

**Q: Which number do I call to speak with someone regarding Frontline (Aesop) issues?**

A: Please contact the ESS Engagement Team at 215-261-5523 or [SDPsupport@ess.com](mailto:SDPsupport@ess.com).

**Q: I am a dual appointed employee and I need to put my absence in Frontline.**

A: Due to the limitations in Frontline, the employee can only appear in the system as their primary role. You can request a substitute for the role that you appear in Frontline, but not both. Please continue to report the absences via the [Request for Absences SEH-86](#) to the timekeeper for **both positions**.