



## Substitute Services Contact Sheet

### Logging into Frontline (Aesop) Assistance

- [Click here](#) and follow the stepper for the multiple ways you can log into Frontline (Aesop).
- If you continue to run into issues, please contact the ESS Client Engagement team:
  - o Email - SDPSupport@ESS.com
  - o Phone - (215) 261-5523
  - o Hours - 6:00 am through 11:00 pm Monday through Friday  
(July Summer Hours - 7:00 am to 5:00 pm)

### SDP Employees Entering or Adjusting an Absence Assistance

- Please contact ESS Client Engagement team:
  - o Email - SDPSupport@ESS.com
  - o Phone - (215) 261-5523
  - o Hours - 6:00 am through 11:00 pm Monday through Friday  
(July Summer Hours - 7:00 am to 5:00 pm)

### Principal and AP Coverage Assistance

- For questions regarding principal or AP coverage, please contact the District Substitute Services team at 215-400-7827 or ssuhelpdesk@philasd.org.

### Substitute Performance Assistance

- If you need to report an incident that involves an ESS substitute or if a substitute is not performing to your standards, please contact your assigned zone manager and complete this [Substitute Feedback Form](#). [Click here for the list of zone managers and the schools they support.](#)

### Substitute No-Shows for an Assignment Assistance

- Please remove them from the assignment in Frontline (Aesop) using your administrative account or contact ESS Client Engagement team:
  - o Email - SDPSupport@ESS.com
  - o Phone - (215) 261-5523
  - o Hours - 6:00 am through 11:00 pm Monday through Friday

(July Summer Hours - 7:00 am to 5:00 pm)

- Please also complete the Substitute Feedback Form for this incident by [clicking here](#).

#### **Adjusting an Employee's Absence Management (Aesop) Profile Assistance**

- All employee information (cert area, school location, position) is sent daily by the District to Frontline (Aesop). If employee information is not accurate in Frontline, please first ensure this information is accurate within District systems (Advantage/SMS). If the information is correct and it has been more than 24 hours since the data was entered/updated, please contact the SDP Help Desk at [ssuhelpdesk@philasd.org](mailto:ssuhelpdesk@philasd.org).

#### **Entering Absences Past the Cutoff Date for the SDP Pay Period Assistance**

- You will be able to enter absences up to 10 in the past directly into the Frontline (Aesop) system or by contacting the ESS Client Engagement team. If the absence falls outside of the District's current pay period, please make sure you inform the SDP payroll department at [payrollhelp@philasd.org](mailto:payrollhelp@philasd.org) or 215-400-4490.

#### **Substitute Injury Assistance**

- If a substitute gets injured at your school, please have the substitute contact the ESS Workers' Compensation team at (844) 482-9200.

#### **Referring Substitute to ESS**

- To learn more about the \$100 referral program please visit [Refer.ESS.com](http://Refer.ESS.com)
- If you have a question regarding the status of a substitute applicant, please contact your assigned zoner manager. [Click here for the list of zone managers and the schools they support.](#)

#### **Substitute Recognition**

- If you would like to recommend a substitute for the ESS employee of the month, please visit [Recognition.ESS.com](http://Recognition.ESS.com).

#### **Other Inquiries**

- For all other inquiries, please contact the District's Substitute Services Team
  - Email - [ssuhelpdesk@philasd.org](mailto:ssuhelpdesk@philasd.org)
  - Phone - 215-400-7827
  - Hours - 8am - 5pm Monday through Friday