FAQ's Frontline/AESOP

- **How will I receive my Frontline information to log in?**
  You will receive a Frontline invitation in your school email. Follow the instructions to create your login credentials.

- **How can I edit the call times I would like the system to call me?**
  This can be found under Preferences > Call Times. SCS asks that you allow to system to call you at least 2 hours out of the day to confirm jobs you have accepted in person.

- **What should I do if I cannot log into my account or if I have forgotten my credentials?**
  You may request a password reset at the login page. If this does not resolve your issue, you will need to email Kelly.vigil@sumnerschools.org to receive a password reset email.

- **Is there an app I can download to my phone I can use to accept jobs?**
  Yes, you may download the Frontline Education app to your phone. You will need to reach out to the district administrator for the district code.

- **What is my phone pin?**
  When the system calls you, it will require you to type in a phone pin number. This will be the last 4 digits of your social security number.

- **What is my phone ID when I call the phone number back after missing a call?**
  Your phone ID number will be your 10-digit phone number that has been set up in your Frontline account.

- **How do I cancel a scheduled job?**
  You will need to click onto your scheduled jobs tab, find the job you need to cancel and remove your name. Please reach out to the designated school to notify them of the cancellation.

- **How do I indicate days that I cannot work?**
  You may go under the non-workday tab and notate the days and dates you cannot work.

- **Who should I contact if I have questions regarding my Frontline/AESOP account?**
  Please reach out to the organization's administrator via phone or email.
  > Kelly Vigil – District Administrator
  > Email: kelly.vigil@sumnerschools.org
  > Phone: 615-451-5220