

Substitute Q & A

updated 3/4/2024 SC

1. **Why isn't my username and/or password working?**
 - a. Double check accuracy of username and/or password.
 - i. Most login errors are from incorrect usernames and/or passwords
 - b. Contact Substitute Office via email for a password reset
 - i. Suzy.compton@birdvilleschools.net
 - c. Right down your login information and keep it in a safe place
2. **Who do I contact to change my direct deposit information?**
 - a. Contact the Payroll Office
 - i. Birdville ISD website → Departments/Programs → Payroll
3. **Who do I contact if my check isn't correct?**
 - a. Birdville ISD website → Departments/Programs → Payroll → Vanessa Ferrino
 - i. Vanessa.ferrino@birdvilleschools.net
4. **Why can't I access my account?**
 - a. Username and/or password error
 - i. Contact the Substitute Office
 - b. Account may be locked from picking up future jobs
 - i. Contact the Substitute Office
5. **Why have I been blocked from accessing Frontline?**
 - a. The majority of the time the block is due to a complaint from a campus
 - i. Contact the Substitute Office
6. **How many days do I need to substitute to remain active?**
 - a. Currently, we ask that our substitutes work the equivalent of at least once a month.
 - i. This number is likely to change in the near future to the equivalent of twice a month.
 - b. Substitutes with extenuating circumstances should contact the Substitute Office so that they are not removed from active status for non-working.
7. **Who do I contact if I have questions?**
 - a. Karen Kearby, HR Administrative Assistance for Substitutes
 - i. Karen.Kearby@birdvilleschools.net
 - ii. 817-547-5772
8. **What are the Substitute Office hours?**
 - a. 7:00AM – 3:30PM / Monday – Thursday
 - b. 7:00AM – 3:00PM / Friday