

FRONTLINE EDUCATION’S ABSENCE MANAGEMENT SOLUTION EMPLOYEE QUICK-START GUIDE

Call the Scheduling Team at 866-535-5998 (M-F, 5:00 am – 8:00 pm EST) for assistance with:

- Putting in last-minute, same day absences (for absences being called in with less than an hour before school starts)
- Requesting a specific substitute for a future assignment that you have not yet spoken to
- Modification of an existing absence or assistance creating a new absence
- To cancel an absence

Call the local KES Representative at 601-825-5590 ext. 1099 (M-F, 8:00 am – 5:00 pm) to:

- To refer a candidate to become a KES substitute employee
- To report an incident or concern with a current substitute employee
- To report an issue with your Frontline profile information

Internet Feature			
Accessing Frontline via the Internet	Recording an Absence on the Internet	Modifying an Absence via the Internet	Changing Your PIN via the Internet
<ol style="list-style-type: none"> 1. Go to www.kellyeducationalstaffing.com. 2. Click Employee Logins at the top of the screen. 3. Enter your ID and PIN. 4. Click Sign In. Your home page will display. 	<ol style="list-style-type: none"> 1. Scroll down to the Create Absence tab on your home page. 2. Enter the absence information. 3. Click Create Absence or Create Absence and Assign Sub. Only use "Create and Assign" for prearranged absences. You will receive a confirmation number. 	<ol style="list-style-type: none"> 1. Click Scheduled Absences on your home page. 2. Click the confirmation number of the future absence you want to modify. 3. Click Edit Absence and edit the information as necessary. (Editable fields are dependent on absence status). 4. Click Save Absence. 	<ol style="list-style-type: none"> 1. Click Account>Change PIN on your home page. 2. Enter your existing PIN in the Old PIN field. 3. Enter your new PIN in the New PIN field. 4. Retype your new PIN in the Confirm New PIN field. 5. Click Apply to save your changes.
IVR Feature			
Accessing Frontline via the IVR	Recording an Absence on the IVR	Reviewing Upcoming Absences via the IVR	Changing Your PIN via the IVR
<ol style="list-style-type: none"> 1. Call 1-800-942-3767. 2. Enter your ID and PIN and press #. 3. Select one of the following system options: <ul style="list-style-type: none"> • Press 1 to record an absence. • Press 2 to check entitlement balances. • Press 3 to review upcoming absences. • Press 4 to review a specific absence. • Press 5 to review or change personal information. <p>Note: Press * to go back one menu level at any point.</p>	<ol style="list-style-type: none"> 1. Press 1 from the Main Menu and select one of the following options: <ul style="list-style-type: none"> • Press 1 to record an absence for today. • Press 2 to record an absence for tomorrow. • Press 3 to record an absence for another day within the next 30 days. • Press 4 to record an absence for Monday (on Friday or weekend). 2. Enter the number of days for the absence (up to five). 3. Enter a start and end time by following the IVR prompts. 4. Select the reason for the absence. 5. Confirm the absence details. 6. Save the absence or Save & Assign a particular substitute by following the IVR prompts. You will receive a confirmation number. <p>Note: The Assign Sub function may not be available for your district.</p>	<ol style="list-style-type: none"> 1. Press 3 from the Main Menu and select one of the following options: <ul style="list-style-type: none"> • Press 1 for absences scheduled for today. • Press 2 for absences scheduled for tomorrow. • Press 3 for absences scheduled for the next 30 days. 2. Select one of the following options: <ul style="list-style-type: none"> • Press 1 to hear more about the absence (if multiple days). • Press 2 to hear the information again. • Press 4 to listen to the next absence, if applicable. • Press 5 to return to the Main Menu. 	<ol style="list-style-type: none"> 1. Press 5 from the Main Menu. 2. Press 2 to hear your current PIN. 3. Press * to leave your PIN unchanged, or enter a new four or five digit PIN and press #. 4. The system will repeat the PIN you entered. <ul style="list-style-type: none"> • Press 1 if the PIN is correct. • Press 2 to re-enter your PIN.

NOTE: The IVR automatically generates a recording of your name and title. If the IVR records your name or title incorrectly, you can manually re-record them by following these steps: Call the IVR at 800-942-3767, enter your ID and PIN and press **#**. Press **5** from the Main Menu to change your personal information. Press **1** to record your name. Press **1** to save the recording.

Call 1-866-KELLY-38 if you experience technical difficulties using Frontline, or if you have forgotten your ID or PIN.

This guide is a condensed version of the "Frontline Employee Guide" on kellyeducationalstaffing.com, intended for quick reference only.