Employee Guide

Absence Management

Table of Contents

Receiving an Invitation/Creating Frontline Account 3

Signing in with an Existing Frontline Account..... 4

Basic Training Video 5

Creating Absence 5

Editing Absence 5

Assigning a Substitute..... 6

Preferred Substitute List..... 6

Favorite Five Substitute List 7

Excluded Substitute List 8

File Attachment 9

Downloading and Accessing the Absence Management Mobile App..... 11

Creating an Absence through the Frontline Mobile App..... 12

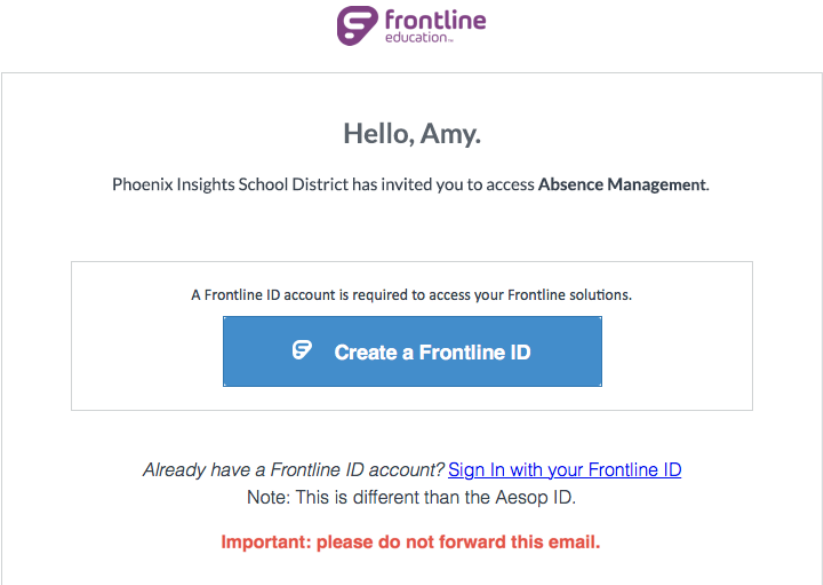
Locked Out: Troubleshooting 16

Managing your PIN and Personal Information 17

FAQ 17

Receiving an invitation

You will receive an email invitation from Frontline including instructions as to how to create a new Frontline account along with how to sign in using an existing account.



Create a New Account

Select Create a Frontline ID within the invitation email. This selection takes you to a login page where you will create login credentials.

- Keep in mind: This new account will replace any former log in credentials and will allow you to collectively access all your different Frontline applications via a single username and password.

  I.e. if you previously had a substitute account through Frontline you will be able to access both your employee profile information paired with your previous substitute profile.

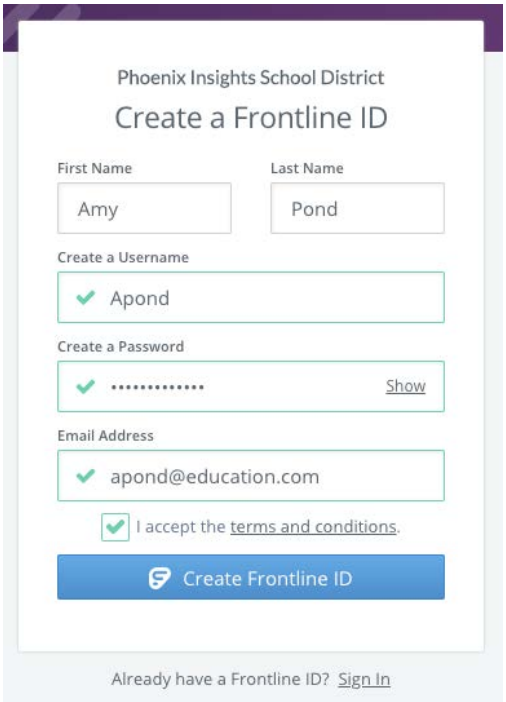
Username: must consist of at least 4 characters and must contain:

- 1 alphabet character

Password: must consists of at least 8 characters and must contain:

- 1 alphabet character
- 1 number or special character

Include an email address for password recovery and click Create Frontline ID once you are finished.



Tip: Your Frontline application uses an email address as a means for credential recovery/verification. With this in mind, the system will prompt you to confirm your email if a new account is created or if your email is ever updated in the system.

Once your email is verified, the system enables access with your new username and password.

Sign in with Existing Account

The "Sign in with your Frontline ID" option is only applicable in special circumstances (such as having to provide access to a multi-district user, etc.)

If this applies, select Sign In with your Frontline ID and enter the Frontline ID account you previously created from the prior invitation email.

Basic Training Video

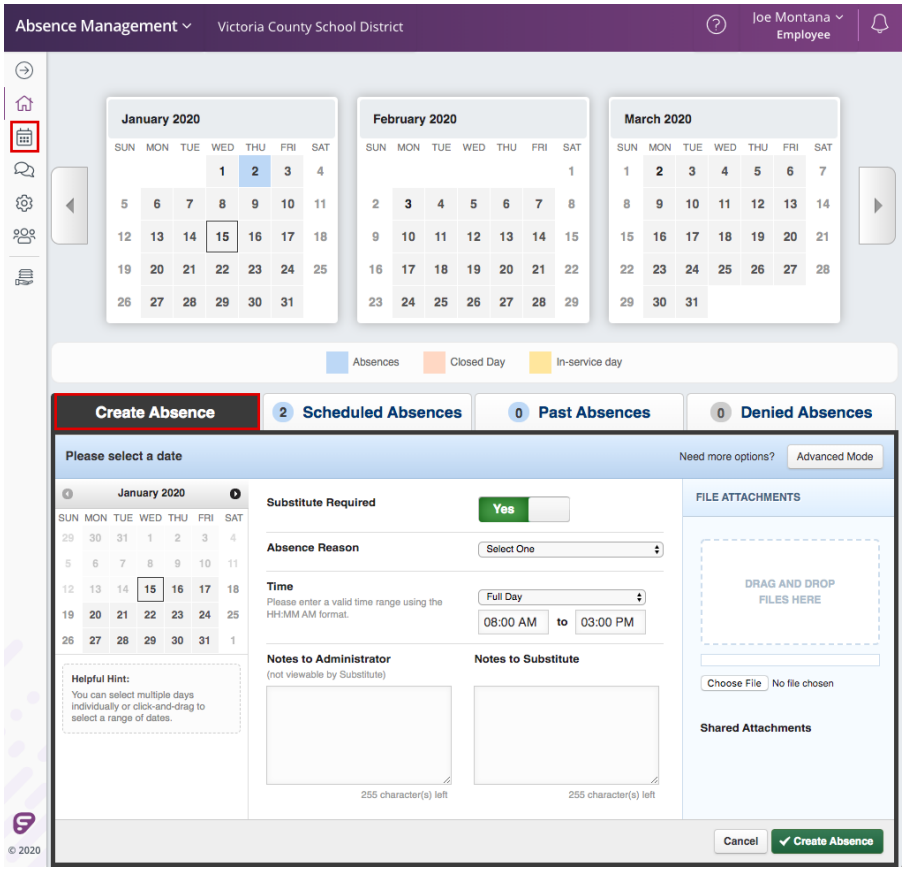
Click here to view the basic training video provided by Frontline Education to cover topics that include how to log in, create an absence, change your PIN, and more!

Calendar

The calendar displayed reflects all 2020-2021 School Holidays as Closed Days along with noting any personal absences created during the year in blue.

Creating an Absence

You can enter an absence via the "Create an Absence" tab on the home page (as shown below) or via the "Absences" option from the side navigation.



Simply select the day(s) you will be absent and enter additional details such as the absence reason, absence time-frame, etc. You can also potentially add notes to your Administrator or even assign a Substitute.

Editing an Absence

You have the ability to edit a future absence if needed by:

- Selecting Schedule Absences tab
- Click View Details
- Edit Absence in the upper left

Deleting an Absence

In order to have an absence removed from the system please contact your building secretary or the HR Substitute Services Secretary Taybra Teeters (360) 575 -7974.

Assigning Substitute

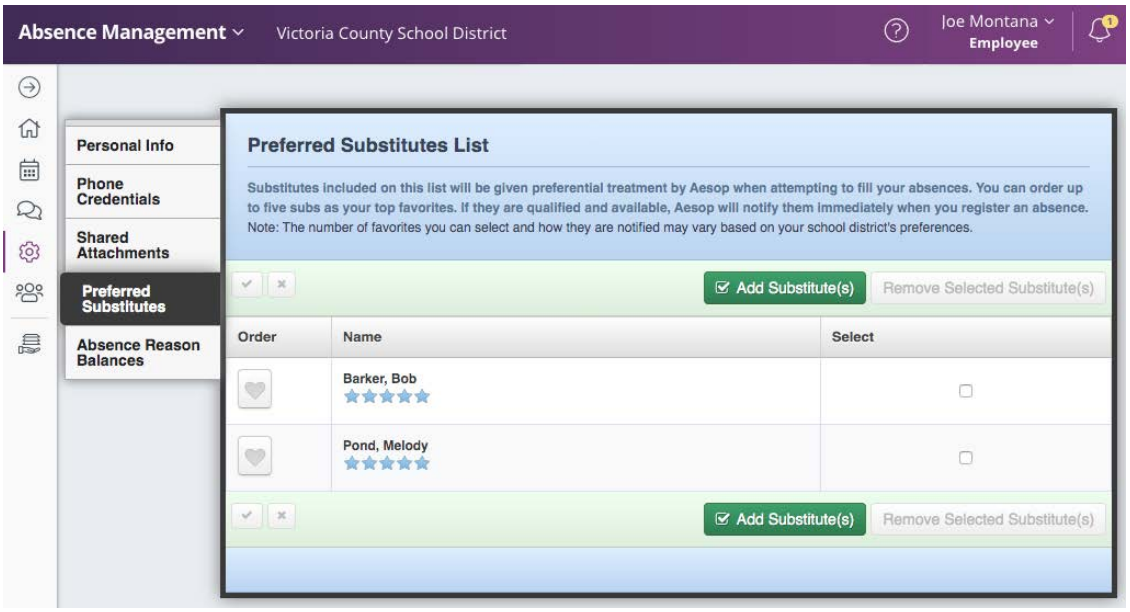
"Create an Absence" tab on the home page (as shown above). Select “Create Absence & Assign Sub” you will then have the ability to search for substitutes by name, select to View List of Substitutes or choose from your preferred list.

Keep in mind: Communication with substitutes should take place prior to being assigned to an absence.

Preferred Substitute List

You have the ability to create a list of substitutes who are “preferred” and by placing a substitute on your preferred list substitutes are given contact priority, following the creation of your absence.

Create and manage this list via your “Account” option in the side navigation. Once selected, click “Preferred Substitutes” to review your list.



The system is designed to notify substitutes that you personally prefer before notify the general pool of qualified and available substitutes.

In addition to creating a preferred substitute list you have the ability to create a list of your Favorite Five. The substitutes listed within your Favorite Five will be notified according to the order in which they are listed immediately after creating your absences. If your absence remains unfilled, substitutes listed on your preferred list with receive notification and then lastly, the system will extend contact to the remaining district substitutes that are qualified and available.

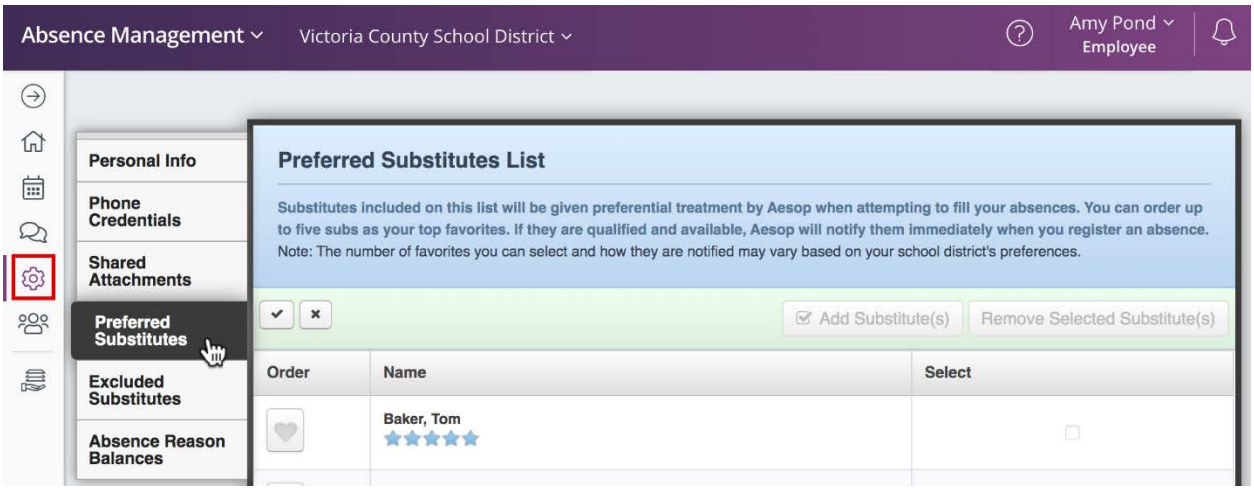
Favorite Five Substitute List

Substitutes that are marked as favorites will be notified instantly by email after creating an absence that requires a substitute.

Substitutes included on a Favorite Five list will receive phone calls during the next evenings call period, up to 120 nights before the start date of the absence. This calling method increases the likelihood your absence will be filled.

Creating your Favorite Five Substitute List

In order to mark someone as a favorite, you will need to reference the "Preferred Substitutes" tab. This can be accessed via the "Account" option in your application's side navigation.



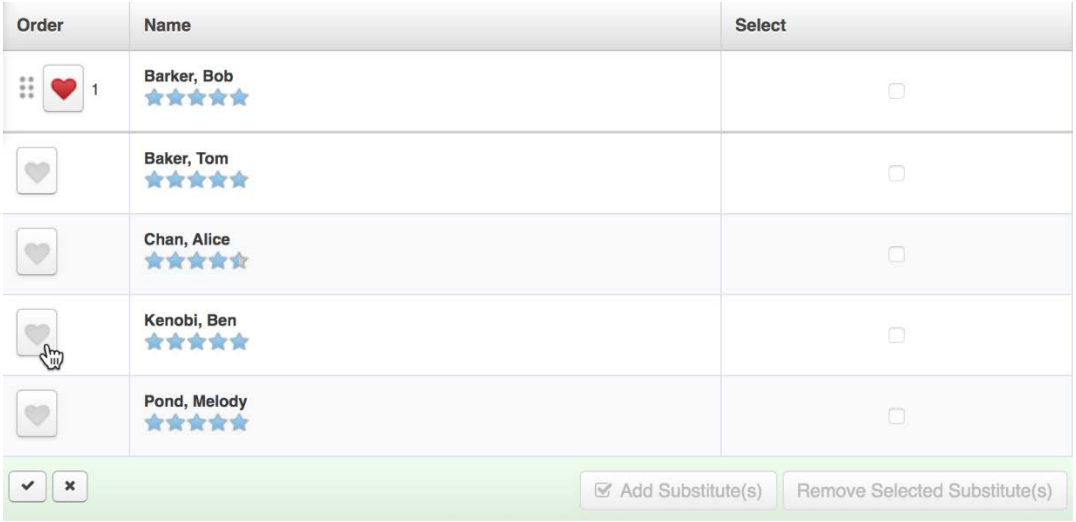
Once opened, select the heart icon besides the substitute in question. The heart will turn red, indicating that this substitute has been added to your favorite five list.

Adjusting Order of Favorite Five

The order of your Favorite Five determines the order in which the system will attempt to contact the substitutes listed via phone call.

- Drag a name up or down in the list to adjust accordingly

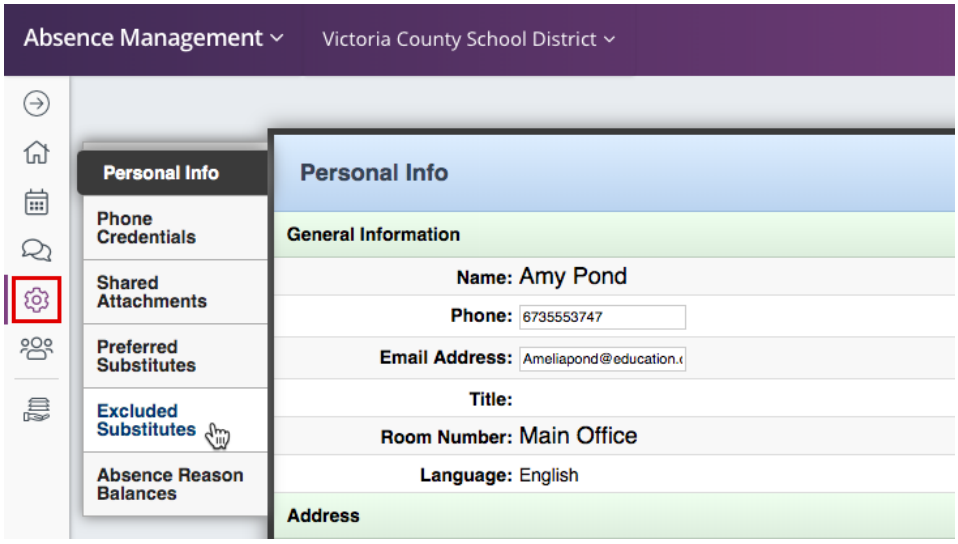
Once finished selecting the order, click the check mark button to save your changes.



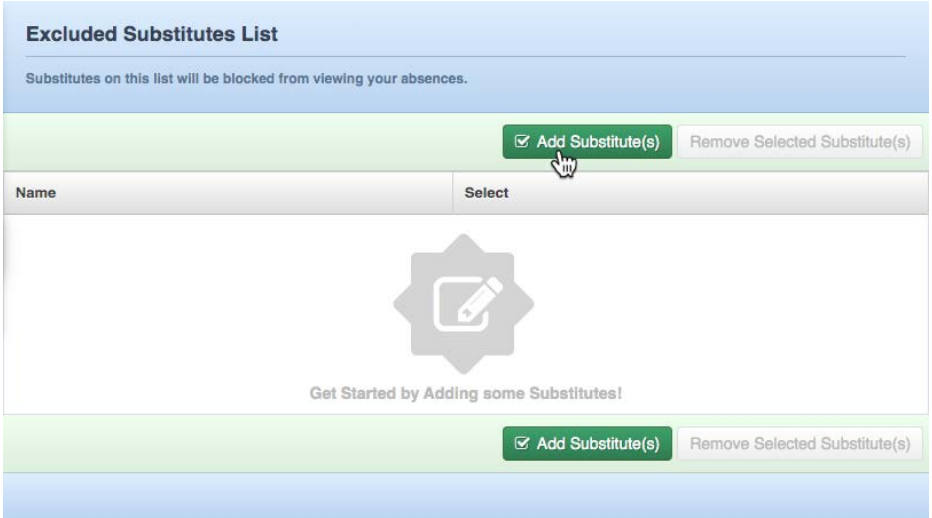
Excluded Substitute List

The excluded substitute list indicates substitutes that you prefer not to fill-in during your absence.

Select the Account Setting icon on the left hand side navigation bar, select Excluded Substitutes.



This page will list any previously excluded substitutes, as well as the option to add additional substitutes to the list. Click the green **Add Substitutes** button to locate and add an additional sub.



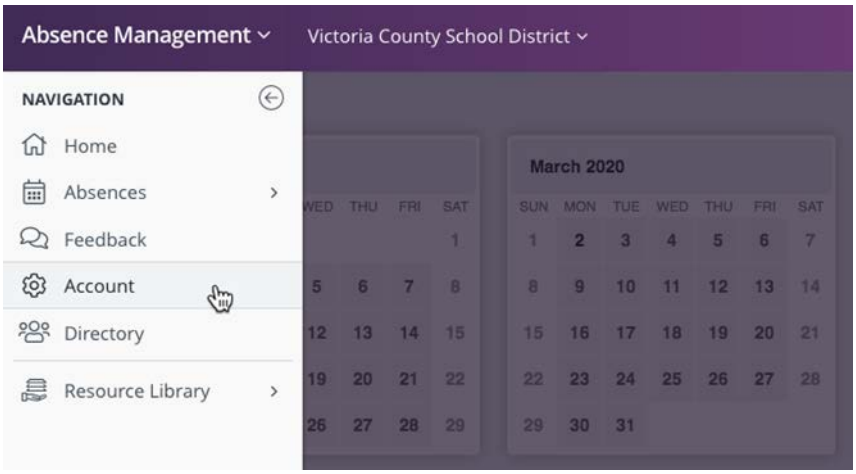
Search for the substitute by last name or by the first letter of their last name. Next, with the sub located, check the box beside his/her name and click **Add to Excluded Substitutes.**

Attaching Files to All Absences, What Types of Files can be attached?

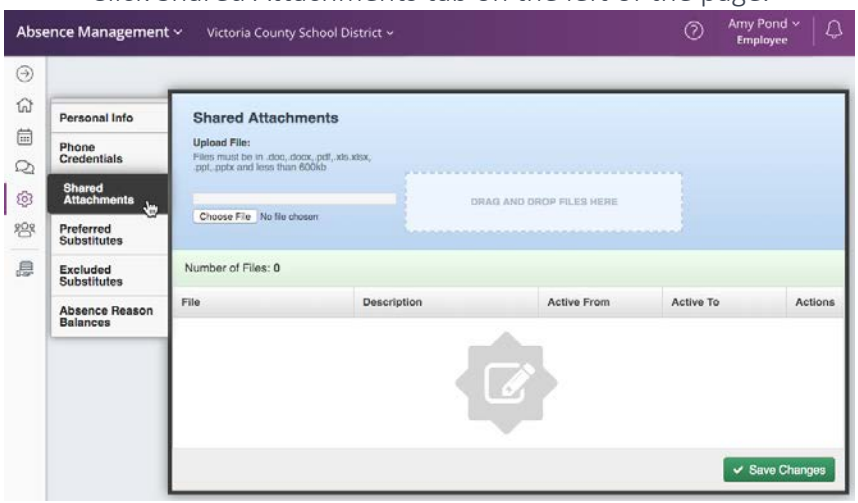
With each absence you create, you have the option to upload a single file to that specific absence. However, you also have the ability to have the Absence Management System automatically attach a file to each absence you create within a specified date range.

To upload your shared attachments, locate and select the "**Account**" option in the side navigation and select **Shared Attachments.** Here, you can choose a file from your computer or drag and drop a file for upload.

Files that can be uploaded must be in .doc, .docx, .pdf, .xls, .xlsx, .ppt, .pptx and must be less than 256 kb in size. (Helpful Tip: Be sure to *not* include a comma in the title of your file.)

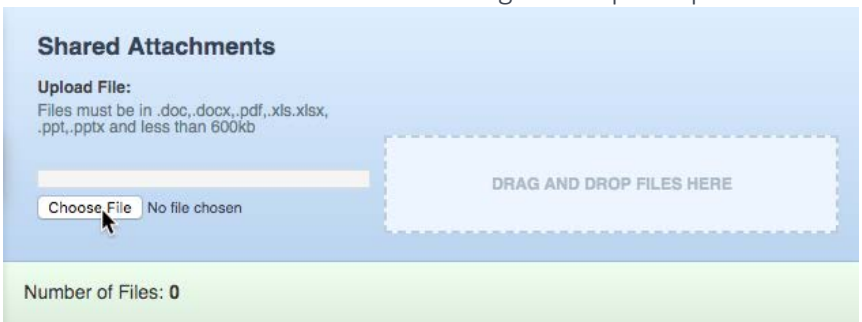


Click Shared Attachments tab on the left of the page.

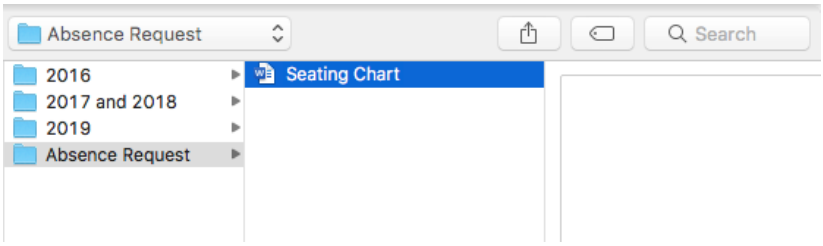


The system will indicate previous files that were uploaded, and includes an option to perform a new upload.

Click the Choose File button to begin the upload process.

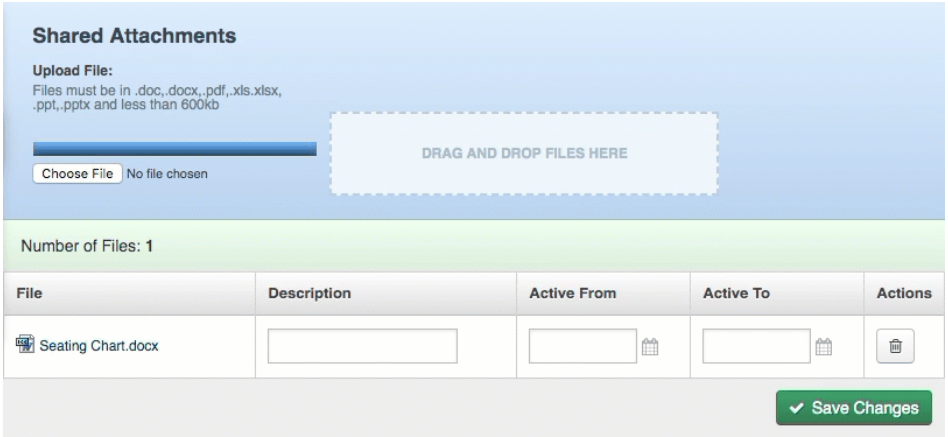


This selection will open your computer's file system where you can choose a file.



Once you have uploaded the file, it will appear in the file list.

Here, you can add a description and choose the file's active to-and-from dates. This date range controls when the files will be visible to substitutes that could potentially fill your jobs.

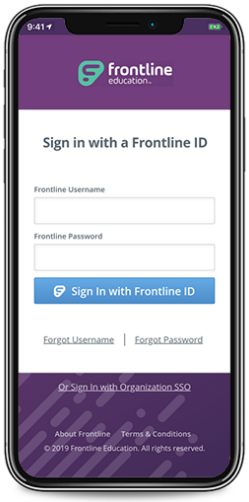


Click the Save Changes button to save the file(s) once you are finished.

You will then see that attachment(s) within the “Notes & Attachments” section during the absence creation process.

Downloading and Accessing the Absence Management Mobile App

- Access the app store on your mobile device and enter "Frontline Education" in the search bar. Click the **Get** or **Install** button and install the app.
- Once the download is complete, you will need to enter the unique 4-digit invitation code: 7354
- Enter your Frontline ID login credentials
- The welcome page displays if you make a correct entry. Click Get Started to proceed.
- Simply enter your Frontline ID account and click Sign In.
- & You’re in!

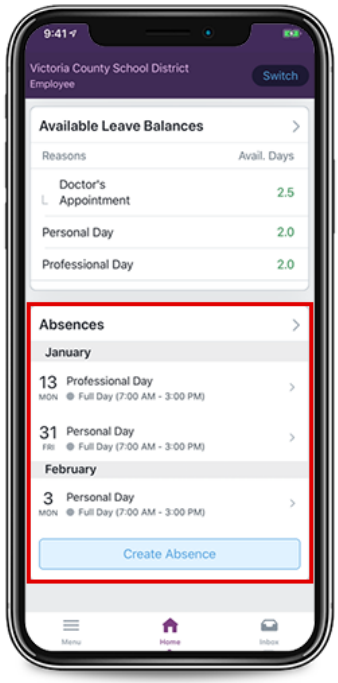


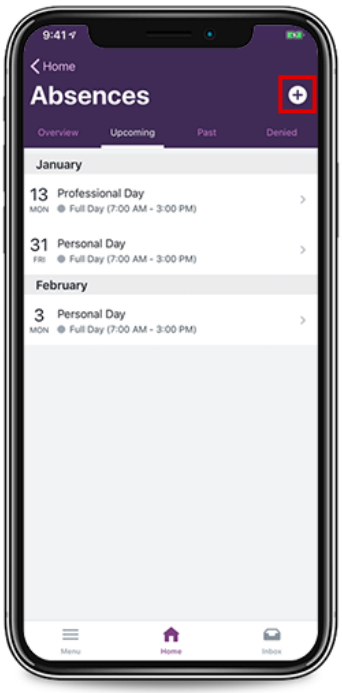
For additional step-by-step login instructions you can click here.

Creating an Absence through the Frontline Mobile App

You can create a new absence through one of two options within the app.

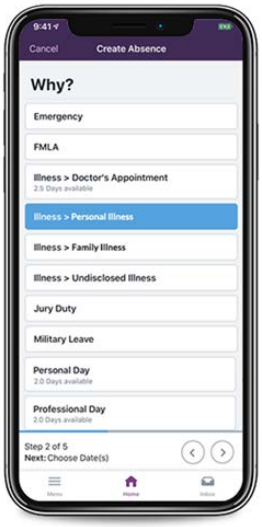
Click Create Absence directly from the home page (as seen in the first image below) or access the **Menu** and select the **Absences** option. From this page, you can press the "**+**" button (as seen in the second image).





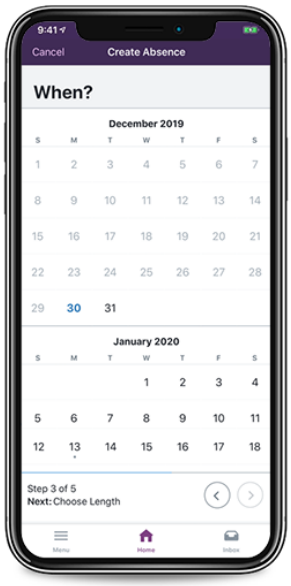
Absence Creation Steps

This selection opens Step 2 of the absence creation process. From here, you will select an absence reason and then press the arrow in the bottom right corner to proceed.



Step 3 – Define when the absence will take place.

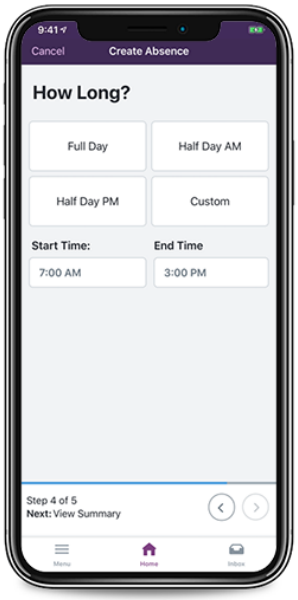
Select a date (or date range) from the calendar and press the **arrow** in the bottom right to proceed.



Step 4 – Determine the Absence's duration.

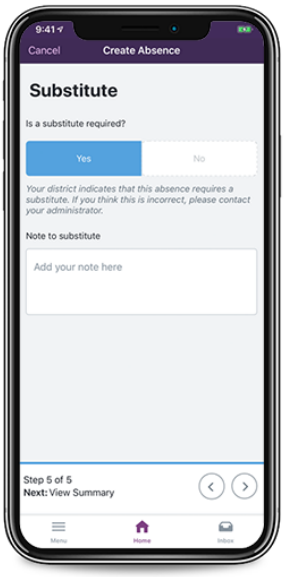
Choose from a list of timeframes that include "Full Day," "Half Day AM," "Half Day PM," and/or "Custom."

Classified employees will have the option to create a "Custom" absence by selecting the pencil icon beside the start and end time to indicate the alternate timeframe. Once you are finished, press the right arrow to continue.



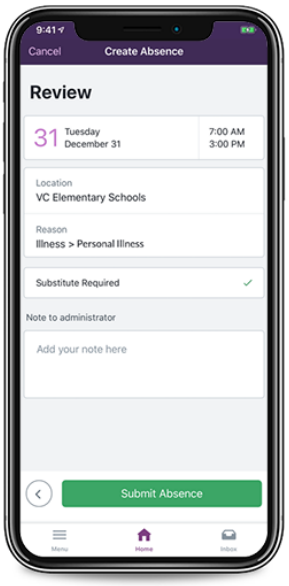
Step 5 – Identify the Need for Substitute.

Identify whether a substitute is required. Select the "Yes" or "No" option based on your position's requirements and press the right arrow to proceed.

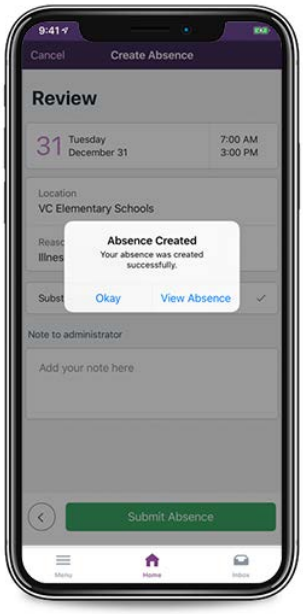


The final Summary page provides an overview of your selections. These details include the location, absence reason, timeframe, and confirmation for whether a substitute is required. This is also an opportunity to include a personal note to the administrator prior to submitting the absence.

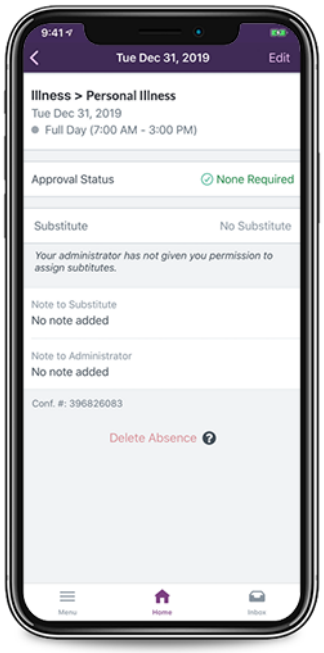
Once you are ready, press **Submit Absence** to create the absence request.



A confirmation message will appear.



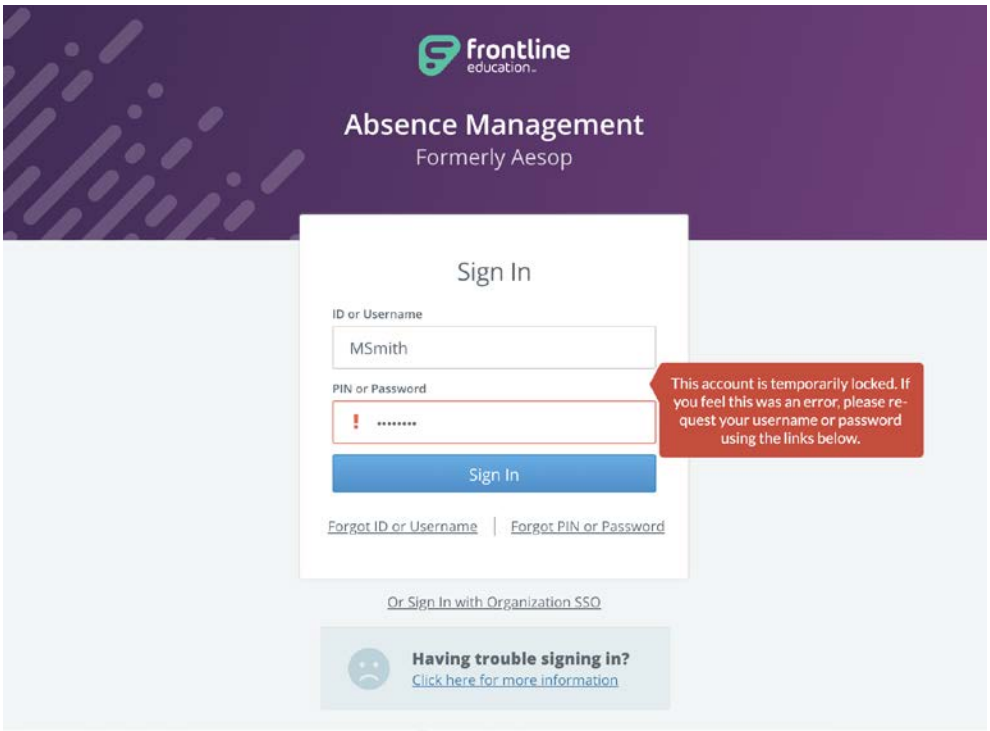
By selecting the "View Absence" option, the app will display the absence details (e.g. approval status, confirmation number, etc.). Review these details, as needed, and press **Edit** (in the top left corner) if any adjustments need to be made. Otherwise, press the **Home** button at the bottom to return to the homepage.



Locked Out: Troubleshooting

If your ID/Username or Pin/Password is entered incorrectly three consecutive times a message will appear:

"This account is temporarily locked. If you feel this was an error, please request your username or password using the links below"



Solution: Review Credential Recovery Links

As a first step, reference the credential recovery links located on the main sign-in page.

- The "Forgot ID or Username" will prompt the user to enter their email address on file, and the system will relay an email to that address that contains your ID/Username.
- The "Forgot PIN or Password" will prompt you to provide your ID/Username. Once the system confirms your entry, you will receive an email (based on the email address on file) with instructions as to how to change your PIN/Password.

Solution: Wait for the Unlock

The system will automatically unlock your account after 1 hour. At that point, return to the sign in page and attempt to re-enter your log-in credentials.

Solution: Contact Support for Time Sensitive

Frontline provides a support team during business hours – they can remove the lock before the 1 hour time frame has elapsed.

Managing your PIN and Personal Information

Using the "Account" option, you can manage your personal information, change your PIN number that is associated with the dial in feature and upload shared attachments (lesson plans, classroom rules, etc.) manage your preferred substitutes and more.

FAQ

Who can I contact for help?

After establishing your log-in credentials and successfully signing-in to your Frontline account you are able to access the Employee Learning Center by clicking the question mark in the upper right hand corner of the main screen. The Employee Learning Center is consistently an available resource to search helpful articles, watch videos and much much more.

To view the Employee Learning Center for Absence Management lick here.

In addition, the Human Resources Substitute Service Secretary is available to provide assistance as well. Taybra Teeters: (360) 575-7974

How far in advance can I create an absence?

- Absences created utilizing the dial in phone feature, can be entered up to 30 days in advance.
- Absences entered via online/mobile application, can be entered up to one year in advance.

How can I schedule a specific substitute for an absence?

When creating an absences you will notice a button to "save"/"assign". This will allow you view an option to search for available substitutes or select a substitute from your preferred list.

Feedback

Absence Feedback is a tool designed for substitutes to provide information about their experience after fulfilling a job and also serves as a tool for employees to provide feedback to substitutes regarding their performance.

How can I create an Absence?

- On the web: http://www.aesoponline.com
- On the phone: 1 (800) 942-3767
- On the mobile via the application URL: http://m.aesoponline.com
- Mobile via the Frontline Education Mobile App