

# Frontline Absence Management



**Employee User Guide**



## **Welcome to the WFL BOCES Substitute Service program!**

We have the pleasure of notifying you that your District is using a service from Frontline Education that simplifies and streamlines the process of recording and managing absences and finding substitutes. The Frontline Absence Management solution will be available to you 24 hours a day, 7 days a week and can be accessed via internet, phone, and mobile app.

### **Interacting with Frontline via the Phone**

You can call Frontline toll free at **1-800-942-3767**. Simply follow the voice menu to enter and manage absences and access other features. We recommend that you call in to check the computer recording of your name and title. To do this, press Option 5 and follow the prompts.

Your ID and PIN for the phone will be sent in a welcome email from the BOCES Substitute Coordinator, once your information has been received and you have been entered into the system.

\*When entering an absence, please wait until you receive a confirmation number before you terminate the phone call. **Your transaction is not complete until you receive a confirmation number.**

### **Interacting with Frontline via the Website**

You will receive a personal invitation email with the subject line: (Your District Name) District invites you to Absence Management. If you have an existing Frontline ID Account, then click “Sign in with your Frontline ID.” Otherwise, click “Create a Frontline ID.” Enter a Username, Password, email address, and click the “I accept the terms and conditions” box. Click “Create Frontline ID” and you are in!

To access the Frontline website, you will go to [app.frontlineeducation.com](http://app.frontlineeducation.com). (No www.) Here, you will be able to enter absences, check your absence schedule, update personal information, and exercise other features such as uploading your lesson plans for substitutes to view online.

### **Interacting with Frontline via the App**

For on-the-go access, please be sure to download the app, search Frontline Education in your play store. Once you have created your username and password on the web, you can use the same to access the app.

**We are so happy to have you join Absence Management and look forward to working with you.**

**Amy Iddings**

**Substitute Services Coordinator**

[amy.iddings@wflboces.org](mailto:amy.iddings@wflboces.org)

# Absence Management

Sign In

ID or Username

PIN or Password

Sign In

[I forgot my ID or username](#) [I forgot my PIN or password](#)

[Having trouble signing in?](#)

## SIGNING IN

Type [aesoponline.com](http://aesoponline.com) in your web browser's address bar or go to [app.frontlineeducation.com](http://app.frontlineeducation.com) if you have a Frontline Account.

The Sign In page will appear. Enter your ID/username and PIN/password and click **Sign In**.

## RECOVERING CREDENTIALS

If you cannot recall your credentials, use the recovery options or click the "**Having trouble signing in?**" link for more details.

## CREATING AN ABSENCE

You can enter a new absence from your Absence Management home page under the **Create Absence** tab.

Enter the absence details including the date of the absence, the absence reason, notes to the administrator or substitute, etc. and attach any files, if needed. You can then click **Create Absence**.

Absences Closed Day In-Service Day

**Create Absence** 3 Scheduled Absences 1 Past Absences 0 Denied Absences

Please select a date Need more options? Advanced Mode

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SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

**Substitute Required** Yes

**Absence Reason** Select One

**Time** Full Day  
Please enter a valid time range using the HH:MM AM format.  
07:00 AM to 03:00 PM

**Notes to Administrator** (not viewable by Substitute)  
255 character(s) left

**Notes to Substitute**  
255 character(s) left

**FILE ATTACHMENTS**  
DRAG AND DROP FILES HERE  
Choose File No file chosen

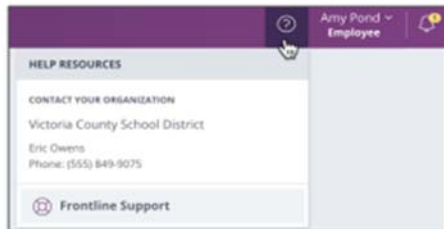
**Shared Attachments**

Cancel **Create Absence**

## MANAGING YOUR PIN AND PERSONAL INFORMATION

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

Personal Info	Personal Info
Change Phone Pin	<b>General Information</b>
Shared Attachments	<b>Name:</b> Amy Pond
Preferred Substitutes	<b>Phone:</b> 6105553747
Excluded Substitutes	<b>Email Address:</b> Apond@education.com
Absence Reason Balances	<b>Title:</b>
	<b>Room Number:</b> Main Office
	<b>Language:</b> English Your language preference can be changed in your <a href="#">Account Settings</a> .
	<b>Address</b>



## GETTING HELP AND TRAINING

If you have questions, want to learn more about a certain feature, or need more information about a specific topic, click **Help Resources** and select **Frontline Support**. This opens a knowledge base of help and training materials.

## ACCESSING ABSENCE MANAGEMENT ON THE PHONE

In addition to web-based, system accessibility, you can also create absences, manage personal information, check absence reason balances, and more, all over the phone.

To call the Absence Management system, dial **1-800-942-3767**. You'll be prompted to enter your ID number (followed by the # sign) and then your PIN number (followed by the # sign).

Over the phone you can:

- Create an absence (within the next 30 days) – **Press 1**
- Review upcoming absences – **Press 3**
- Review a specific absence – **Press 4**
- Review or change your personal information – **Press 5**

If you create an absence over the phone, please note the confirmation number that the system assigns the new absence, for future reference.

