



# NEWARK UNIFIED SCHOOL DISTRICT

## Human Resources Department

**DATE:** August 3, 2023  
**TO:** All NUSD Employees  
**FROM:** Human Resources  
**RE:** Notification for Absence Reporting Procedures

Newark Unified School District utilizes Frontline Absence Management (formerly known as AESOP) that greatly simplifies and streamlines the process of recording and managing absences and finding substitutes. Frontline Absence Management is available to you 24 hours a day, 7 days a week and can be accessed via internet and phone.

All employees are required to report their absences in a timely manner. Should you miss the cut off time, you are responsible for contacting the Human Resources Clerk, Tina Presley at 510-818-4171 to ensure coverage of your absence and recording of your absence. You can also reach her at [tpresley@newarkunified.org](mailto:tpresley@newarkunified.org). **Please remember that the cut off time is 7:00 am.**

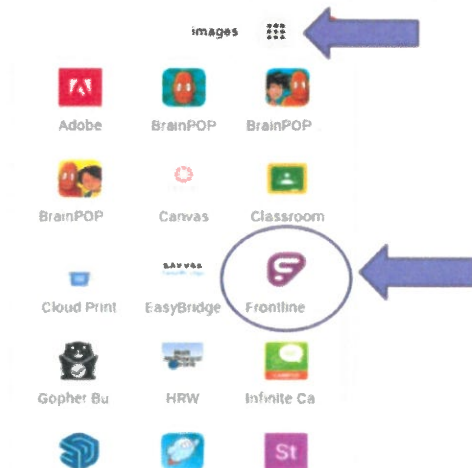
When entering an absence, wait until you receive a confirmation number before you terminate the phone call or close your internet browser window. Your transaction is not complete until you receive a confirmation number.

The most effective way to sign into Frontline is to follow these steps:

- Sign into Google/Gmail with the same email and password you use to sign into your NUSD email.
- Locate the Google waffle icon and click on it:



- Locate the Frontline icon and click on it:





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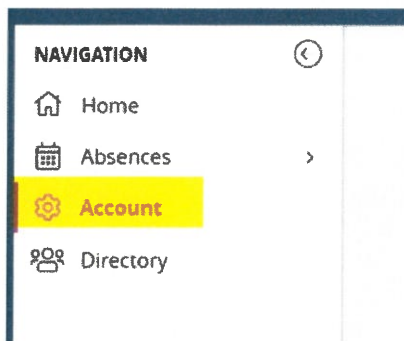
## Human Resources Department

No further sign in on your part will be necessary.

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.

For information about additional/alternate sign on, please see the attached guide.

You can also call Frontline toll free at 1-800-942-3767. To locate your phone credentials, sign into Frontline through the Google waffle using the instructions previously provided. Once signed in, select the "Account" option in the side navigation menu.



Then select "Phone Credentials," to view your phone credentials.

The image shows a screenshot of the "Phone Credentials" page. On the left is a sidebar menu with options: "Personal Info", "Phone Credentials" (selected), "Shared Attachments", "Preferred Substitutes", and "Excluded Substitutes". The main content area has a blue header "Phone Credentials" and a sub-header "The phone ID and PIN listed below are only used to sign in to the Absence Management phone system". Below this is a link: "Learn More about why you have separate phone sign in credentials". The form contains four fields: "Phone (login id):" with a blacked-out value, "Phone PIN:" with a blacked-out value, "New PIN:" with an empty text box, and "Confirm New PIN:" with an empty text box. At the bottom right are two buttons: "Clear Form" and "Save Changes" (with a green checkmark).

For support with locating or updating your phone credentials, please contact the Human Resources Clerk, Tina Presley.

Please refer to your collective bargaining agreement for pertinent leave information.



## Signing in with Single Sign On (SSO) on the Mobile App

Some organizations utilize a single sign-on (SSO) service, and users with this functionality can access their Frontline applications(s) via a few different methods.

**What is SSO? SSO is a user authentication service where a user can access multiple, organization-specific applications with one username/password.**

From the mobile app, users will click "Or Sign in with Organization SSO", they will be taken to a web browser asking for their Frontline ID, not the SSO lookup.

Users will have to click "Or Sign in with Organization SSO" again in the web browser to get to your SSO lookup page.

Users will type in their district email address in the lookup field and click the login button. They will be forwarded to the IDP login page.

Users will need to type in their district email address again before being asked to enter in your district password.



### NOTE:

Once a user successfully signs in using SSO, there's a 15 day device token associated with that device. If a user closes the mobile app, they can quickly log back in without being prompted for creds for a period of 15 days.

If a user signs out of the mobile app, the 15 day device token is deleted and the user must go through the authentication process again.



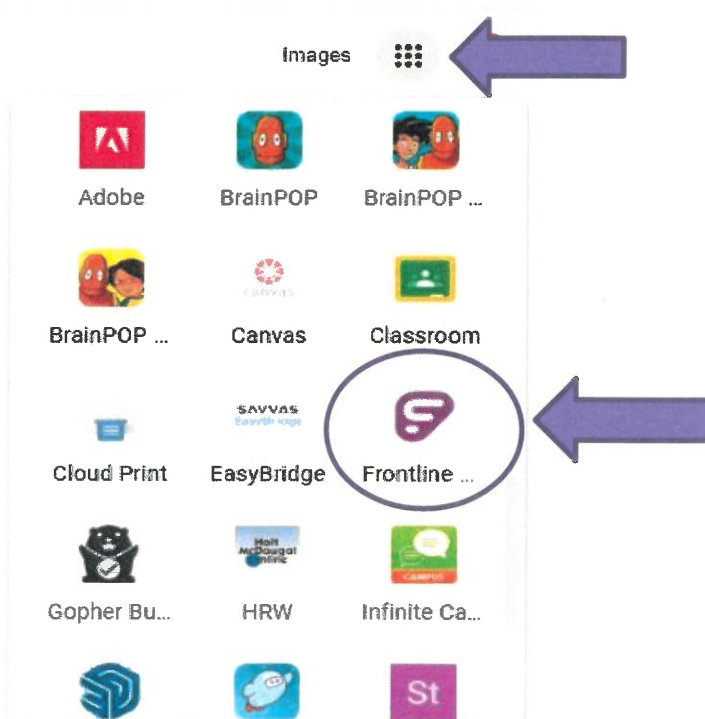
# Signing into Frontline with Single Sign On (SSO)

SSO allows a user to access multiple, organization-specific applications with one username/password.

You can log into Frontline using the same username and password you use to log into your NUSD computer/email through one of the following paths.

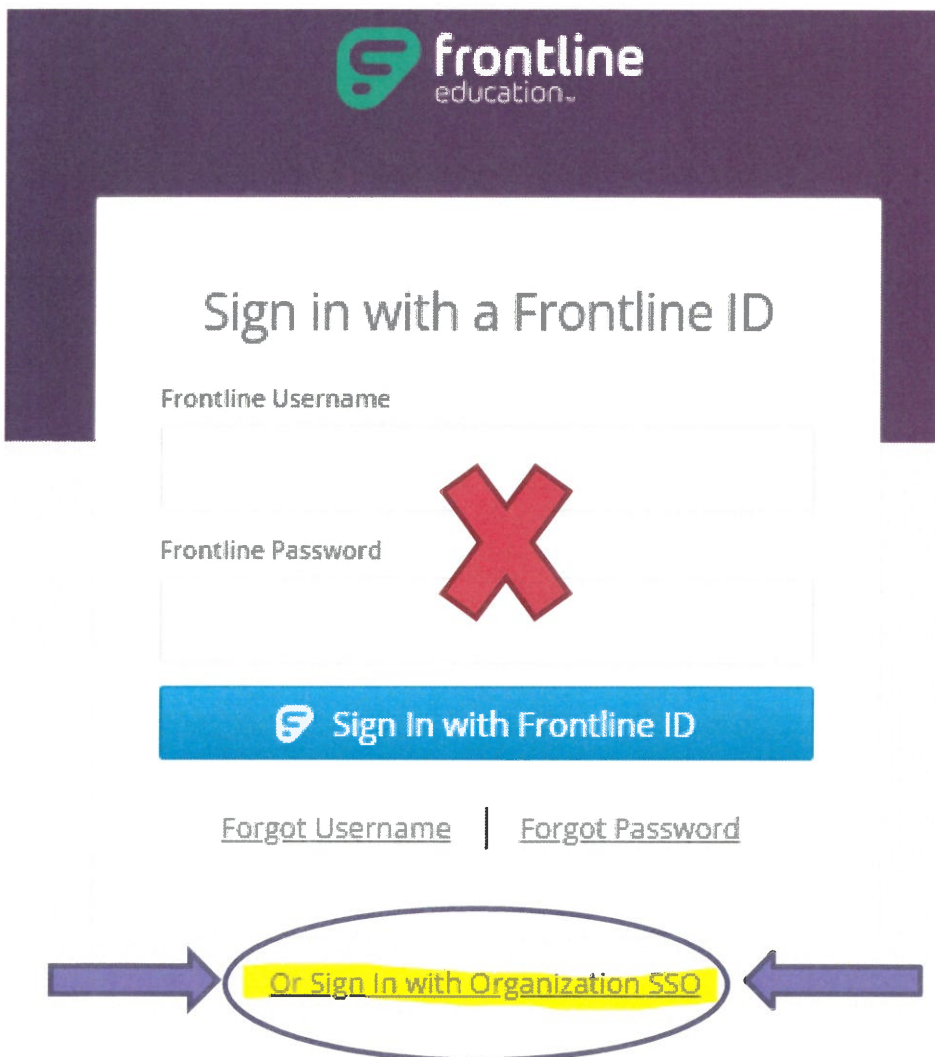
## Option 1: DISTRICT SINGLE SIGN-ON APPLICATION PAGE

The most efficient way to access Frontline will be to go through your Google waffle. You will be able to locate the Frontline icon toward the bottom of the Google waffle. When you select that icon, the Frontline start page will open and no further sign in on your part will be necessary to select the Frontline application you want to access.

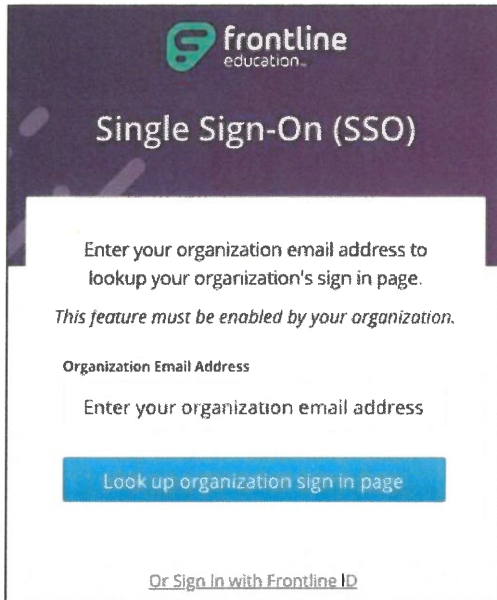


## Option 2: FRONTLINE SIGN-IN PAGE

Frontline also provides the standard sign-in option via [app.frontlineeducation.com](http://app.frontlineeducation.com). If you choose this sign in option, you will need to select the link that says **Or Sign in with Organization SSO**.



This opens the Provider Discovery page. Enter your NUSD email address and then click **Look up organization sign in page**.



**This email address authenticates your affiliation with NUSD. Once a successful authentication occurs, the system will remember your credentials for any future login attempts.**

After you sign out and later re-visit the login page, you will see something similar to the image below:



- Click "**Go to my organization's sign in page**" to directly log in and access the Frontline application.



The screenshot shows a web interface for Single Sign-On (SSO). At the top, the title "Single Sign-On (SSO)" is displayed. Below the title, there is a white box with the text: "Enter your organization email address to lookup your organization's sign in page. This feature must be enabled by your organization." Below this, there is a label "Organization Email Address" and a text input field containing "msmith@education.com". To the right of the input field is a red error message box that says: "We were not able to match an organization sign in page to the email address you entered. Make sure you are entering your organization email address." Below the input field is a blue button labeled "Look up organization sign in page". At the bottom of the page, there is a link that says "Or Sign In with frontline ID".

**If you encounter any errors during the sign in process**, you will receive an error notification that prompts you to re-enter your email. If a problem persists or if you receive an error message that says you have multiple accounts, please contact HR directly by email at [tstone@newarkunified.org](mailto:tstone@newarkunified.org).

