



Absence Management

Formerly AESOP

Welcome to Sheldon ISD!

We have the pleasure of notifying you that Sheldon ISD is using a service from Frontline Education that greatly simplifies the process of recording and managing absences and finding substitutes.

Web Access

You will receive a personal invitation email with the subject line: **Sheldon ISD invites you to Absence Management**. If you have an existing Frontline ID account, click "Sign in with your Frontline ID." Otherwise, click "Create a Frontline ID." Enter a username, password, email address, and click "I accept the terms and conditions." Then click "Create Frontline ID" and you are in!

To access the Frontline website go to <https://app.frontlineeducation.com>. Here you can enter absences, check your absence schedule, update personal information, and upload your lesson plans for substitutes to view online.

Mobile App Access

After you have created your Frontline ID, you can download the Frontline Education mobile app. The four-digit invitation code is **7354**. After entering the invitation code, enter your Frontline ID credentials to sign in.

Dial-In Access

You can call Frontline toll-free at **1-800-942-3767**. Simply follow the voice menu to enter and manage absences. 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 dial-in access are as follows:

- ID: The phone number used on your application.
- PIN: Last four digits of your social security number. *If this does not work, please add a 0 in front of the four digits.

Note: You are NOT required to create a Frontline ID for dial-in access (you automatically have dial-in access). However, to access the website, you must create a Frontline ID via your personal invitation email.

*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.**

You will be able to log into the system within 2 business days, if you are unable to please contact our office. If you have any questions, concerns, or comments, please contact Kristian Vitales by phone or email as listed below.

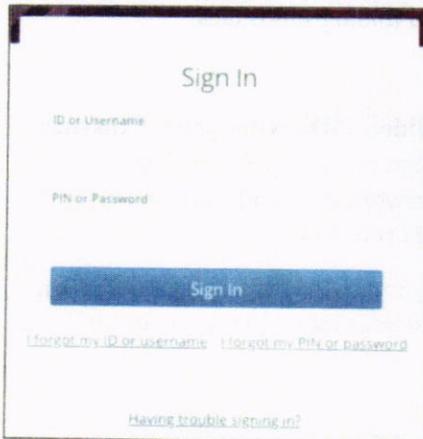
Kristian Vitales

281-727-2076

kristianvitales@sheldonisd.com



Absence Management



SIGNING IN

To log in to the absence management application, type aesoponline.com in your web browser's address bar.

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

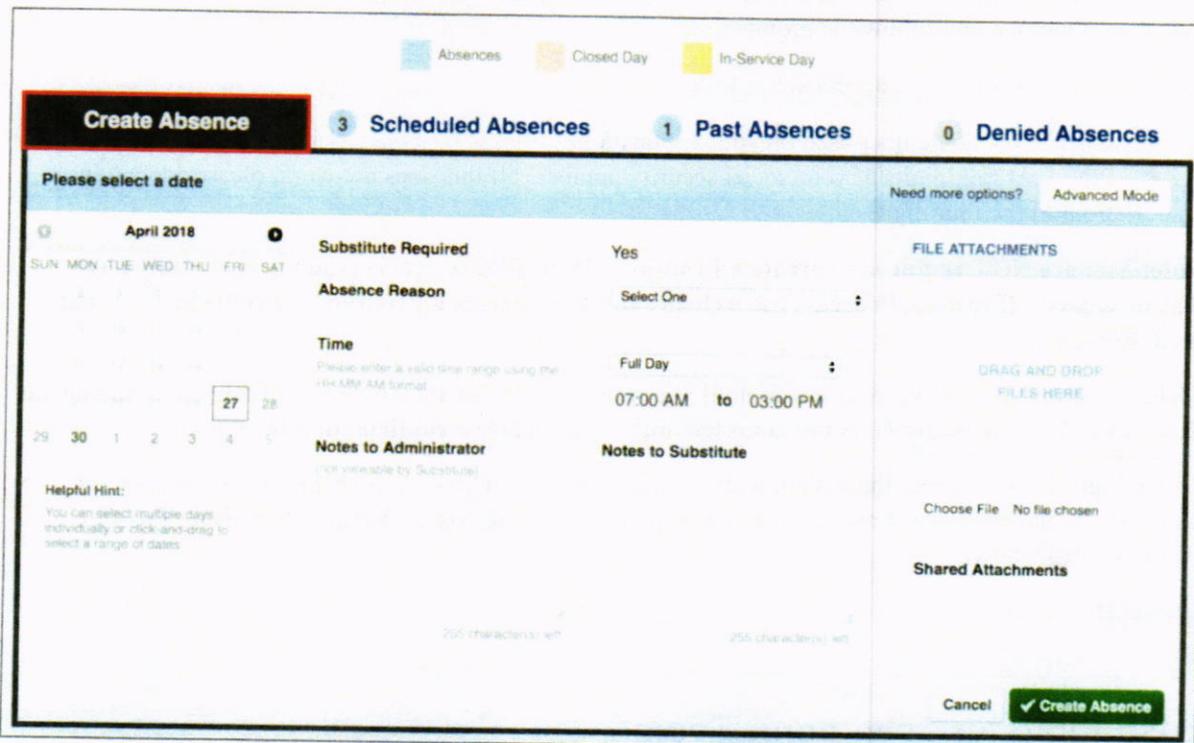
RECOVERING CREDENTIALS

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.

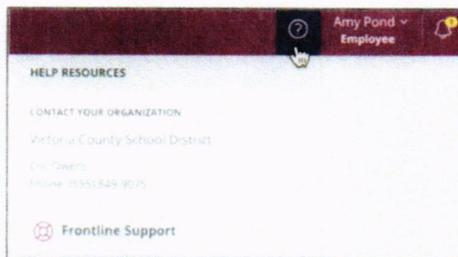
Enter the absence details including the date of the absence, the absence reason, notes to the administrator or substitute, etc. and attach any files, if needed. You can then click **Create Absence**.



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
<ul style="list-style-type: none"> Change Phone Pin Shared Attachments Preferred Substitutes Excluded Substitutes Absence Reason Balances 	<p>General Information</p> <p>Name: Amy Pond</p> <p>Phone: 6105553747</p> <p>Email Address: Apond@education.com</p> <p>Title:</p> <p>Room Number: Main Office</p> <p>Language: English Your language preference can be changed in your Account Settings.</p> <p>Address</p>



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 of 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), 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.

