



Human Resources

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Frontline: Frequently Asked Questions (FAQ's)

LOGGING IN

How do I access the Absence Management system?

There are two ways to log in to Absence Management: via phone or via the internet. Each way has its own login credentials, and every employee has the ability to access both.

How do login to the phone system?

Dial 1-800-942-3767 and enter your 10 digit phone number followed by your PIN. These login credentials were sent out in a letter at the beginning of the 2018-19 school year. If you have forgotten them, HR can have the system send you an email with your login ID and PIN for the phone system.

Can HR tell me what my PIN is for the phone system?

Yes. HR will also send you an email that contains your phone number and ID for the phone login. Please keep this for reference.

How do I login to the website?

In order to login to Absence Management via the internet you must create your own username and password. HR grants employees access to the web-based system, and has the system send an email invitation to the employee's email address. Once you receive your account creation email, follow the instructions to set up your username and password. **NOTE: Your username and password for the website are different than the ID and PIN for the phone-based system.** An older version of Absence Management used your phone number and PIN for the web-based system but this is no longer the case.

What if I forget my username or password for the website?

Click the link on the login page that says either "forgot ID or username" or "forgot PIN or password." The system will send an email to the email address that you entered upon set up with a link so that you can change your username or password.

Can HR tell me what my username and password are?

No, HR does not have access to your Absence Management website password. Please see the answer above for how to reset them.

I clicked the link to reset my username/password but I did not receive an email. What should I do?



Please contact HR. This usually means that the email was entered incorrectly upon set up.

Why are my phone number and PIN not working for the website login?

The website uses a username and password, whereas the phone system uses your phone number and PIN. Your phone number and PIN no longer work for the website.

I have not received an account creation email. What should I do?

If you are a new employee please allow two weeks to send out an account creation invite. You will receive this via email. The invitation is time sensitive and will expire if left too long. Please create your account within 48 hours of receiving the email. Contact HR if it has been longer than two weeks and you have not received an invite, or if you attempt to set up your account but the link has expired. **NOTE: if you are a new teacher who is starting at the beginning of the school year, please allow HR two to three weeks from the start of the school year to send out an account invite.**

CREATING AN ABSENCE

How do I create an absence?

From your homepage under “Create Absence” tab, select the date/dates from the calendar, enter the absence details (e.g. absence reason, timeframe, and operational details) and click “Create Absence” to complete the process.

How do I edit or cancel an absence?

Employees have different account settings. If you have the permission to edit or cancel future absences, you may do so by going to the “Schedule Absences” tab in your homepage. Click “View Details”, and click “Edit Absence” found on the upper left side of your Frontline window. You may also see a red “Delete” button in the upper right if you have this permission setup in your account. If you are not able to see these options, you may contact HR so that the correction will be made.

ASSIGNING A SUB TO AN ABSENCE

How do I schedule a specific substitute for an absence?

Please contact HR to assign a specific sub on an absence.

How do I create and manage my preferred subs list?

Select the Account option on your homepage and click the Preferred Substitutes tab. From here, you can click Add Substitute(s) to add an additional user to your list. This opens the substitute selection page where you can search for and locate the substitute. Once located, click the checkbox beside the user's name and click Add to Preferred Substitutes to complete the process. You can also select a preferred sub from your created list and click Remove Selected Substitute(s) to remove them.

Why didn't my preferred substitute get the job?

Preference lists are one of a variety of factors that come into play when substitutes are offered assignments. A preferred substitutes list provides the best chance at selecting your favorite substitutes, but the list does not serve as a guarantee. Even if you already made arrangements with a qualified and available sub to fill in for you, we recommend you still assign the substitute to a job (or ask an administrator to do so if permissions do not allow). This indicator serves as a best practice for job assignments.

How far in advance can I create an absence?

There are two methods for entering your absences. If you enter your absence over the phone, it can be done up to one month in advance. If you enter the absence online, it can be entered up to one year in advance.

What if there is a substitute that I never want in my classroom?

Please complete a Substitute Evaluation form. Please contact HR if you need to obtain a blank copy. This form would have an area that you can check off what action you want to be done with the substitute in Frontline. Actions include placing a sub on either a "Preferred List" or on to a "Site Do Not Use List" for either the entire school or for a specific employee only. There is also a portion where comments can be entered. The principal needs to sign this form prior to submitting it to HR.

FRONTLINE SUPPORT

Contact HR at (707) 556-8921

Ext. 50019 for Certificated Employees

Ext. 50032 for Classified Employees