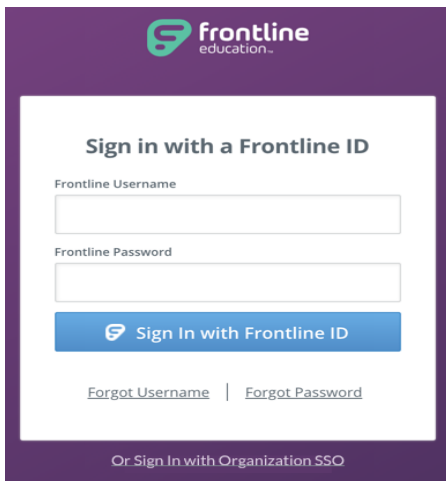




# Absence Management



The image shows the Frontline Education sign-in page. It has a purple header with the Frontline Education logo. Below the header, it says "Sign in with a Frontline ID". There are two input fields: "Frontline Username" and "Frontline Password". Below these fields is a blue button that says "Sign In with Frontline ID". At the bottom, there are two links: "Forgot Username" and "Forgot Password". At the very bottom, it says "Or Sign In with Organization SSO".

## SIGNING IN

Type [app.frontlineeducation.com](http://app.frontlineeducation.com) into your web browser's address bar to access your Frontline Account.

The Sign In page will appear. Enter your Frontline Username and Password then click **Sign In**.

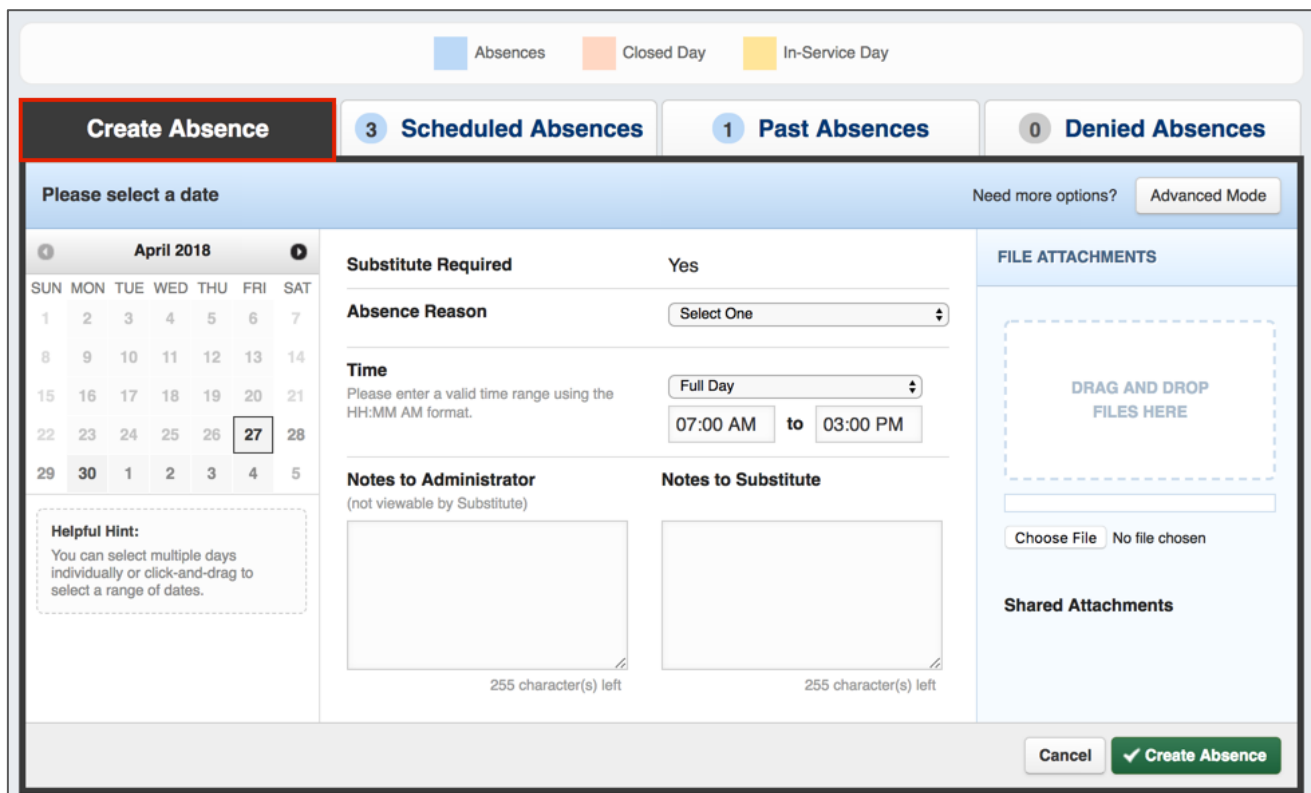
## RECOVERING CREDENTIALS

If you cannot recall your credentials, click the "**Forgot Username**" or "**Forgot Password**" 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**.



The image shows the "Create Absence" page in the Frontline Education system. At the top, there are three tabs: "Absences" (selected), "Closed Day", and "In-Service Day". Below the tabs, there are four buttons: "Create Absence" (highlighted with a red border), "3 Scheduled Absences", "1 Past Absences", and "0 Denied Absences". The main content area is titled "Please select a date" and includes a calendar for April 2018. The date 27 is selected. To the right of the calendar, there are several fields: "Substitute Required" (Yes), "Absence Reason" (Select One), "Time" (Full Day, 07:00 AM to 03:00 PM), "Notes to Administrator" (not viewable by Substitute), and "Notes to Substitute". There is also a "FILE ATTACHMENTS" section with a "DRAG AND DROP FILES HERE" area and a "Choose File" button. At the bottom right, there are "Cancel" and "Create Absence" buttons.

## 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>

<b>HELP RESOURCES</b>	Amy Pond Employee
<b>CONTACT YOUR ORGANIZATION</b> Victoria County School District Eric Owens Phone: (555) 849-9075	
Frontline Support	

## 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. You can also go to [help.frontlineeducation.com](https://help.frontlineeducation.com) for more information.

## ACCESSING ABSENCE MANAGEMENT VIA MOBILE APP

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. For more information regarding the mobile app click [here](#).

For more information regarding the change to the new Frontline ID account, please watch this video. We are confident that you will find the new enhancements to be user friendly and to improve your experience with Frontline applications. Please do not hesitate to ask us any questions that you may have at this point.



## 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 Phone ID number (followed by the # sign) and then your Phone PIN number (followed by the # sign).

**Phone ID:** your phone number

**Phone PIN:** last 4 digits of your EEN

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.**

