

Using Absence Management on the Phone

 absence-help.frontlineeducation.com/hc/en-us/articles/115003384668-Using-Absence-Management-on-the-Phone

Not only is Absence Management available on the web, but you can also create absences, manage personal information, check absence reason balances, and more, all over the phone.

When You Call Absence Management

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

Pro Tip

Phone Credentials You can view your Phone Login ID and PIN by accessing "Account" in Absence Management and selecting the option.

When calling Absence Management, you can:

Create an Absence (w/in the next 30 days)	Press 1
To enter an absence for today	Press 1
To enter an absence for tomorrow	Press 2
To enter an absence for another day	Press 3
To return to the main menu	Press *
Review Upcoming Absences	Press 3
To hear the information again	Press 2
To hear absences for the next 30 days	Press 3
To listen to the next absence	Press 4
To return to the main menu	Press 5
Review a Specific Absence	Press 4

Review a Specific Absence**Press 4**

#Enter the confirmation number followed by the sign -

To hear the information again

Press 1

To cancel a job

Press 2**Review or Change Your Personal Information Press 5**

To change the name recording

Press 1

To change the PIN number

Press 2

To change the phone number

Press 3

To return to the main menu

Press *

If you create an absence over the phone, be sure to note the confirmation number that the system assigns. You may need to reference this confirmation number at a later time.

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