Popular Questions for Employees

Click on a question below to find an answer.

Getting Started

⊟ **As a new employee, where should I start?**

Once you access your application, you can begin to set up your system preferences! Reference this **QuickStart Guide (https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384628-Employee-QuickStart-Guide)** to learn about the absence creation process, your credential management, and how to access absence management on the phone. You can also review the **Getting Started page (https://absence-help.frontlineeducation.com/hc/en-us/articles/115004635508-Getting-Started-for-Employees?)** to learn more about your system preferences and how to set up your preferred substitutes list.

Absence Management

⊟ **How do I create a basic absence?**

In most cases, you can create an absence directly from your home page under the "Create Absence" tab. Select the date (or dates) from the calendar, enter the absence details (based on permissions, this includes an absence reason, timeframe, and operational details), and click click **Create Absence** to complete the process. Reference this **article (https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384728-Creating-a-Basic-Absence)** for additional details.

⊟ **How do I edit or cancel an absence?**

Depending on district settings, you may have the ability to edit or even cancel future absences if you make a mistake. Simply go to your "Schedule Absences" tab, click **View Details**, and click **Edit Absence** in the upper left. You may also see a red "Delete" button in the upper right, if permissions allow.

If you require this functionality but cannot view these options, we recommend you call your school or district office and ask an administrator to make the correction. You can also reference this **article (https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266007-Editing-or-Cancelling-an-Absence)** for more detail on how to edit or delete your absences.

⊟ **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.

⊟ **Why can't I select today's date when entering an absence?**

Based on your district's policies, you may need a school or district administrator to enter a same-day absence on your behalf. Click the "⑦" icon in the upper right corner of your home page to locate your administrator's contact details.

⊟ **How do I attach a file to all my absences and what types of files can be attached?**

With each absence you create, you have the option to upload a single file to that absence. However, you can also have the absence and substitute management system automatically attach a file to each absence you create within a specified date range. To upload this file, simply navigate to the "Account" tab and click **Shared Attachments**. Here, you can choose a file from your computer or drag and drop a file for upload. Files that can be uploaded must be in .doc, .docx, .pdf, .xls, .xlsx, .ppt, .pptx and must be less than 256 kb in size. (Tip: Be sure *not* to include a comma in the title of your file.) You can learn more about **shared attachments here!**

Utilizing Substitutes

⊟ **How can I schedule a specific substitute for an absence?**

Depending on your district's settings, you may have the ability to assign a specific substitute to your absence, provided he or she is fully qualified and available. If you have this permission, you will see a button to "Save"/"Save and Assign" when creating your absence. Click **Save and Assign** to view an option to search for available substitutes or select them from the preferred substitutes list. Keep in mind, we recommend you always communicate with your substitutes prior to assigning them to 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. Click here (https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384808-Managing-Preferred-Subs-Lists) to learn more about this process and how to create your top five favorite subs.

⊟ 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.

⊟ What is this heart icon on my preference list?

When setting up your **preferred substitutes list**, you'll see a small heart icon next to each name. While you're able to add any number of substitutes to your preference list, the system allows you to rank five substitutes on that list to receive advanced notification of your absence. All of the substitutes on your list can log in to see the absence at the same time, but your "favorite five" substitutes will be notified by email and phone that there is an absence available to them. Learn more about **Favorite Five subs here**.

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

To prohibit a substitute from working in your classroom, you will need to add them to your excluded substitutes list. In your account settings, you will see this tab right below the preferred substitutes list. Simply click **Add Substitutes** and find the names you need to exclude. This prevents the substitute(s) from ever seeing jobs for your classroom. If you don't see this tab in your account settings, talk to your administrator about your district's policy for blocking substitutes.

Account Settings

⊟ How does a Frontline ID account differ from my PIN and login credentials?

The Frontline Insights Platform is an organization-based upgrade that allows you to create a single username and password to access all your Frontline applications. (This upgrade must be made at the district level in order for it to be used.)

If an upgrade is made, you will be prompted to create a single username/password to access any Frontline application, provided you are working for a district who made this upgrade. The new Frontline ID account will replace your previous login credentials, and once created, you will no longer use multiple logins to access your different Frontline applications. Instead, you can log in to these applications through a single sign in page (**app.frontlineeducation.com (https://login.frontlineeducation.com/login? signin=c798ad606b272f821ec0cc8f46ed9265&clientId=superSuit#/login))** using your new Frontline ID.

This Frontline ID account only applies when logging in to a Frontline application. It will *not* change or replace your phone/PIN combination when calling or clocking in. You will continue to use the phone/PIN combination to accept *any* phone calls from Absence Management, to call in to create absences or look for jobs, and to clock in at a kiosk (for those required to clock in and out in Time and Attendance). Please reference this **article (https://absence-help.frontlineeducation.com/hc/en-us/articles/360000913408)** to learn more.

If your district upgrades to the Insights Platform and you wish to learn more about creating your Frontline ID account, consider referencing this **QuickStart Guide (https://absence-help.frontlineeducation.com/hc/en-us/articles/115005073828)**.

⊟ Where can I locate my PIN or Frontline ID?

If your district has upgraded to the Insights Platform, you will log in with one Frontline ID and password. You can manage this Frontline ID and password via the dropdown listed beside your name in the top right corner of the application page. Select the **Account Settings** option in the dropdown and once opened, choose "**Frontline ID.**"

To manage your PIN and Phone Login ID, select **Account** via your side navigation and choose the **Phone Credentials** option.

⊟ What is the Insights Platform and what does it do?

The "Insights Platform" is a system upgrade that your organization can utilize for Absence Management and other Frontline solutions. It allows you to create a single username/password for all your Frontline applications, simplifies your login process with a single url, and includes additional improvements to functionality.

This upgrade must be made at the district level in order for it to be used. If your district made this upgrade and you wish to learn more, consider referencing this **video (https://absence-help.frontlineeducation.com/hc/en-us/articles/360000184427)**.

⊟ I received an email invitation to create a Frontline ID account. How should I proceed?

You will receive an email invitation once your organization upgrades to the Insights Platform. Click **Create a New Account** within the email to establish a new Frontline username and password. These new credentials allow you to access all your Frontline applications with a single username and password and will replace any previous logins you created. You can learn more about this invitation here **(https://absence-help.frontlineeducation.com/hc/en-us/articles/115008139068)**.

⬆ My district upgraded to the Platform, but I have not received an email to create my Frontline ID account. What should I do?

If you district has been upgraded to the Insights Platform and you have not received the email invite, you will be prompted to create a Frontline ID the next time you log in to the application.

⬆ Where can I manage my email or phone number?

You can view or edit your phone and email address via **Account > Personal Info**. Just keep in mind that the district determines whether you can edit your personal information. If you cannot make an adjustment on your own, you will need to reach out to your organization's Administrator. Reference this **article (https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384548)** to learn more.

⬆ What should I do if I cannot log in or if I forget my credentials?

If your organization uses the Frontline Insights Platform, you will log in with a Frontline ID account and password. If this scenario applies, click on the "Forgot Username" or "Forgot Password" links on the **app.frontlineeducation.com (https://login.frontlineeducation.com/login? signin=c798ad606b272f821ec0cc8f46ed9265&clientId=superSuit#/login)** login page to retrieve or reset your credentials.

If you log in via a PIN/password and cannot recall your PIN, you can open the **Absence Management PIN webpage (https://www.aesoponline.com/forgot_pin.asp)** and request that this information be sent to your email. If a problem persists, you will need to contact your organization's Administrator for assistance.

⬆ How can I view my remaining Absence Reason Balances?

In districts where employees are granted an allotment for certain absence reasons, the current balances can be viewed in the employee profile by following the instructions in our **Viewing Absence Reason Balances (https://absence-help.frontlineeducation.com/hc/en-us/articles/115003265827)** article.

Contacting Support

⬆ Who should I contact if I have questions?

Please contact your local school district's Frontline Education Administrator. This Admin will be familiar with both account and district policies and can provide the best resolutions for any system-related questions you may have.

You can reference your organization's contact details via the "⑦" icon in the top right corner of the application.