

# FRONTLINE EDUCATION'S ABSENCE MANAGEMENT SOLUTION EMPLOYEE QUICK-START GUIDE

**Call the Scheduling Team at 866-535-5998 (M-F, 4:00 am – 7:00 pm EST) for assistance with:**

- To edit the date or start/end times of an absence already in Frontline
- To cancel a past absence
- To edit a past absence when the substitute has entered timesheet data
- For last minute, same day absences (less than 1 hour before the absence start time)
- To request a specific substitute
- To move an assigned substitute to a different absence

**Call the local KES Representative at 314-317-5420 (M-F, 8:00 am – 5:00 pm) to:**

- To report an incident or injury involving a KES substitute
- To discuss any performance-related topics or issues
- To refer a new substitute employee

Please note that  
**ONLY** Teachers,  
Teacher Aides and  
Building Aides will  
record their absence  
in the **NEW**  
Frontline System.

Internet Feature			
Accessing Frontline via the Internet	Recording an Absence on the Internet	Modifying an Absence via the Internet	Changing Your PIN via the Internet
<ol style="list-style-type: none"> <li>1. Go to <a href="http://www.kellyeducationalstaffing.com">www.kellyeducationalstaffing.com</a>.</li> <li>2. Click <b>Employee Logins</b> at the top of the screen.</li> <li>3. Enter your ID and PIN.</li> <li>4. Click <b>Sign In</b>. Your home page will display.</li> </ol>	<ol style="list-style-type: none"> <li>1. Scroll down to the <b>Create Absence</b> tab on your home page.</li> <li>2. Enter the absence information.</li> <li>3. Click <b>Create Absence</b> or <b>Create Absence and Assign Sub</b>. Only use "Create and Assign" for prearranged absences. You will receive a confirmation number.</li> </ol>	<ol style="list-style-type: none"> <li>1. Click <b>Scheduled Absences</b> on your home page.</li> <li>2. Click the confirmation number of the future absence you want to modify.</li> <li>3. Click <b>Edit Absence</b> and edit the information as necessary. (Editable fields are dependent on absence status).</li> <li>4. Click <b>Save Absence</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Click <b>Account&gt;Change PIN</b> on your home page.</li> <li>2. Enter your existing PIN in the <b>Old PIN</b> field.</li> <li>3. Enter your new PIN in the <b>New PIN</b> field.</li> <li>4. Retype your new PIN in the <b>Confirm New PIN</b> field.</li> <li>5. Click <b>Apply</b> to save your changes.</li> </ol>
IVR Feature			
Accessing Frontline via the IVR	Recording an Absence on the IVR	Reviewing Upcoming Absences via the IVR	Changing Your PIN via the IVR
<ol style="list-style-type: none"> <li>1. Call <b>1-800-942-3767</b>.</li> <li>2. Enter your ID and PIN and press <b>#</b>.</li> <li>3. Select one of the following system options:                             <ul style="list-style-type: none"> <li>• Press <b>1</b> to record an absence.</li> <li>• Press <b>2</b> to check entitlement balances.</li> <li>• Press <b>3</b> to review upcoming absences.</li> <li>• Press <b>4</b> to review a specific absence.</li> <li>• Press <b>5</b> to review or change personal information.</li> </ul> </li> </ol> <p><b>Note:</b> Press * to go back one menu level at any point.</p>	<ol style="list-style-type: none"> <li>1. Press <b>1</b> from the Main Menu and select one of the following options:                             <ul style="list-style-type: none"> <li>• Press <b>1</b> to record an absence for today.</li> <li>• Press <b>2</b> to record an absence for tomorrow.</li> <li>• Press <b>3</b> to record an absence for another day within the next 30 days.</li> <li>• Press <b>4</b> to record an absence for Monday (on Friday or weekend).</li> </ul> </li> <li>2. Enter the number of days for the absence (up to five).</li> <li>3. Enter a start and end time by following the IVR prompts.</li> <li>4. Select the reason for the absence.</li> <li>5. Confirm the absence details.</li> <li>6. Save the absence or Save &amp; Assign a particular substitute by following the IVR prompts. You will receive a confirmation number.</li> </ol> <p><b>Note:</b> The Assign Sub function may not be available for your district.</p>	<ol style="list-style-type: none"> <li>1. Press <b>3</b> from the Main Menu and select one of the following options:                             <ul style="list-style-type: none"> <li>• Press <b>1</b> for absences scheduled for today.</li> <li>• Press <b>2</b> for absences scheduled for tomorrow.</li> <li>• Press <b>3</b> for absences scheduled for the next 30 days.</li> </ul> </li> <li>2. Select one of the following options:                             <ul style="list-style-type: none"> <li>• Press <b>1</b> to hear more about the absence (if multiple days).</li> <li>• Press <b>2</b> to hear the information again.</li> <li>• Press <b>4</b> to listen to the next absence, if applicable.</li> <li>• Press <b>5</b> to return to the Main Menu.</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Press <b>5</b> from the Main Menu.</li> <li>2. Press <b>2</b> to hear your current PIN.</li> <li>3. Press * to leave your PIN unchanged, or enter a new four or five digit PIN and press <b>#</b>.</li> <li>4. The system will repeat the PIN you entered.                             <ul style="list-style-type: none"> <li>• Press <b>1</b> if the PIN is correct.</li> <li>• Press <b>2</b> to re-enter your PIN.</li> </ul> </li> </ol>

NOTE: The IVR automatically generates a recording of your name and title. If the IVR records your name or title incorrectly, you can manually re-record them by following these steps: Call the IVR at 800-942-3767, enter your ID and PIN and press **#**. Press **5** from the Main Menu to change your personal information. Press **1** to record your name. Press **1** to save the recording.

**Call 1-866-KELLY-38 if you experience technical difficulties using Frontline, or if you have forgotten your ID or PIN.**

This guide is a condensed version of the "Frontline Employee Guide" on [kellyeducationalstaffing.com](http://kellyeducationalstaffing.com), intended for quick reference only.