

Frontline Absence Management Online & Phone Instructions

Create an Absence

1. Click "Create Absence" tab.
2. Enter the absence info. This will include the date, reason, and any attachments for the Administrator or Substitute Teacher.
3. Click "Create Absence" button.

Access User Guides and Training Videos

1. Click "Frontline Support." This will automatically direct you to a new page. Take time to explore the featured resources. You will find basic training videos, answers to frequently asked questions, etc.

Manage PIN and Personal Information via the Phone

1. Press 5.
2. Change name recording: Press 1.
3. Change PIN number: Press 2.
4. Change Phone Number: Press 3.
5. Return to main menu: Press *

Manage PIN and Personal Information

1. Click "Account" tab.
2. Review or change personal info. Upload shared attachments. Manage your preferred or excluded substitutes list. Check absence reason balances.

View or Contact Approvers

1. Click "Directory" tab.
2. You will see a contact list of the absence approvers for the Pattonville School District. These users are assigned to approve absences.

Create an Absence (within 30 days) via the Phone

1. Press 1
2. Today's absence: Press 1.
3. Tomorrow's absence: Press 2.
4. Another day's absence: Press 3.
5. Return to main menu: Press *

Review/Cancel Scheduled Absences or View Past and Denied Absences

1. Click "Scheduled Absences."
2. Click "Past Absences."
3. Click "Denied Absences."

Access via the Phone

1. Dial 1.800.942.3767
2. Enter your ID number followed by the # sign. Enter your PIN number followed by the # sign.

Review Upcoming Absences via the Phone

1. Press 3.
2. Hear the info again: Press 2.
3. Absences within 30 days: Press 3.
4. Hear the next absence: Press 4.
5. Return to main menu: Press 5.

Information retrieved from the Absence Management – Frontline Support Site

Website for login page: www.frontlineeducation.com

Login via Google: Log on to Pattonville email account > click Google waffle > click Frontline icon > automatic access.