

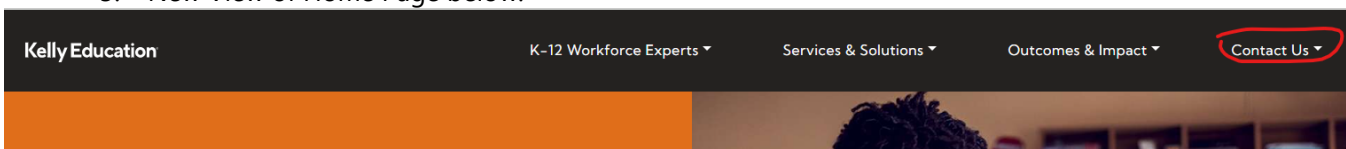


Teachers,

Enclosed is helpful information to assist you when needing to request a Substitute. As part of this program, you will use the Kelly Frontline System which allows you to log absences via the Internet or phone—24 hours a day, seven days a week.

Follow the steps outlined below to access the Frontline training and set up your Frontline account.

1. Enter the link below to access the video on how to use Frontline and enter an absence.
kellyeducation.com/hubfs/kelc/frontline-school-employees/Frontline - Client Teacher Training.mp4
2. Go back to review all or part of this training at any time.
3. New View of Home Page below.



SET UP ACCOUNT:

To begin accessing Frontline to create absences you will receive an email from FRONTLINE EDUCATION with instructions. From there you will create your personal username and password. After you have created your credentials, you will be able to access Frontline to create your absences. **You will have 14 days to create your login access before link expires.**

FRONTLINE ABSENCE MANAGEMENT:

You should have received an email invitation from Frontline Education to access Absence Management. If you did not receive the invitation, please check your spam/junk folder. If the invitation has expired or you haven't received an email, please contact your school secretary or reach out to **1-800-528-0049 or 1-855-535-5933**

After receiving the email follow the prompts.

- Click **Create a Frontline ID** to continue.
- Your Username must contain 1 alpha character and at least 4 total characters. You can potentially use your email address, first initial and last name or other. **Password must have 1 alpha character, 1 number or special character and a total of 8 characters.** You must provide an email address to provide a means for password recovery.
- Once your Username and Password are created, you can login into the *Absence Management* site on the internet at www.kellyeducation.com. Select "**Contact Us**" at the top right of the page then click on "**Employee Login**" then click on **Frontline Education Login**.
- After creating your Frontline ID, you can download the FREE Frontline Education app from either Apple or Google app stores. This makes it easy and convenient when needing to create an absence.

KELLY FULFILLMENT TEAM:

The Fulfillment Team is a group of dedicated, live support staff. This team is designed to be a back up to the Frontline system. Their hours are Monday through Friday, from **5am-5pm, MST**. and can be reached at **800-528-0049 or 855-535-5933-EDSEfulfullmentsupport@kellyservices.com**

- For absences that are same day or less than 1 hour prior to school starting. (You are unable to create an absence in Frontline if it's an hour prior school starting. You must contact the fulfillment team.)

- To request a specific substitute if you do not have the contact information or have not spoken to the substitute directly.
- To cancel a past absence (Campus User can also assist)

CAMPUS USER: (Principal Secretary)

- If you are going to be absent, **long term (10 or more consecutive days)** be sure to contact your secretary & fill out the **LONG TERM REQUEST SUB LINK**. Even if you have already prearranged your sub this long-term form needs to be submitted so the substitute can receive long term pay on day 1.
- Changes such as absence reason, editing notes on an absence made with more than 1-hour prior to the assignment start time can be done by the school employee.
- If you need to make changes to your information in Frontline (name change, email, title, etc.)

IMPORTANT REMINDERS:

- ✓ Substitutes can see absences 90 days in advance. The more lead time we can provide the stronger the chance of a fill. This is especially important for high absence days involving district training/meetings.
- ✓ Add helpful information into the notes field for the Substitute. What is the agenda for the day? Helpful hints for their success? Attach a lesson plan.
- ✓ Please be sure to extend current absences if additional days are needed on a long-term assignment. Creating a new long-term absence weekly creates payroll issues. This will apply if the same substitute will be supporting and extension to their current absence. (Campus User or Kelly Team can assist you) Leave a detailed lesson plan, behavior plans and seating chart to help set your substitute for success.
- ✓ Change times for late start days or early out days. Time does not auto default for changed days & times.
- ✓ Leave a detailed lesson plan, behavior plans and seating chart to help set your substitute for success
- ✓
- ✓ You can submit feedback to recognize Kelly employees who are positively impacting students. **A+ Review for Substitutes** - www.kellyeducation.com/current-partners/submit-a-plus-review. We share this positive feedback to our substitutes. It's a great retention tool for those subs making a difference.

Substitute Performance Concerns: If you have any concerns about substitute performance or incidents in your classroom, please conduct an internal investigation. Submit a detailed written report of these concerns to your principal promptly. The principal or secretary will then inform Kelly so we can address the issue appropriately.

Know someone who wants to become a substitute?

Have them apply at www.kellyeducation.jobs.com or call 1.800.528.0049 or 1.855.535.5933 option 2.

If you have any issues accessing this training link or logging in, please contact our fulfillment team **1.800.528.0049 or 1.855.535.5933**. Again, you have 14 days to set up your account before the link expires & will need to be reset.

Thank you, Your Kelly Education Team