



Frontline CA ERP Employee Online Portal

The Frontline CA ERP Employee Portal enables employees to access their personal contact information, annual employee notification (formally referred to as an Earnings Statement), review benefits and leave allowances, view pay stubs, reimbursements, W-2 forms, and 1095 statements, and more. Employees may also explore various scenarios for tax changes, including adjustments to marital status, allowances, and additional deductions.

Employees may submit requests to adjust federal and state withholdings or request demographic updates, such as changes to their home address. These requests undergo an approval process before being posted to Frontline CA ERP, with notifications of the changes sent to the employee via email.

Contents

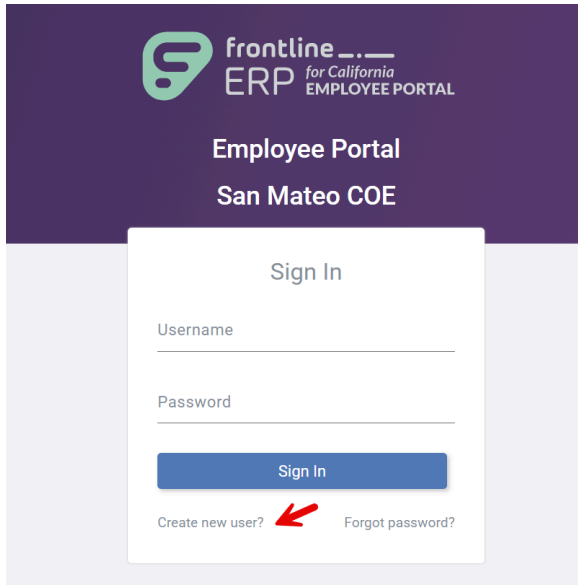
Registration.....	1
Invalid Login.....	3
Dashboard.....	6
Questions or Need Assistance?.....	7

Registration

Using any browser, enter the following URL in your web browser address bar:

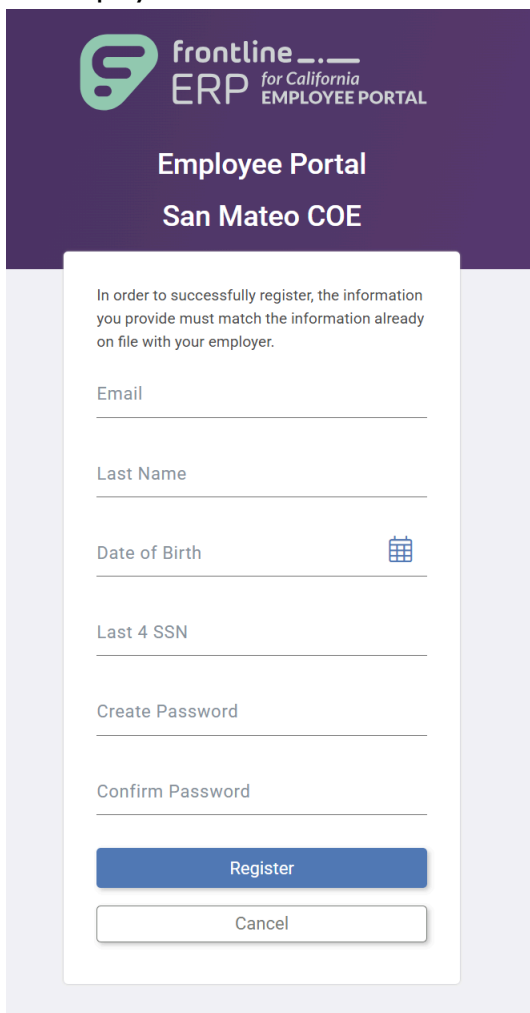
<https://sanmateoportal.xcoe.online/>

First-time users will need to register on the portal. Click **Create new user?**



The image shows the 'Sign In' screen of the Frontline ERP Employee Portal for San Mateo COE. The header is purple with the logo and text 'frontline ERP for California EMPLOYEE PORTAL'. Below this, it says 'Employee Portal San Mateo COE'. The main content area is white and contains a 'Sign In' form with fields for 'Username' and 'Password', a 'Sign In' button, and links for 'Create new user?' and 'Forgot password?'. A red arrow points to the 'Create new user?' link.

To successfully register, your information **must match** the information already on file with your employer.



The image shows the 'Register' screen of the Frontline ERP Employee Portal for San Mateo COE. The header is purple with the logo and text 'frontline ERP for California EMPLOYEE PORTAL'. Below this, it says 'Employee Portal San Mateo COE'. The main content area is white and contains a registration form with the following fields: 'Email', 'Last Name', 'Date of Birth' (with a calendar icon), 'Last 4 SSN', 'Create Password', and 'Confirm Password'. At the bottom, there are 'Register' and 'Cancel' buttons. A message at the top of the form states: 'In order to successfully register, the information you provide must match the information already on file with your employer.'

Fill out all the information fields in the registration window – the information **MUST** match what your employer has on file in Frontline CA ERP (email is your work or personal email address, depending on the district's implementation). Once the fields are complete, click **REGISTER**.

- **Email:** (use your work email ending in **smfcsd.net** or **smfc.k12.ca.us**)
- **Last Name**
- **Date of Birth:** (MM/DD/YYYY format)
- **Last 4 SSN**
- **Create Password:** (see password rules)
- **Confirm Password**

Password rules:

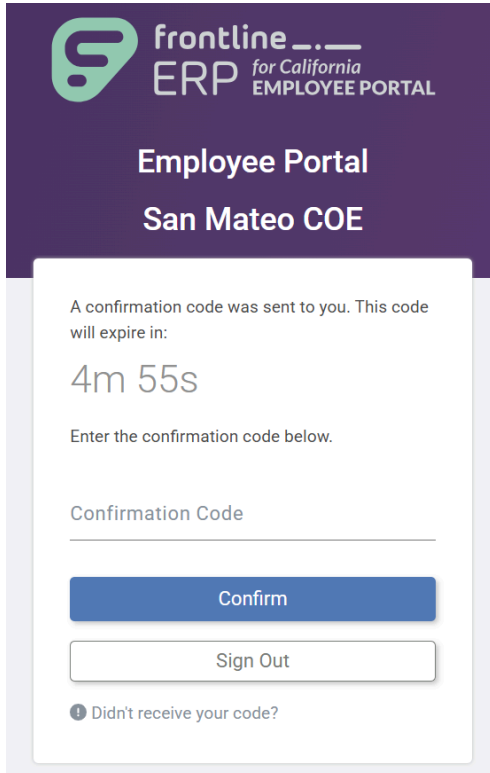
- Contains at least 10 characters
- Contains 1 lower case character(s)
- Contains 1 upper case character(s)
- Contains 1 numerical character(s)
- Contains 1 special character(s)

~!@#\$%^&*()_+-=/?.,><""';[:]\]

If the correct information entered does not match your Employment record within your district, you will receive the following error: **Information given does not match any records on file.** **Remember to use the email ending in smfcsd.net or smfc.k12.ca.us.**

Make the appropriate changes and select 'REGISTER' again.

If the information you provided matches the Employment records, a code will be emailed, and you will be prompted to enter the code.



frontline for California
ERP EMPLOYEE PORTAL

Employee Portal
San Mateo COE

A confirmation code was sent to you. This code will expire in:

4m 55s

Enter the confirmation code below.

Confirmation Code

Confirm

Sign Out

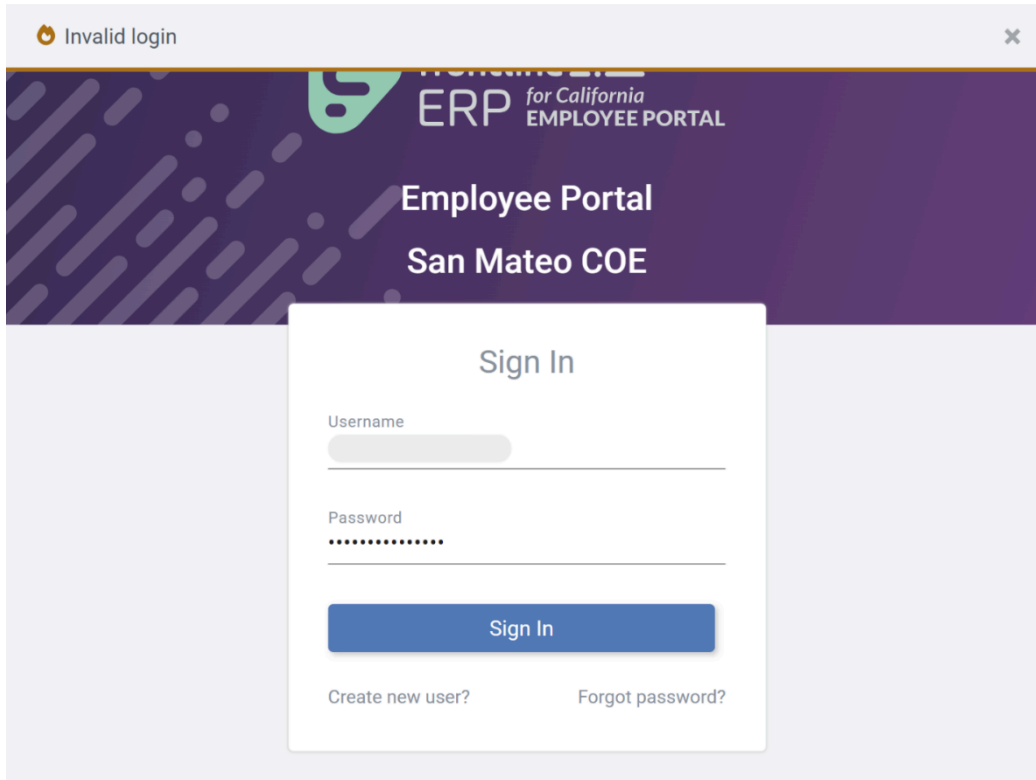
! Didn't receive your code?

1. After the information you keyed is accepted, check your email for the confirmation code.
2. Key the code received into the window (**code expires after 5 minutes**).
3. Click **Confirm**.

You are now ready to explore the Frontline CA ERP Online Portal! Enter your email and newly established password and select SIGN IN.

Invalid Login

After successfully registering, you will need your Portal password to log in. If you keyed in the wrong password, you will receive the following error: **Invalid login.**

The image is a screenshot of a web browser displaying the San Mateo County Office of Education (SMCOE) Employee Portal. At the top, a light purple banner contains the text "Invalid login" with a small orange icon on the left and a close button (X) on the right. Below the banner, the main header area has a dark purple background with a pattern of light purple diagonal lines. It features the SMCOE logo (a green stylized 'S' and 'C') and the text "ERP for California EMPLOYEE PORTAL". The main heading "Employee Portal" and "San Mateo COE" are centered in white. In the center of the page is a white "Sign In" form. The form has a title "Sign In" and two input fields: "Username" and "Password". The "Password" field is masked with dots. Below the fields is a blue "Sign In" button. At the bottom of the form are two links: "Create new user?" and "Forgot password?".

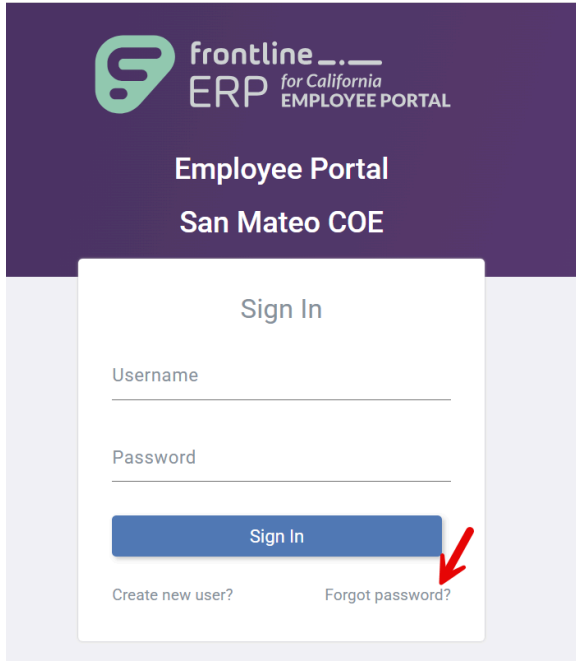
You will have five attempts to log in. If you are unsuccessful after the fifth attempt, you will receive the following error: **(Locked Out) The login attempt exceeded the maximum allowable consecutive login attempts.**

If you try again before the account is reset, you will receive the following message: **Your account is disabled.**

Your account can be reset in one of two ways:

1. After waiting 5 minutes, the account will reset on its own, and you can try to log in again, or
2. Designated staff at the district can contact the SMCOE Helpdesk to unlock your account at help@smcoe.org.

If you have forgotten your password, you can request a password reset from the Portal by clicking ***Forgot password?***



The image shows the 'Sign In' page of the Frontline ERP for California Employee Portal. The header is purple with the logo and text 'frontline ERP for California EMPLOYEE PORTAL'. Below this, it says 'Employee Portal' and 'San Mateo COE'. The main content area is white and contains a 'Sign In' form with fields for 'Username' and 'Password'. A blue 'Sign In' button is at the bottom of the form. Below the button are links for 'Create new user?' and 'Forgot password?'. A red arrow points to the 'Forgot password?' link.

To reset your password, please ensure that the information you provide matches the details already on file with your employer.

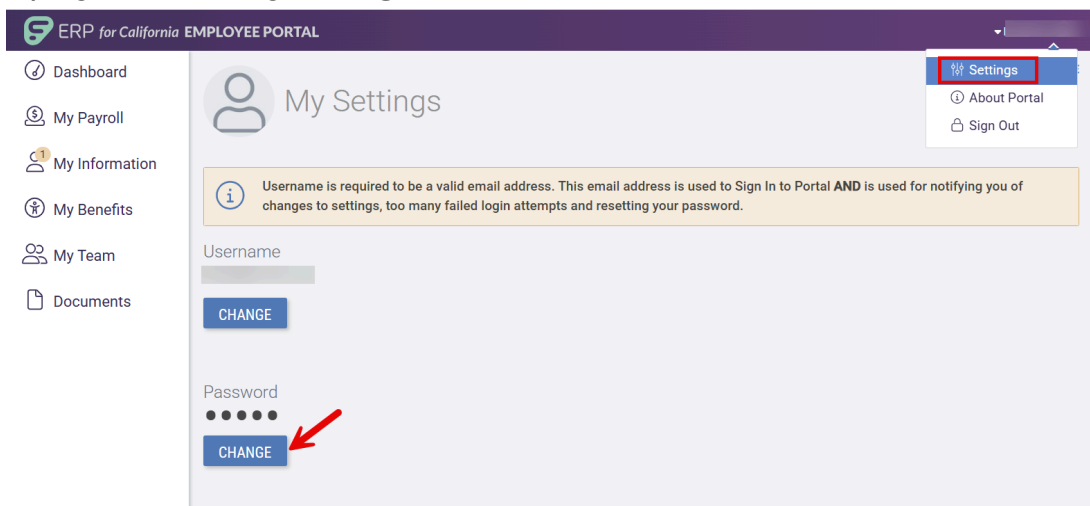
After creating a new password and confirming it, click **Reset**.

Check your email for the confirmation code and enter it in the Portal. You will have 5 minutes to enter the code.

Once you have successfully logged in to the Portal, you may be asked to choose an Organization if you have worked in multiple school districts. Use the dropdown to select your district, and then click SELECT. Once you are logged in, you will land on the Dashboard, where you may see any Alerts that your district sends you. You can also select from the menu options on the left-hand side.

Change Password

You can change your password anytime by clicking on the dropdown next to your name on the top right, and clicking **Settings**.



The image shows the 'My Settings' page of the Frontline ERP for California Employee Portal. The header is purple with the logo and text 'ERP for California EMPLOYEE PORTAL'. On the left is a sidebar menu with options: Dashboard, My Payroll, My Information, My Benefits, My Team, and Documents. The main content area is white and contains a 'My Settings' section. At the top right of the main area is a dropdown menu with options: Settings, About Portal, and Sign Out. The 'Settings' option is highlighted with a red box. Below the dropdown is a message box stating: 'Username is required to be a valid email address. This email address is used to Sign In to Portal AND is used for notifying you of changes to settings, too many failed login attempts and resetting your password.' Below this message are two 'CHANGE' buttons. The first button is for 'Username' and the second is for 'Password'. A red arrow points to the 'CHANGE' button for the 'Password' field.

Dashboard

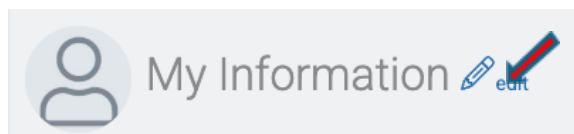
You can explore the various menu options from the dashboard. To view attachments, you may need to turn off your browser's pop-up blocker.

My Payroll

- **Last Pay Period** – Displays summary information from the last pay check, including tax withholding.
- **Recent Paychecks** – Displays a configurable number of months of the employee's gross and net pay, with links to corresponding paycheck snapshots.
- **Reimbursements** - Displays a configurable number of months of employee reimbursements, if processed in AP with the Employee ID.
- **W2 Statements** – Provides links to W2 snapshots for all years processed in the software.
- **1095 Statements** – Provides links to 1095 snapshots for all years processed in the software.
- **Paycheck Calculator** – Allows employees to update their W-4 and DE 4 settings, earnings, and deductions to estimate their net pay.
- **Withholding Changes** – Allows employees to submit a W-4 and DE-4 electronically for approval.

My Information

- **Demographic Information** – Displays employee demographic information from the first tab of the Employee record, including address, phone, and emergency contact. Employees can submit change requests through the Portal for demographic information, including home phone, cell phone, home email, name, address, spouse information, emergency contact information, and more.
 - **Update Demographic Information** by clicking edit on the My Information section.
 - You will be notified by the Human Resources Department when your update has been approved.



- **Assignments** – Lists an employee's past, current, and future assignments.
- **Credentials** - Lists an employee's credentials. Does not include archived records.
- **Education** - Lists an employee's education records, including degrees, trainings, licenses, units, EL authorizations, and assignment options.

- **Requirements** – Lists an employee's requirements, including TB Expiration, Concussion Training, etc.

My Benefits

- **Leave Balances** – sick days, vacation (if applicable), floating holidays (if applicable)
- **Leave uses** - Shows the leave transactions for the balances shown, including pending transactions.
- **Health and Welfare benefits** – Shows the current and past health and welfare benefits from the Employee record.
- **Dependents** - Shows minimal information from the active dependent records for the employee, including the medical flag for ACA purposes.

Documents

- **New Documents** – Displays documents for employee review. Includes response lookups, as appropriate.
- **Document Repository** – Displays a history of documents to which the employee has responded.
- **Employee Notification**-Formerly known as an employee's "Earnings Statement," will be available in the documents section.

Questions or Need Assistance?

Please contact your assigned Payroll Technician:

Araceli Pena - Last Names A-F

Elaine Wen - Last Names G-N

Everardo Siordia - Last Names O-Z