



Absence Management

SIGNING IN

Go to app.frontlineeducation.com. Enter your username and password and click **Sign In**. Or, if applicable, use the organization SSO link.

LOGIN SUPPORT

If you cannot recall your credentials, use the recovery options or click the “**Having trouble signing in?**” link for additional troubleshooting details.

Sign in with a Frontline ID

Frontline Username

Frontline Password

Sign In with Frontline ID

[Forgot Username](#) | [Forgot Password](#)

Having trouble signing in?
[Click here for more information](#)
[Or Sign In with Organization SSO](#)

SEARCHING FOR AVAILABLE JOBS

Review available jobs directly on the homepage or via the “Available Jobs” option in your side navigation. These potential jobs appear in green on the calendar and in list form under the “Available Jobs” tab.

To accept a job, click the **Accept** button beside the absence (or click **Reject** to remove a job from the list).

Absence Management Victoria County School District

Melody Pond Multi-District View

June 2023

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

July 2023

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

August 2023

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

1 Available Jobs **2 Scheduled Jobs** **1 Past Jobs** **0 Non Work Days**

Date	Time	Duration	Location	Filter
Beasley, Pam				
Thu, 6/15/2023	8:00 AM - 5:00 PM	1 Full Day	Victoria County School District Coal Hill School	

GETTING HELP AND RESOURCES

If you have questions, click **Help Resources** in the top purple bar of your application. View your Organization Admin's contact details or select **Frontline Support** to access learning resources.



MOBILE OPTIONS

Mobile App

You have access to the Frontline Education mobile app. This *free* app provides increased accessibility to job alerts and other job acceptance tools. Search "Frontline Education" via the app store to download it and use your system username and password to sign in.

Call Options for Absence Management

To call, dial **1-800-942-3767**. You will be prompted to enter your ID number (followed by the # sign), then your PIN number (followed by the # sign).

If an available job has not been filled by another substitute two days before the absence is scheduled to start, the system will automatically begin to call substitutes and try to fill the job.

When the system calls you, be sure to say a loud and clear "Hello" after answering. It will call about one job at a time, even if you are eligible for other jobs. You can always call in to hear a list of *all* available jobs.

When You Call into Absence Management

- Find available jobs – **Press 1**
- Review or cancel upcoming jobs – **Press 2**
- Review or cancel a specific job – **Press 3**
- Review or change your personal information – **Press 4**

When Absence Management Calls You

- Listen to available jobs – **Press 1**
- Prevent Absence Management from calling again today – **Press 2**
- Prevent Absence Management from ever calling again – **Press 9**
- If interested in available jobs – **Press 1** and enter PIN, followed by the # sign

ADDITIONAL RESOURCES

Sign in and search for the following topics in the Learning Center for next steps:

- | | | |
|-----------------------------------|-------------------------------------|--|
| • Getting Started | • Popular Questions | • Frontline Mobile App |
|-----------------------------------|-------------------------------------|--|



Creating a Multi-District PIN

This article explains how substitutes who work at multiple districts can create a multi-district PIN.



You will use your multi-district PIN to access jobs over the phone and/or to clock in at a kiosk (if your district uses the Time and Attendance system). See [Substitute Login Credentials](#) to learn more.

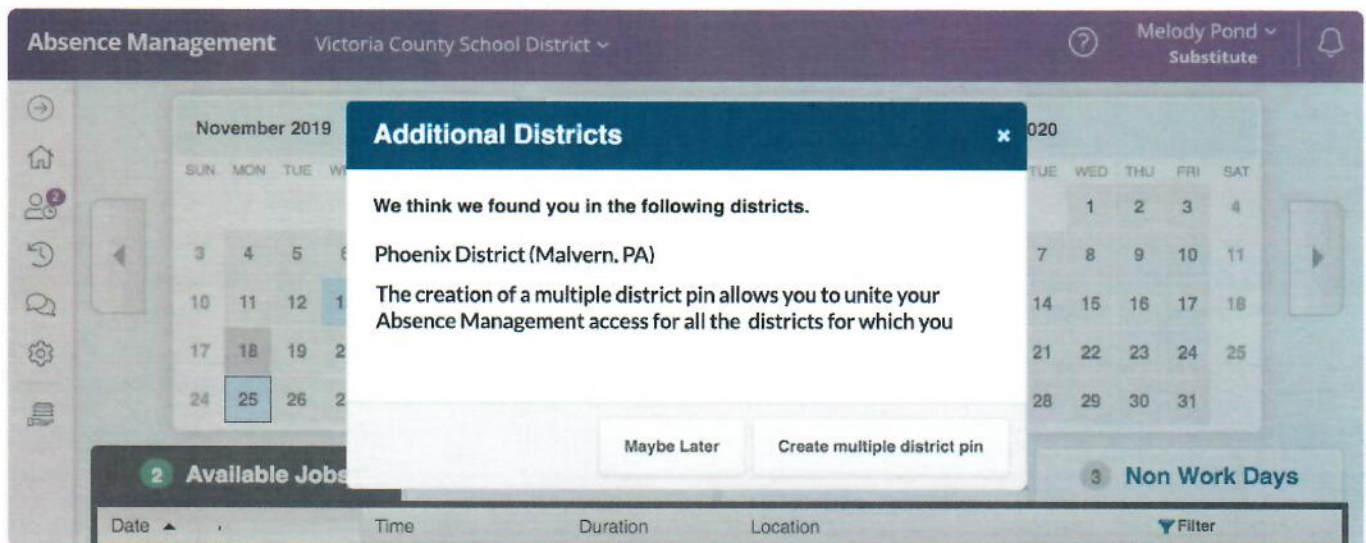
Click a hyperlink below to jump to that topic:

- [Creating the PIN](#)
- [Adding Districts](#)

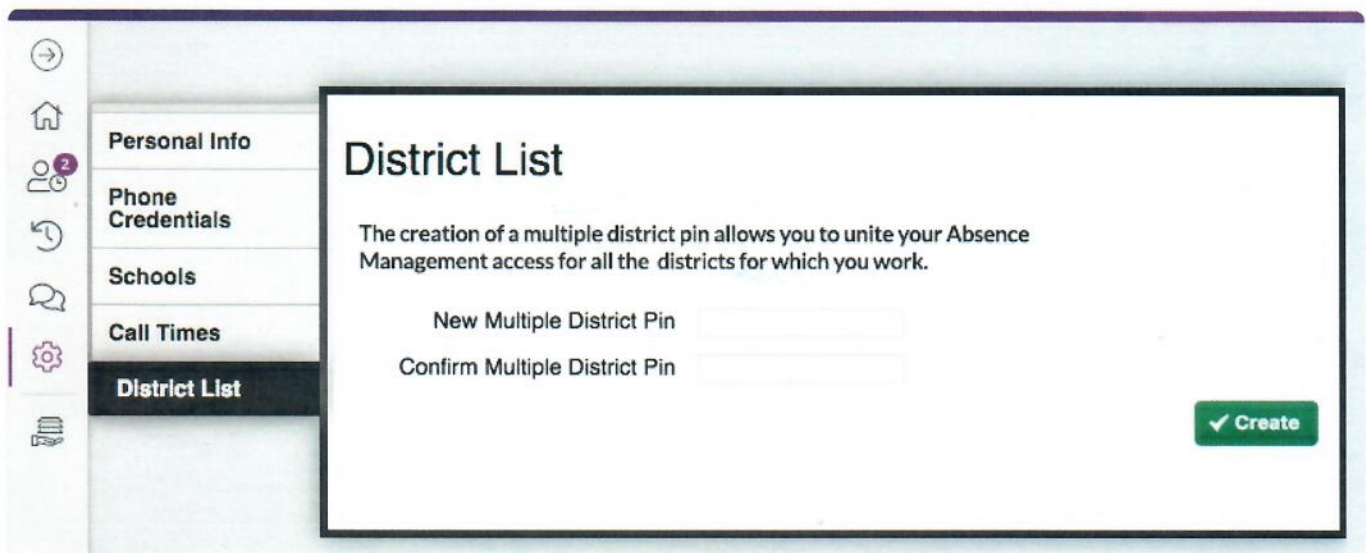
Creating the PIN

Once you sign in, the system will recognize that you work in different districts, and it should issue a prompt to create a multi-district PIN. *Please contact your System Administrator if you do not see this pop-up message.

The prompt will indicate that you belong to multiple districts and provide the option to create a multi-district pin. Click the "**Create multiple district pin**" button to proceed.



On the new page that appears, type your new six-digit numeric PIN, enter it again in the confirmation box, and click **Create** once you are finished.



Adding Districts

After you create your multi-district PIN, the system will prompt you to add the district(s) you are associated with to your district list. Click **Add** to include a district.

Once complete, click **Add a different district**, as needed, to associate yourself with additional districts.



You can always go to **Preferences > District List** to manage your district affiliations. Or, go to **Preferences > Phone Credentials** to view/change your PIN.

The screenshot shows the 'District List' page. On the left is a sidebar with icons for Home, Profile, Settings, and a list of menu items: Personal Info, Phone Credentials, Schools, Call Times, and District List (which is highlighted). The main content area is titled 'District List' and contains the following text: 'We think we found you in the following districts. Do you want to add them?'. Below this, it lists 'Phoenix District (Malvern, PA)' with 'Decline' and 'Add' buttons. There is also a button labeled '+ Add a different district'. At the bottom, it says 'You are associated with the following districts:' followed by 'Victoria County School District (West Chester, PA)'.

Additional Resources

[Using Absence Management as a Multi-District Sub](#)

[Changing or Recovering Your PIN](#)

Changing or Recovering Your PIN

This article explains how to locate, change, or recover your PIN in Absence Management.



The steps to update a PIN remain the same for both standard and multi-district subs.

Click a hyperlink below to jump to that topic:

- [View or Update via Preferences](#)
- [Retrieve Via PIN Recovery](#)

View or Update via Preferences

To locate or change your PIN, select the **Preferences** option in your application's side navigation.

Absence Management Victoria County School District ▾

NAVIGATION ⏪

- Home
- Available Jobs
- History
- Feedback
- Preferences**
- Resource Library >

June 2024

WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4							1
8	9	10	11	2	3	4	5	6	7	8
15	16	17	18	9	10	11	12	13	14	15
22	23	24	25	16	17	18	19	20	21	22
29	30	31		23	24	25	26	27	28	29
				30						

From the Preferences page, select the **Phone Credentials** option on the left.

Absence Management Victoria County School District ▾ ? Melody Pond ▾
Multi-District View

⏪

- Personal Info
- Phone Credentials**
- Schools
- Call Times
- District List

Phone Credentials

The phone ID and PIN listed below are only used to sign in to the Absence Management phone system as a multiple district substitute.
[Learn More](#) about why you have separate phone sign in credentials.

Phone (login id): 4845556863

Multi-District Phone PIN: 675837

New PIN:

Confirm New PIN:

The system provides your phone login ID, as well as your current PIN and the option to change it. If you need to change your PIN:

- Enter a new, 6-digit PIN in the "New PIN" field.

- Re-enter it in the "Confirm New PIN" field to verify.
- Click **Save Changes**.

Phone Credentials

The phone ID and PIN listed below are only used to sign in to the Absence Management phone system as a multiple district substitute.

[Learn More](#) about why you have separate phone sign in credentials.

Phone (login id): 4845556863

Multi-District Phone PIN: 675837

New PIN:

Confirm New PIN:

Clear Form

✓ Save Changes

Retrieve Via PIN Recovery

If you are unable to log in and view your phone credentials, you can request they be sent to your email from the [Absence Management PIN webpage](#).

Pin

Not sure what your ID is? - Try your phone number.

Click 'Email PIN' to have your PIN emailed to you.

Employee Type

Phone

First Name

Last Name

Email PIN

- Select the **Substitute** option from the "Employee Type" dropdown.
- Enter the phone number affiliated with your account
- Include your first and last name.

- Click the **Email PIN** button.

The system will send a recovery email where you can view your PIN.

Next Steps: See [Substitute Login Credentials](#) to learn the difference between your PIN vs a Frontline ID account.