Employee Guide

Frontline™ Absence Management Solution

Kelly Education

Frontline Education's Absence Management Solution Reference Guide for School District Employees

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Frontline Education's Absence Management Solution Reference Guide for School District Employees

Welcome!

Kelly Education® is pleased to present Frontline Education's Absence Management Solution. The system is available through the Internet or telephone (via Interactive Voice Response system - IVR) creating an easy-to-use system for absence management. Among several other available features, you can use the system to communicate and report on employee absences. For your convenience, the system is available 24 hours a day, 7 days a week. This guide details the functionality for both the Internet and telephone features.

Guide Content

In this guide you will learn how to:

- Access the system via the Internet, telephone, and Mobile App
- Record an absence, modify an absence, and cancel an absence
- View your schedule
- Change your profile and update personal information
- View your absence history
- Obtain assistance

First Things First

A: Verify Your Name and Title Recordings

You must verify your name and title recordings regardless of whether you use the Internet or the IVR system. Your recorded name and title are used during the scheduling process to provide assignment information to the substitutes.

To verify your name and title recordings, have your ID number and PIN ready. **Your ID number and PIN have been provided by your school administrator.**

Step 1: Call 1-800-942-3767.

Step 2: Enter your ID number followed by the **#** sign.

Step 3: Enter your PIN followed by the **#** sign.

Step 4: Press **5** from the Main Menu to review or change your personal information.

Step 5: Press **1** to hear your current recording (or your name spelled if you have not recorded your name). If you wish to change your recording:
- If you wish to update your recorded name and title, proceed to **Step 6.**
- Press **2** to leave your recording as is and return to the main menu (skip remaining steps).

Step 6: Press **1** and the system will prompt you to record your name and title. Please record your name, grade, and the subject you teach.

Step 7: After recording, the system will provide the following options:
- Press **1** to save the recording.
- Press **2** to erase and re-record your name and title.
- Press **3** to return to the Change Personal Information Menu without saving.

For more information on reviewing and updating your personal information, refer to Section N: Reviewing or Changing Your Personal Information.

Internet Feature of the System

B: Accessing the System

Step 1: Log on to the Kelly Education Web site on the Internet at kellyeducation.com

Step 2: Click on the **Employee Login** link and select **Frontline Login**.

Step 3: Enter your Frontline ID and Password in the appropriate fields. **New users will receive an email invitation from Frontline to create a Frontline ID and Password.**
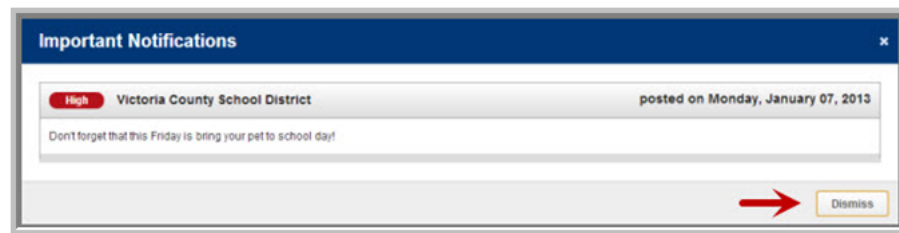

Step 4: Click **Sign In.** This will log you on to the System and take you to your customized home page.
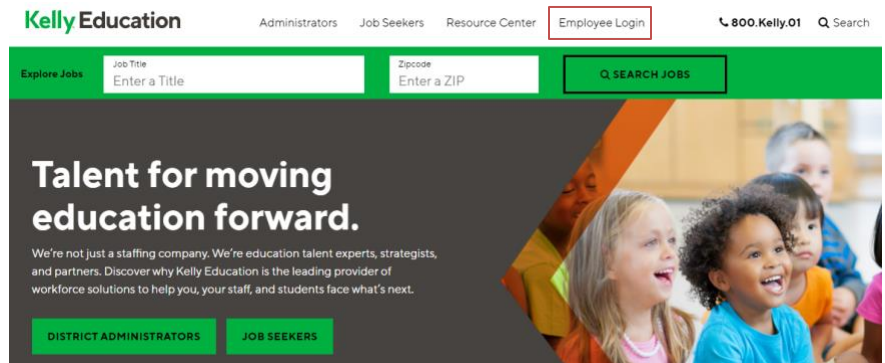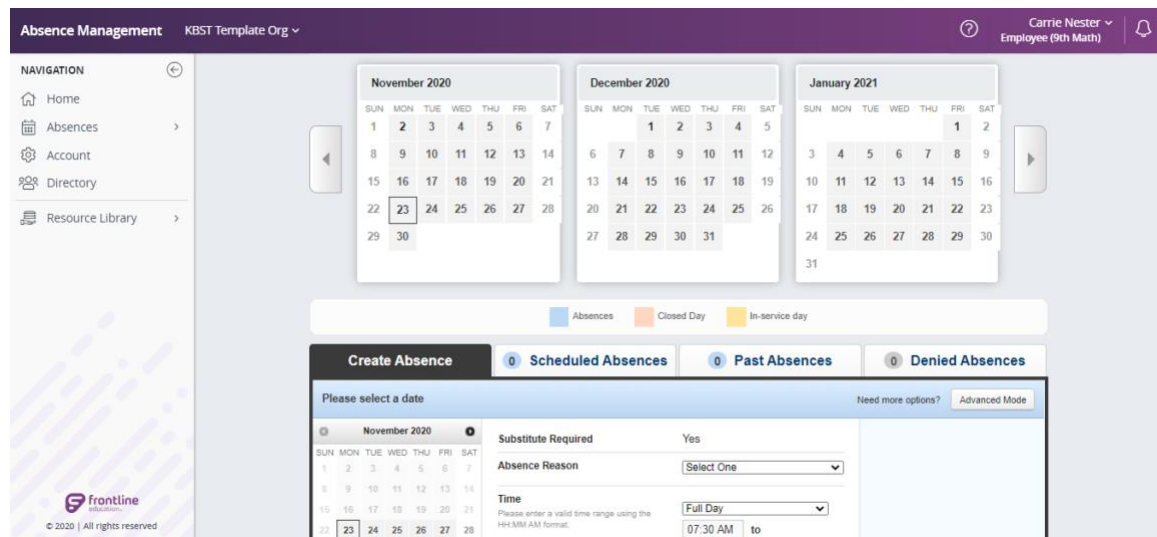
C: Home Page

Web Alerts

When logging in, important notifications may pop up. Notifications are used by your Kelly Education office to notify you of important information. This information can be re-visited by clicking the bell icon for notifications in the purple bar.

Once you have dismissed your Web Alerts you will be able to view your home page.

A: Top Bar

At the very top of your home page you will see a purple bar. Clicking on the arrow next to your name will allow you to view your profile settings or log out of the system. If your district users Time & Attendance, you'll have an arrow next to Absence Management to switch between the applications. This is called the application switcher. For district using additional Frontline solutions that don't appear in the application switcher, there will also be an arrow next to the organization name to click on to switch between Frontline organizations. Clicking on the bell icon displays any unconfirmed notifications.

Application Switcher   **Role Switcher**

Absence Management KBST Template Org ⌄	⑦ Carrie Nester ⌄ ⌃
	Employee (9th Math)

Organization Switcher   **Notifications**

B: Side Navigation

The side navigation menu will help you navigate quickly to the different areas in AESOP.

- **Home (house icon):** Takes you back to your home page.

- **Absences:** Takes you to the absence creation page.

- **Account:** Takes you to where you can change your personal info, change your PIN, and view your preference list.

- **Directory:** View your absence approvers (if applicable).

NAVIGATION   ⊖

⌂ Home

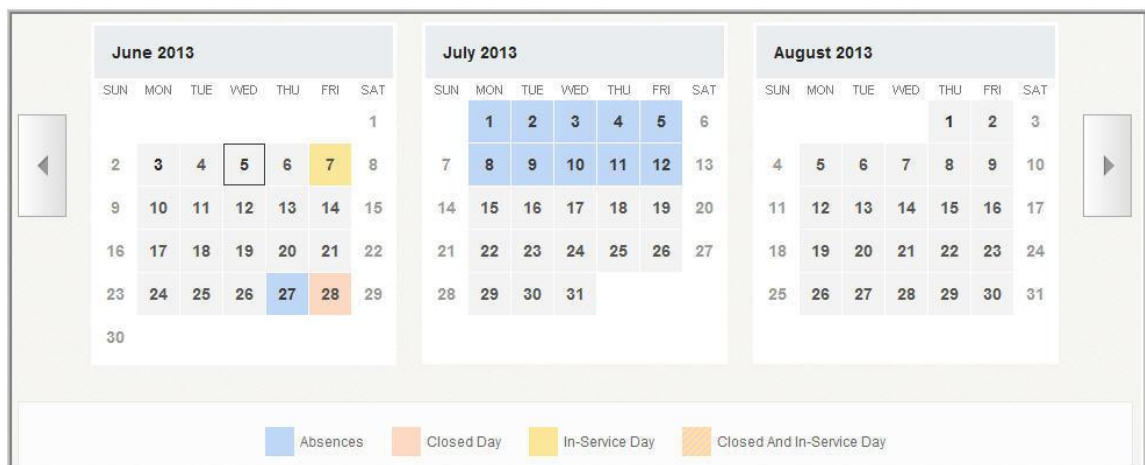▦ Absences   >

⚙ Account

👥 Directory
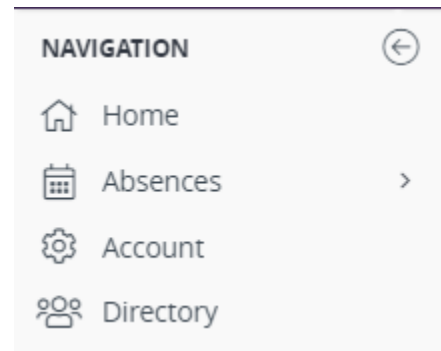
C: Calendar

The main part of the home page is the calendar. The calendar is color coded to show the dates you are scheduled to be absent and the dates your school is closed.

▢ Absences	▢ Closed Day	▢ In-Service Day	▨ Closed And In-Service Day

You can view the details for a specific day by clicking on the date. You can scroll to another month by clicking the right/left arrows on either side of the calendar.

June 2013	July 2013	August 2013

Absences   Closed Day   In-Service Day   Closed And In-Service Day

D: Absence Tabs

Below the calendar are the Absence Tabs. These tabs allow you to create a new absence, view scheduled, and past absences and view denied absences (if applicable).

- **Create Absence:** Create a basic absence right from the Home Page.

- **Scheduled Absences:** View a list of upcoming absences that you have already scheduled.

- **Past Absences:** View your past absences for the past 30 days.

- **Denied Absences:** View any absence requests that were denied by your approver (if applicable).

D: Recording an Absence

To record an absence, you will need the absence date(s), absence reason(s), and the absence start and end times. Your default start and end times were provided by your school administrator.

Note: If you are attempting to create an absence for today after your school's cutoff time (typically within one hour of the school's scheduled start time), the system will not allow you to record the absence. Please contact your Kelly Education office or your school administrator to enter the absence.

Step 1: Scroll down to the **Create Absence** tab on your home page.

Step 2: Update the following absence information:

- **Dates:** Using the calendar, select the day(s) you will be absent.

  - If the absence is longer than the threshold set up by your district, please contact your Kelly Education office or school administrator directly to record the absence.

- **Substitute Required:** Toggle the **Sub Required** slider to No if you do not require a substitute.

- **Absence Reason:** Select the appropriate Absence Reason from the drop-down list.
- **Time:** Select the type of absence from the drop-down list (Full Day, Half Day AM, Half Day PM, or Custom).
- **Notes:** You have the ability to leave notes for the sub, such as the location of the lesson plan.
- **File Attachments:** To attach a Word, Excel, or PDF file to the absence, click the Browse button and locate the file you want to attach. Once you select your file, click the Open button. If you would like to include a description, type the name of the file in the Description field.

Step 3: Save the absence by selecting one of the following options:

- **Create Absence:** Click the Create Absence button to save the absence and allow the system to find a substitute for you (if one is required).
- **Create Absence and Assign Sub (if applicable):** Click the Create Absence and Assign Sub button to save the absence and assign a pre-agreed upon substitute. Use the search box to search for subs that are qualified and available to fill your absence. Once you start typing in a last name into the search box, matches will drop down below the box.
    - When assigning a specific substitute, you must first contact the substitute directly to verify their availability. When a substitute is manually assigned, they are not notified by the system, so it is imperative they are directly contacted.

Once the absence is saved you will see a message at the top of your screen which will include the confirmation number. The confirmation number ensures that you completed the process correctly, and can be used later to retrieve the absence details.

E: Viewing Your Absence History

The system will keep a list of your absences from the past 30 days under the **Past Absences** tab on your home page.

Step 1: Click the **Past Absences** tab on your home page.

Step 2: Click on the Confirmation # or the View Details button to view the absence.

If you need to see your absence history from more than 30 days ago you can click the **View More** link at the top of the list.

F: Modifying an Absence

The number of fields you can modify is dependent on the status of the Absence:

- If the absence has a substitute assigned (the absence is Filled), you can only change the Absence Reason and Notes fields.

- If the absence does not have a substitute assigned (the absence is Unfilled), you can change the Date(s), Absence Reason, Absence Type, and Start and End times.

Note: If you need to change any other field not listed above, or you need to cancel or change the absence after the start date, please contact your Kelly Education office.

Step 1: Click **Scheduled Absences** on your home page's **Absence Tabs**.

Step 2: Click the confirmation number of the future absence you want to modify. Past absences cannot be modified.

Step 3: Click the **Edit this Absence** button**.**

Step 4: Click **Save** to finish modifying the absence.

G: Cancelling an Absence

Future absences can be cancelled in Frontline. If you would like to cancel an absence, you can do this on the scheduled absence page or on the "Absence Details" page. On either page, simply click the "delete" button to cancel the absence. If it is too close to the absence start time or the absence was in the past the "delete" button will not appear, and you will need to contact your Administrator or Kelly Education Scheduling Team.

Create Absence	1 Scheduled Absences	0 Past Absences	0 Denied Absences

Date	Reason	Location	Duration	Time			
CONFIRMATION # 376150464	UNFILLED / UNAPPROVED	📄 📎			✓ Assign Sub	✗ Delete	View Details
26 Sep 2019	Professional Dev	Apple Elementary School	⟳ 08:00	8:00 AM – 4:00 PM			

Absence	Available Subs

Edit Absence		✗ Delete
September 26 at Apple Elementary School	⌃ NEXT STEPS	⌃

You will be asked to select a Cancel Reason, enter Cancel Notes and then click the green Yes box if you wish to continue with the cancellation of the absence.

Confirm ✗

| Select Cancel Reason	Business Decision ▾
Enter Cancel Notes	
For the Absence	#376150464

✓ Yes   No

H: Preferred Substitutes

Under the Account option in the side navigation bar you can view your Preferred Substitutes. This is an optional feature that gives you a measure of control over which substitutes are offered the opportunity to fill in for you when you are absent. Substitutes who are included on your Preferred Substitutes list are given preferential treatment by Kelly Education when attempting to find a substitute for an absence that you register.

Your ability to view and edit the Preferred Substitutes list is determined by your school district. Please contact your school district or Kelly Education office if you have questions regarding your ability to view or edit the Preferred Substitutes list.

Viewing Your Preferred Substitutes List

Step 1: Click **Account>Preferred Substitutes** from your home page to display your preferred substitutes.
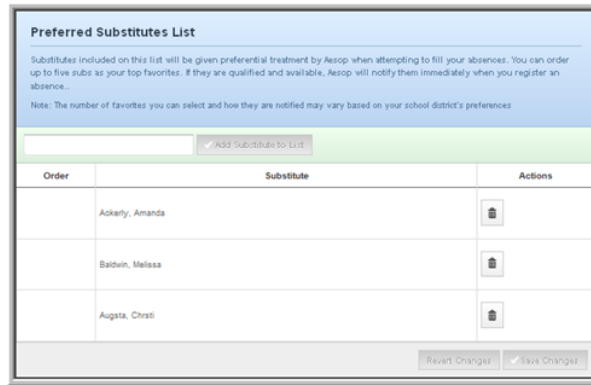
Note: Including a substitute on this list does not guarantee that the substitute will be assigned to your absence, only that they will be the first substitutes to be contacted by the automated IVR system and Kelly Education teams.

Adding a Substitute to the Preferred Substitutes List

Step 1: To add a new substitute to your preferred list, start typing the name of the sub in the search box.

Step 2: Once the desired substitute is found, click **Add Substitute to List.**
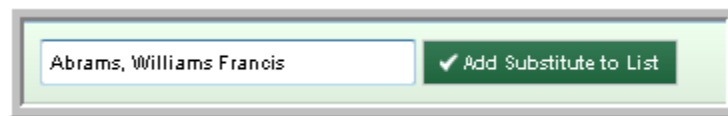
Step 3: Click the **Save Changes** button to add the substitute to your list.

Removing a Substitute from the Preferred Substitutes List

Step 1: Click on the **Trash Can** icon to the left of the substitute you would like to remove.

Step 2: Click on the **Save Changes** button to remove the substitute from your list.

I: Updating Your Absence Management Account Information

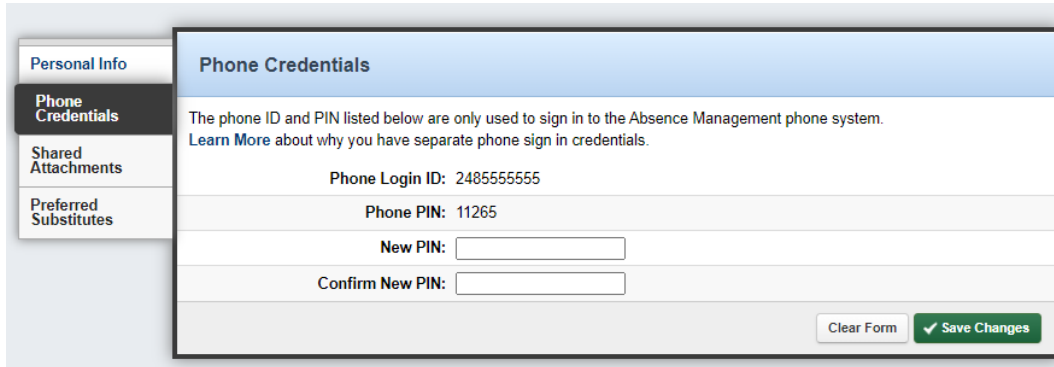### View and Modify Your Personal Information

Step 1: From the side navigation, click **Account>Personal Info.** The system will display your current information. Depending on the organization settings you may be able to edit your phone and/or email address.

Step 2: Once your changes have been made, click **Save**.

Note: If you update this information be sure to also make sure it's updated within your Frontline ID account and any other Frontline application your district uses. You may need to contact your school administrator for assistance with applications other than Absence Management.

Update your Phone Credentials

Update your phone/IVR pin on this screen.

Step 1: From your side navigation, click **Account>Phone Credentials**

Step 2: Enter your new PIN in the **New Pin** field.

Step 3: Retype your new PIN in the **Confirm New Pin** field.

Step 4: Click **Save Changes** to update your Phone Pin.

IVR Telephone Feature of the System

The system is also accessible through IVR telephone technology. You will need a touch-tone telephone to use the IVR system. If you do not have a touch-tone telephone, please contact your Kelly Education office for assistance.

- **Note:** The IVR numerical options may change at any time. Please listen carefully before making a selection**.** Pressing the ***** key will take you back one menu level at any point.

J: Accessing the System

Step 1: Call 1-800-942-3767.

Step 2: Enter your ID number (Phone #) followed by **#** sign.

Step 3: Enter your Phone PIN followed by the **#** sign.

      Note: Your ID number and PIN have been provided to your school administrator.

Step 4: Once you are logged on to the system, you will hear the following options:

- Press **1** to create an absence (see Section J).
- Press **3** to review upcoming absences (see Section L).
- Press **4** to review a specific absence (see Section M).
- Press **5** to review or change personal information (see Section N).

For all other functions, please log on to the system via the Internet or contact your Kelly Education office for assistance.

K: Creating an Absence

Step 1: Press **1** from the Main Menu to record an absence.
- Press **1** to enter an absence for today.
  - This option is only available before your school's cutoff time (typically one hour before school starts). The system will not allow you to record an absence for today after the cutoff time. Please contact your Kelly Education office to record the absence.
- Press **2** to enter an absence for tomorrow.
- Press **3** to enter an absence for another day. The system will prompt you to enter the day of the month on which your absence begins.
  - This option will only allow you to record absences for the next 30 days.
- Press **4** to record an absence for Monday.
  - This option is only available when you are logged in on Fridays and Saturdays.

Step 2: Enter the number of days for the absence.

- If the absence is longer than five days, please contact your Kelly Education office.

Step 3: Enter a start and end time for the absence by selecting one of the following:
- Press **1** for a full day absence (your default start and end times were provided by your school administrator).
- Press **2** for a half day AM.
- Press **3** for a half day PM.
- Press **4** to enter specific start and end times.

Step 4: Select the reason for the absence.

Step 5: The system will confirm the details of the absence and provide the following options:
- Press **1** if correct.
- Press **2** to erase and re-enter.
- Press **3** to cancel.

If the absence is a multi-day absence, the system will prompt you to enter a date for the next day of the absence, or you may accept the default date.
- Press **1** if the details are the same as the previous date.
- Press **2** to change some of the details.
- Press **3** to change all of the details.

Step 6: (If this step does not apply, you will be automatically forwarded to Step 8). Before saving the absence, the system will confirm the details of the absence and provide the following options:
- Press **1** to assign a specific substitute.
- Press **2** to allow the system to locate a substitute.

Note: In order to assign a specific substitute, you must first contact the substitute directly to verify their availability and to request their 10-digit phone number.

Step 7: Enter the substitute's 10-digit telephone number including area code and press #. Confirm the telephone number you entered by pressing 1. Select the appropriate substitute name by pressing the appropriate number.

Step 8: The system will save the absence and give you a confirmation number. The confirmation number ensures that you completed the process correctly, and can later be used to retrieve the absence details.

L: Reviewing Upcoming Absences

Step 1: Press **3** from the Main Menu to review upcoming absences.

Step 2: You will hear the following options if you have absences scheduled:
- Press **1** for absences scheduled for today.
- Press **2** for absences scheduled for tomorrow.
- Press **3** for absences scheduled for the next 30 days.

Step 3: After the system has played the details of your absence, you will have the following options:
- Press **1** to hear more about the absence if it is a multi-day absence.
- Press **2** to hear the information again.
- Press **4** to listen to the next absence, if applicable.
- Press **4** to return to the Main Menu.

M: Reviewing a Specific Absence

Step 1: Press **4** from the Main Menu to review a specific absence.

Step 2: Enter the confirmation number of the absence you wish to review.

Step 3: The system will repeat the confirmation number you entered and provide the following options:
- Press **1** if the confirmation number is correct. The system will read the absence details.

- Press **2** to re-enter the confirmation number.

Step 4: After you hear the information, the system will provide the following options:

- Press **1** to hear more about the absence if it is a multi-day absence.
- Press **2** to hear the information again.
- Press **3** to cancel the absence
- Press **5** to return to the previous menu.

N: Reviewing or Changing Personal Information

Press **5** from the Main Menu to review or change your personal information. You will hear the following options:

- Press **1** to change your name and title recording.
- Press **2** to change your PIN.

Changing Your Name and Title Recording

Note: If you change your name and title recording, you must also update your title in your Web profile. (Refer to Section H for instructions)

Step 1: Press **1** to hear your current recording (or your name spelled if you have not recorded your name).

- Press **1** to change your recording.
- Press **2** to leave the recording unchanged.

Step 2: Press **1** and the system will prompt you to record your name and title. Please record your name, grade, and the subject you teach.

Step 3: After recording, the system will provide the following options:

- Press **1** to save the recording.
- Press **2** to erase and re-record your name and title.
- Press **3** to return to the Change Personal Information Menu without saving.

Changing Your PIN

Step 1: Press **2** to hear your current PIN.

- Enter a new PIN followed by the **#** sign.
- Press ***** to leave your PIN unchanged.

**Step 2:** The system will repeat the PIN you entered.

- Press **1** if the PIN is correct. The system will save your new PIN.
- Press **2** to re-enter your PIN.

Frontline Mobile App

All users are able to download the free Frontline Education mobile app! The app provides increased accessibility to features such as absence creation, Leave Balance recognition, and multiple absence tracking tools.

O: Getting Started

1. Go to the App Store or Google Play and search 'Frontline Education'.
2. Click "Get Started" (this will only appear the first time you log in)
3. Enter your login credentials, including your Frontline ID and password.
4. If you don't know your password, use the forgot password button at this link to reset.
   *Once signed in, you may be prompted to select an organization.
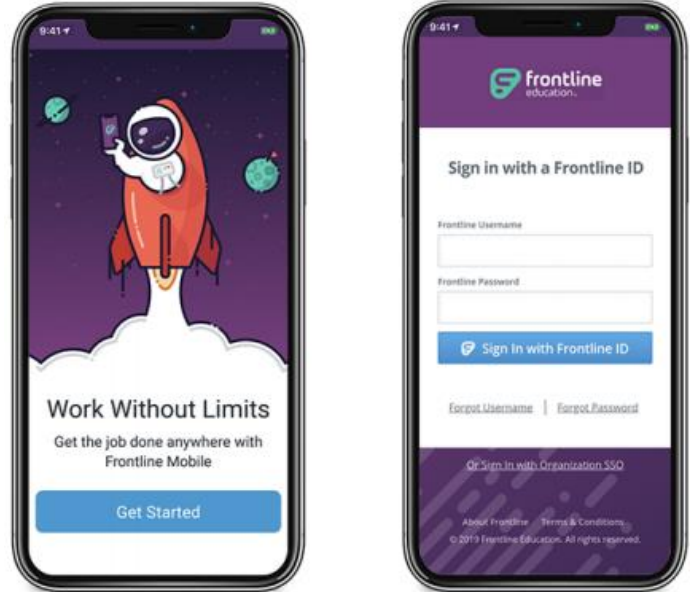
P: Homepage

The homepage displays information applicable to your account. Possible features include current absences, scheduling an absence, and if enabled for your organization, leave balance details. If your organization is using Time & Attendance you may also see options for clocking in/out and timesheet details.
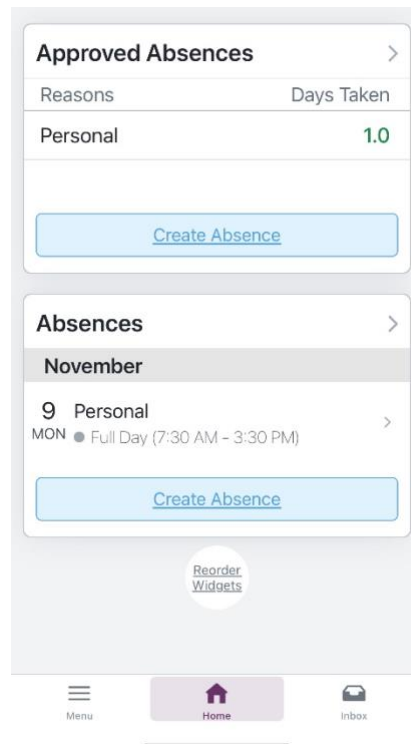
Q: Menu/Side Navigation

The Menu option options a side navigation bar where you can access the tools and settings available to you.

- Absences: The page includes upcoming, past, or denied absences and the option to schedule an absence. View available Paid Time Off (if leave balances are enabled) and any approved absences (if absence approval is enabled).
- Calendar: View any upcoming absences
- Inbox: View web alerts posted for your organization(s)
- Help Center
- Settings: View your district information or log out of the app

If your organization uses the Time & Attendance solution, then you may also see the menu items Time Clock and Timesheets.
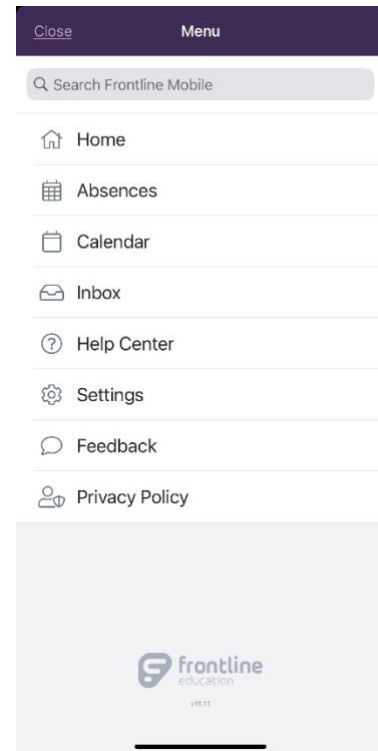

R: Creating an Absence

You can create a new absence through one of two options within the app. Click Create Absence directly from the home page (as seen in the first image) or access the Menu and select the Absences option. From this page, you can press the "+" button (as seen in the second image).
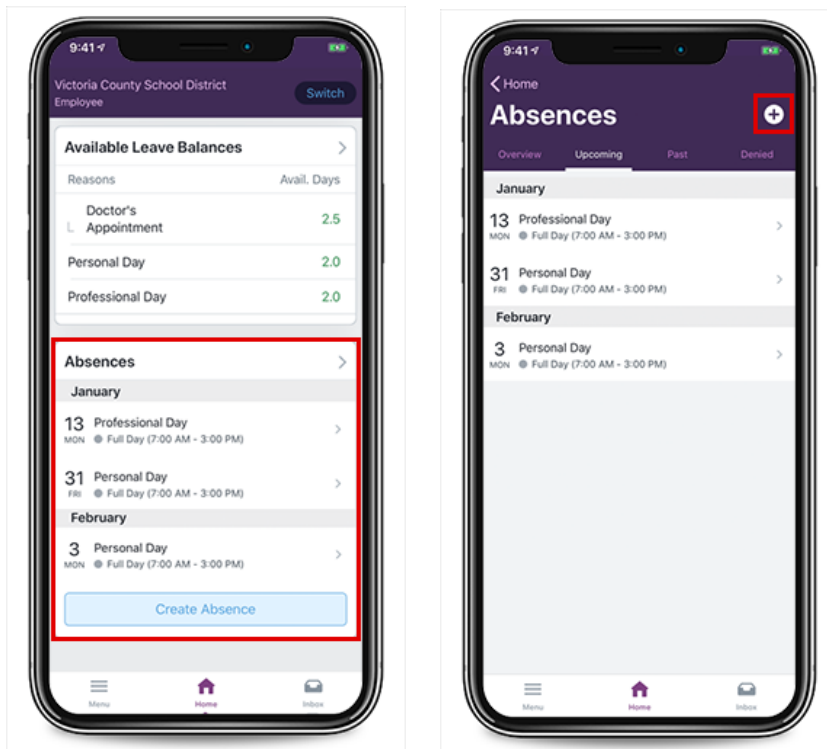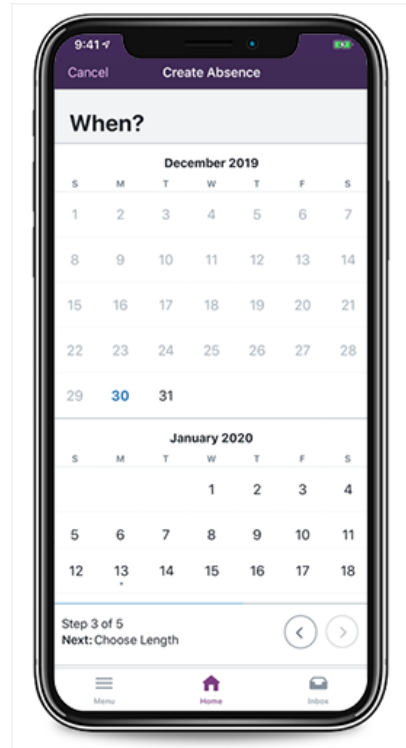
Absence Creation Steps

This selection opens **Step 2** of the absence creation process. From here, you will select an absence reason and then press the arrow in the bottom right corner to proceed.
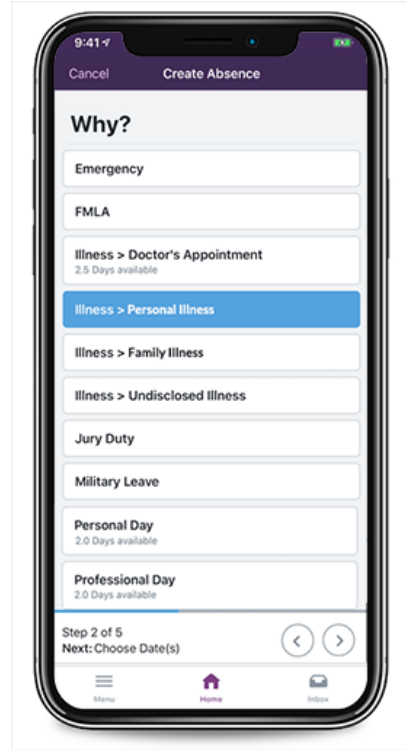
Step 3 defines when the absence will take place. Select a date (or date range) from the calendar and press the arrow in the bottom right to proceed.

Step 4 determines the absence's duration.

You can choose from a list of timeframes that include "Full Day," "Half Day AM," "Half Day PM," and/or "Custom." If you select the "Custom" option, you can select the pencil icon beside the start and end time to indicate the alternate timeframe. **Please note that all options may not be available for all users based on your districts system requirements.**

Once you are finished, press the right arrow to continue.
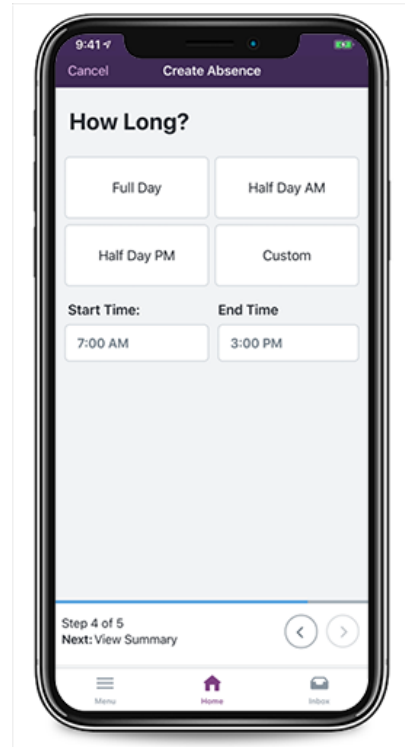
Step 5 prompts you to identify whether a substitute is required. Select the "Yes" or "No" option based on your position's requirements and press the right arrow to proceed.
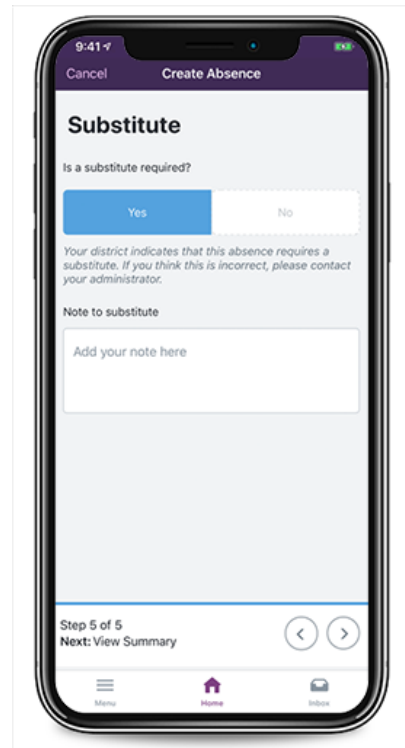
Step 6 the final Summary page provides an overview of the selections you made. These details include the location, absence reason, timeframe, and confirmation for whether a substitute is required. You can also include a personal note to the administrator prior to submitting the absence.

Once you are ready, press Submit Absence to create the absence request. A confirmation message will appear.
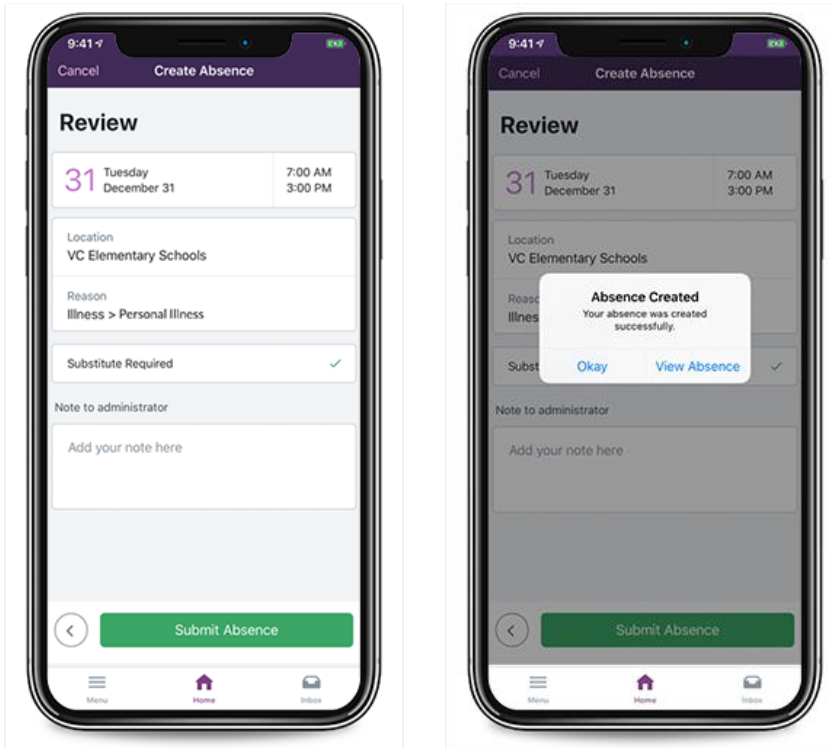
If you select the "View Absence" option, the app will display the absence details (e.g. approval status, confirmation number, etc.). Review these details, as needed, and press Edit (in the top left corner) if any adjustments need to be made. Otherwise, press the Home button at the bottom to return to the homepage.
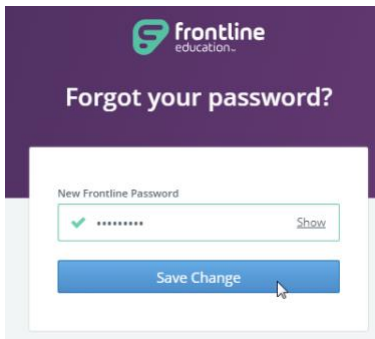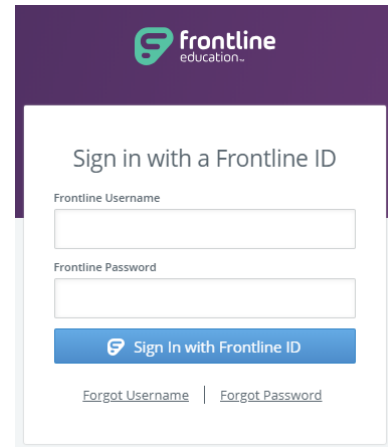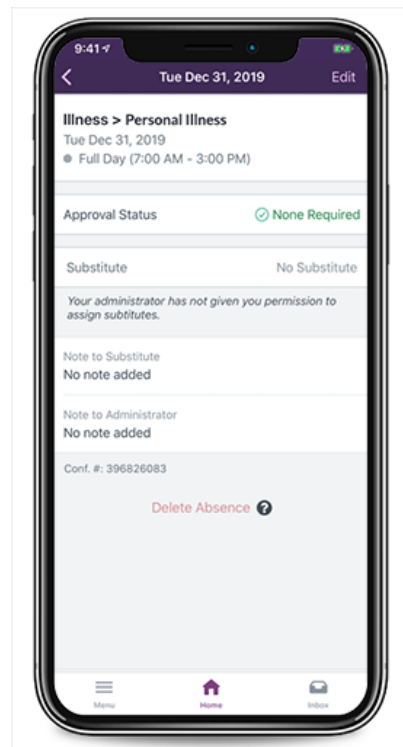
General Information

S: Troubleshooting

Resetting Passwords

Administrators cannot view or change users' passwords. To change your password, you must select the "**I forgot my PIN or password**" link on the Frontline Absence Management login page.

You will be asked to provide your Frontline username, and the system will then email you a link to click on. The link will redirect you to a password reset page where you can create a new password.

If you receive an error that your Frontline username cannot be found, go to http://app.frontlineeducation.com and try the "Forgot Password" link on that login page.
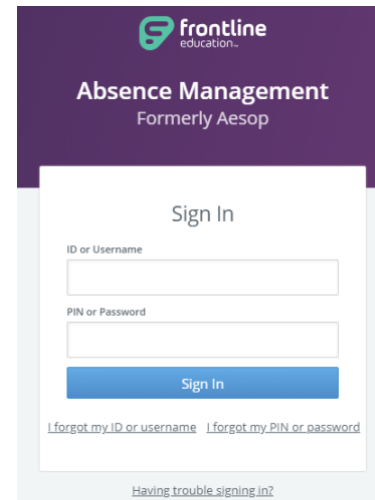
Recovering Usernames

Users can recover their Frontline username(s) by selecting the "**I forgot my ID or username**" link on the Frontline Absence Management login page.

You will be asked to provide the email address associated with your account, and the system will then email you a list of your usernames.

If you receive an error that your Frontline username cannot be found, go to http://app.frontlineeducation.com and try the "Forgot Username" link on that login page.

Merging Multiple Frontline Accounts

Some users may accidentally create more than one new Frontline ID account. If this occurs, you can simply sign in through one of these new Frontline ID accounts, select the dropdown beside your name in the top right corner of the page, and click **Account Settings**. Then, select the **Applications** link from the side menu.
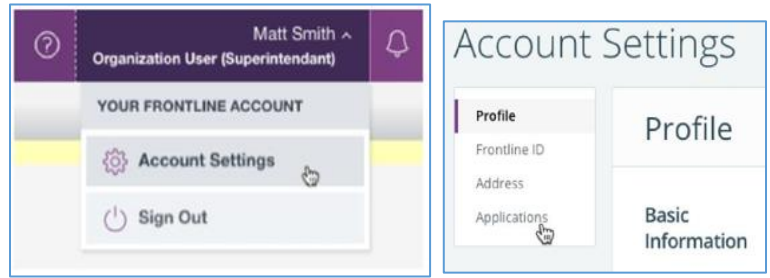
This page lists any applications currently associated with the Frontline ID account. You can click the **merge your accounts** link to associate any additional accounts you use.
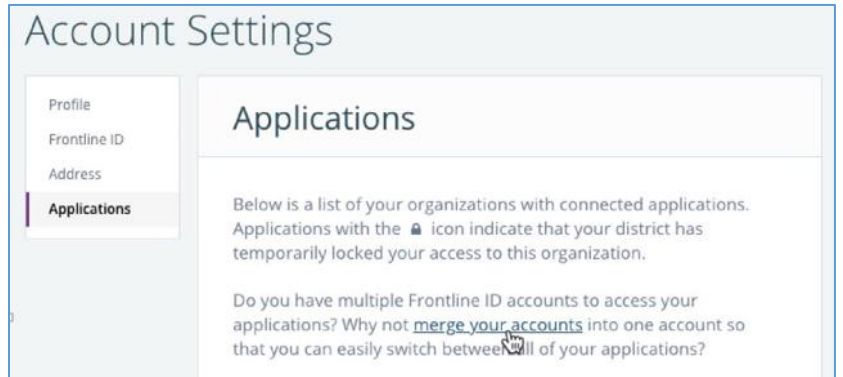
A pop-up box displays. Enter the username and password for the additional Frontline ID account(s) you created and click **Verify & Add Account**.
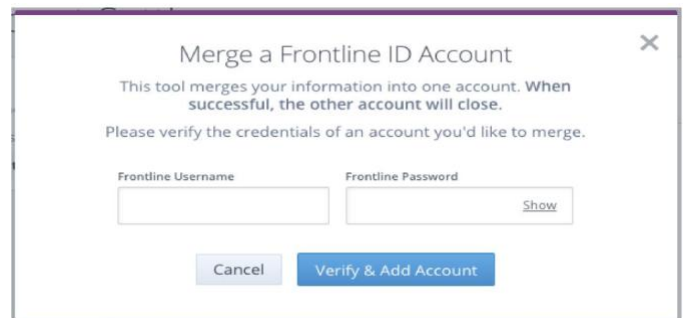
This action merges that secondary account (and the application(s) associated with that account) into this single account. Once complete, you will have the ability to switch between applications while remaining signed in.

T: Need Help?

Contact your Kelly Education office to:
- Cancel or modify an absence when the delete option does not appear in Frontline.
- Ask questions regarding Kelly Education or the use of the system.

We look forward to providing you the convenience of Frontline Education's Absence Management Solution. Please share your feedback with your Kelly Education office. Thank you!

✄ Cut out and save these quick reference cards:

Kelly Education

Via the Internet

- Go to kellyeducation.com
- Click **Employee Login** then select **Frontline Education Login** and enter your Frontline ID and Password in the appropriate fields.
- This feature allows you to:
  - Record an absence
  - View your schedule
  - Change your profile/update personal information
  - Obtain assistance

Via the Interactive Voice Response System (IVR)

- Dial 1-800-942-3767 and log on to the system by entering your ID number and Phone PIN*****
- This feature allows you to:
  - Record an absence
  - Review upcoming absences
  - Review a specific absence
  - Review or change your personal information

*Your ID number and Phone PIN have been provided to your school administrator.

Kelly Education

Frontline for Employees

- Report an absence via kellyeducation.com or call 1-800-942-3767.
- For technical difficulties, call Kelly Education during regular business hours.

Phone Number	States Supported
(800) 991-5157	CT, DC, DE, IL, IN, KY, MA, MD, ME, MI, NH, NJ, NY, OH, PA, RI, VA, VT, WV
(800) 528-0049	AL, AR, FL, GA, KS, LA, MO, MS, NC, OK, SC, TN, TX
(800) 713-4439	AK, IA, ID, MN, MT, ND, NE, OR, SD, WA, WI, WY
(248) 971-1474	AZ, CA, CO, HI, NV, UT
(505) 883-6873	NM