Absence Management Administrator Guide

Frontline Absence Management Solution

teachers ON CALL®

A Kelly® Education Company

Frontline Education's Absence Management Solution
Reference Guide for Administrators

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Frontline Education's Absence Management Solution
Reference Guide for Administrators

Welcome!

Teachers On Call, Kelly Education Company® is pleased to present Frontline Education's Absence Management Solution. Absence Management has many features that allow you to efficiently manage your employees' absences and substitute requests. For your convenience, the system is available 24 hours a day, 7 days a week. This guide details the Frontline Absence Management functionality for school district administrators partnering with Teachers On Call. Please note that administrator permissions can vary based on the requirements of each school district and you may not have access to all features outlined in this guide.

Guide Content

In this guide you will learn how to:

- Access the system
- Enter an absence
- Modify an absence
- Cancel an absence
- View and Edit Preferred Substitutes
- View the Daily Report
- View the Day of Week Absence Analysis
- View the Absence Summary Report
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- View the Employee Register
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- Reset Your Password
- Obtain assistance
- Monitor absences
- Utilize Report Writer for Special Reporting
- Approving Absences
- Accessing the System via IVR Feature
- Frontline Mobile App

Internet Feature of the System

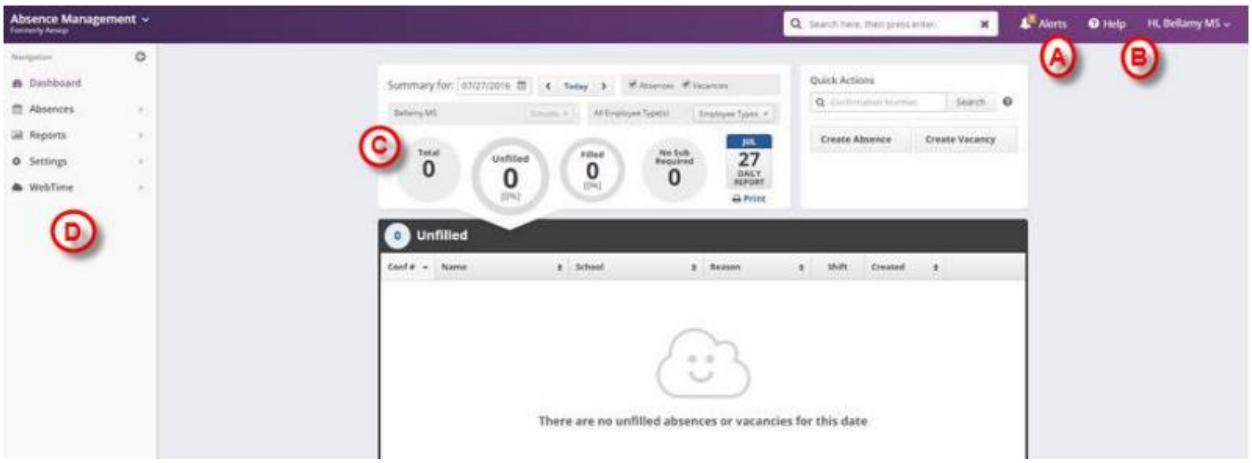
A: Accessing the System

Step 1: Log on to the Frontline website: https://app.frontlineeducation.com.
Step 2: Enter your Frontline ID and Password in the appropriate fields. If you have not yet created your Frontline ID and password, please look for a separate email from no-reply@frontlineed.com to create your account.
Step 3: Click Sign In. This will take you to your Absence Management home page.

B: Absence Management Home Page

Home Page

- On your home page there is an **Alerts Menu (A), Help box (B),** the **Interactive Calendar (C),** and the absence management **Side Navigation (D).** (See screenshot below)
- The **Alerts Menu** may contain important notes from your School District or from Teachers On Call.
- The **Help Box** contains information on who to contact in your district office and a link to Frontline Support resources.
- The **Interactive Calendar** will display the days your school is closed. If the calendar requires updates, please contact your District Administrator or Teachers On Call. Scroll to another month by clicking on the right/left arrows in the upper corners of the calendar.
- The **Side Navigation** shows the functions available to you, which are listed on the left side of the home page (e.g., Create Absence, Daily Report).
- The **Search Bar** at the top of the home page is dynamic, allowing you to search for Absence Confirmation numbers, employee names/emails/phone numbers, and school names.



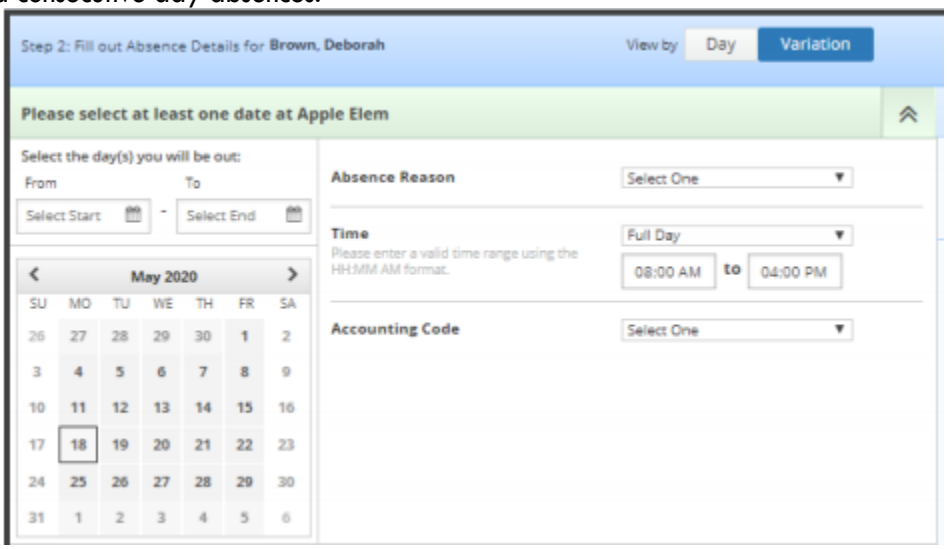
C: Entering an Absence

As an administrator, you can enter absences for your employees. To enter an absence, you will need the employee's name, the absence start and end dates, the reason for the absence, and the absence start and end times. The default start and end times were collected during your school district's system set up.

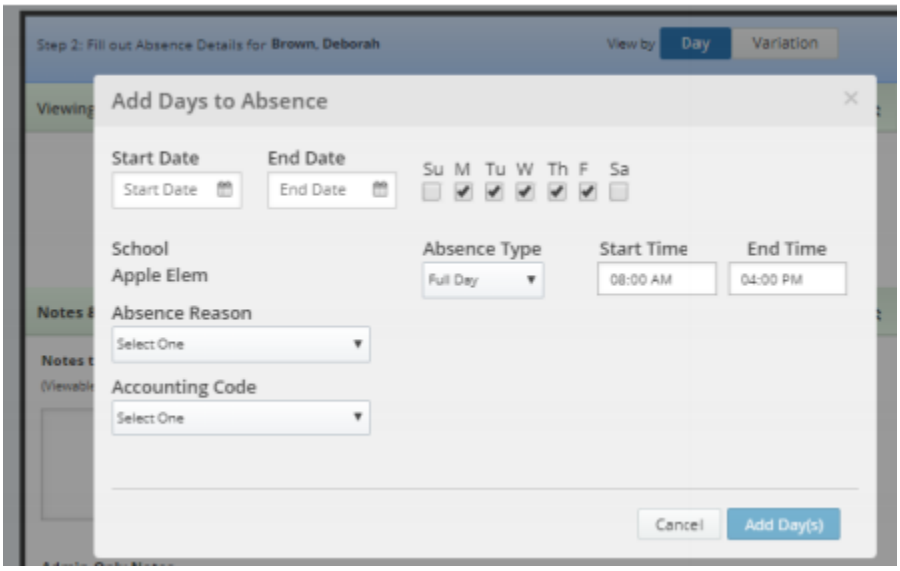
Step 1: Click Create Absence function under the Quick Actions box on the home page. Or click on the Absence side navigation tab and go to Create Absence.
Step 2: Select the first letter of your employee's last name or enter the first few letters of the last name in the space provided.
Step 3: Select an employee by clicking the employee's name. Then click on Fill Out Details.

There are **Day** and **Variation** view options for creating absences – click the Day/Variation buttons at the top of the next screen to switch between views. The system will remember your preference and default to your preferred view for future absences.

Variation View: Allows you to select one or multiple days from an interactive calendar. Best for single day absences and consecutive day absences.



Day View: Allows you to enter a start and end date range for one or multiple days, with check box options to choose which days of the week are included in multiple day absences. Best for non-consecutive multiple day absences.



Step 4: Enter the absence information as follows:

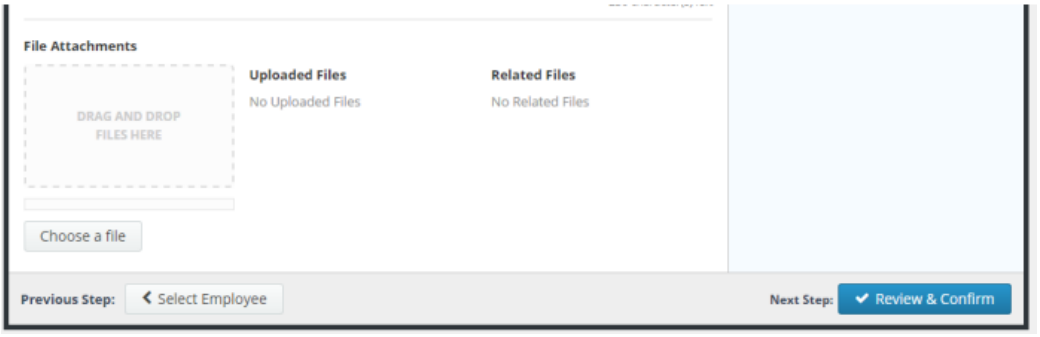
- Length of Absence – Enter the Start and End Dates. In **Variation View**, you can also click the calendar icon to select the start and end dates. To create an absence for multiple days, you can click your mouse over the first day and drag your mouse to the final day of the absence, or manually click each day for non-consecutive day absences. By default, the system will display the next available absence date.

Note: Please be aware if you are creating past absences within the system to mark the Substitute Required option as "No" or assign the appropriate substitute that filled the assignment.

- School – if you have district access to the system, select a school or all schools
- Absence Reason – Select the absence reason from the drop-down list
- Absence Type – Select the type of absence (Full Day, Half Day AM, Half Day PM, Custom)
- Start Time – To customize, select the employee's absence start time
- End Time – To customize, select the employee's absence end time

Step 5: You can add notes for the substitute such as the location of the lesson plan or specific classroom instructions. The notes can be read by anyone (e.g., substitutes, employees, and Teachers On Call) who views the absence. *In cases where permissions allow, you will be able to also see the Admin-Only Notes box as well as the Notes to Administrator box.

Step 6: *(Optional) To attach a document to the absence, click the Choose a File button and select the document you wish to upload.

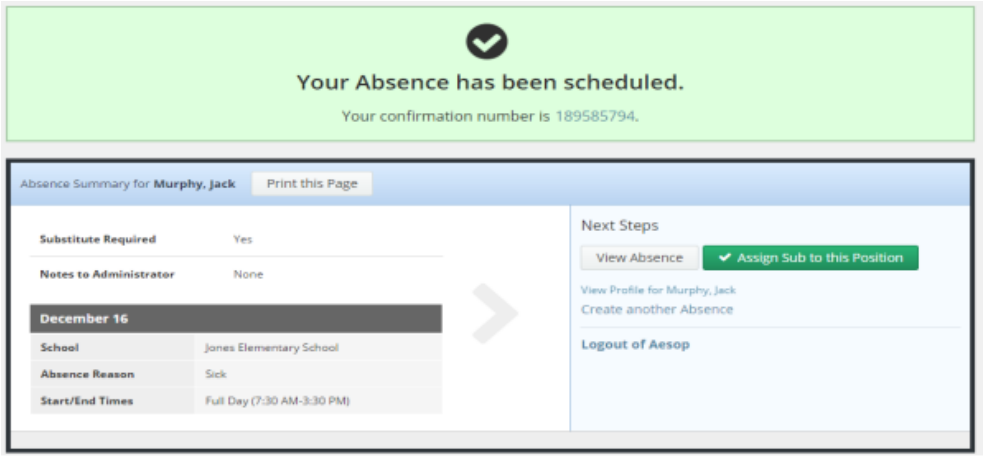


Note: Documents attached to an absence can be in doc, docx, pdf, xls, or xlsx format and no larger than 600KB. An absence can have more than one attachment linked to it. An attachment will be deleted from an absence after 10 days of the assignment completion.

Step 7: Click Review & Confirm when all required absence information is provided.

Step 8: If all information is correct, you can click on Create Absence or Create Absence and Assign Sub (see additional notes below regarding the Assign Sub option).

Once saved, the system will assign a unique confirmation number to the absence. You may want to record this number to review absence history details (e.g., current status, time the absence was created, the substitute's name if the absence is filled or closed) at a later date. The confirmation number can also be retrieved from the Daily Report or Absentee Report. If a substitute is needed, the system will begin finding a substitute for the absence.



Assigning Prearranged Substitutes (if applicable)

Note: Only assign a substitute to an absence if you have already spoken with the substitute and arranged for the coverage. When a substitute is manually assigned, they are not notified by the system, so it is imperative they are directly contacted.

Step 1: Click **Create Absence and Assign Sub**.
Step 2: Type the first letter of the substitute's last name in the **Search for Substitute** box or scroll down to see available and qualified substitutes.
Step 3: Locate the substitute's name you wish to assign. Click **Assign**.

Step 4: The system will ask you to confirm that you have already communicated the position with the substitute you are about to assign. Click **Assign** again if you have confirmed with the substitute.

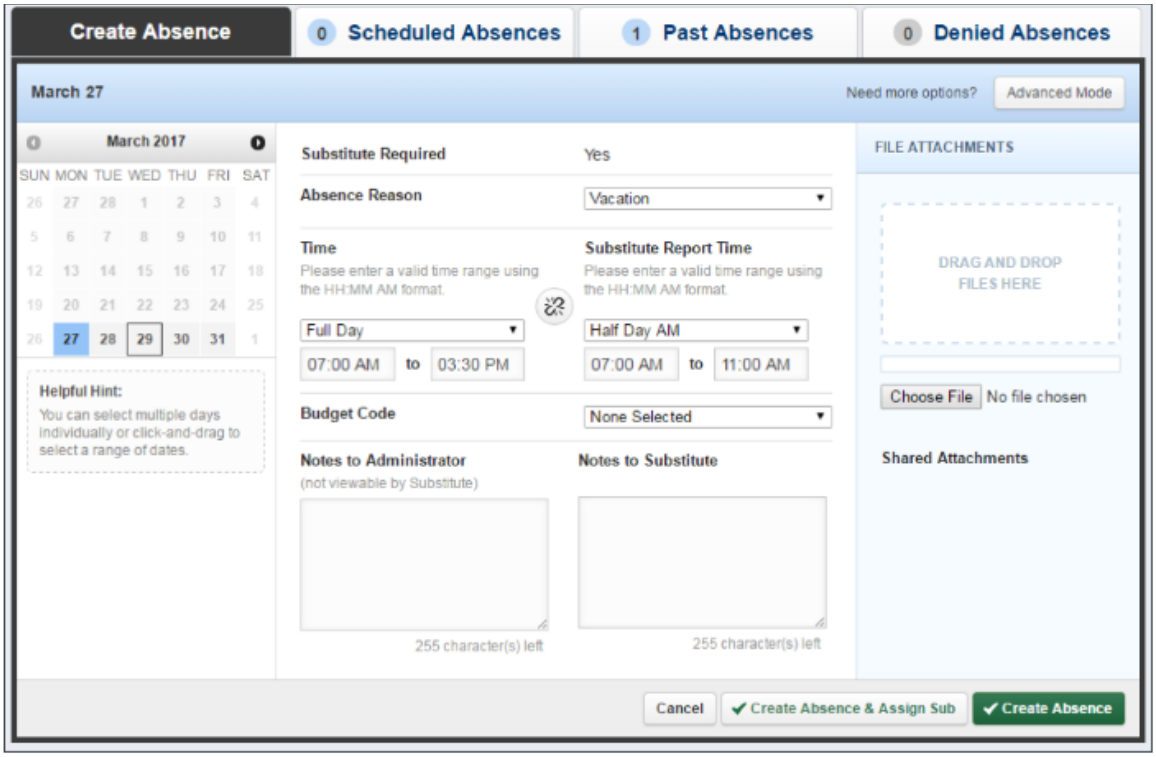
The system will save the absence and give you a confirmation number. The confirmation number ensures that you completed the process correctly and can later be used to retrieve the absence details.

Utilizing Substitute Report Time

As a Campus User, you have the ability to adjust the sub's report time. This may be necessary in the following situations:

- If a sub is not required to be at the school for the full duration of the employee's absence.
- If an employee will be gone for less than 4 hours but a substitute is needed, the sub's time can be adjusted to 4 hour since they receive the 4-hour minimum.
- If a substitute arrives late (is tardy) to their position --- please also notify Teachers On Call so that we can document this in the sub's attendance file.
- If a sub leaves early from the position/you do not need them to stay for the remainder of the day.

Step 1: Once clicking into the absence, click 'Edit'. Then you will see the chain link (circled in red below), click the chain link.



Step 2: You will then see the chain link has 'opened', allowing you to change the sub's report time without changing the employee's time. Once you have adjusted the sub report time as needed click Save.

Key Things to Remember when Using the 'Substitute Report Time' Feature:

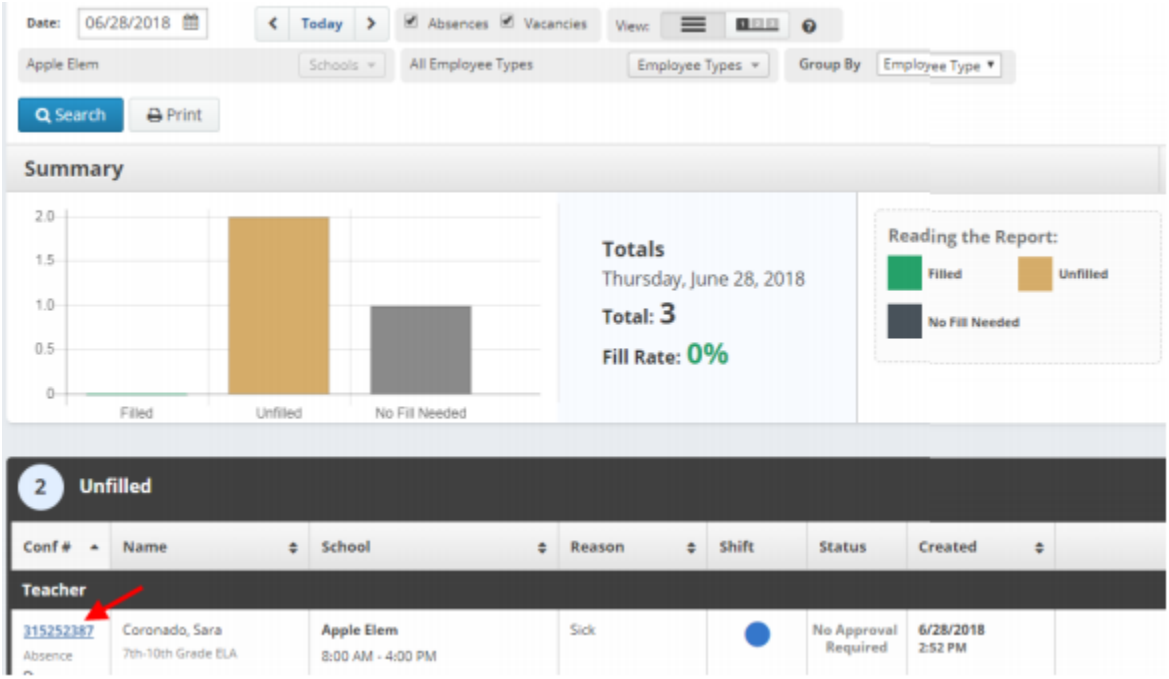
1. Teacher Employees:
    a. If you need to be gone for less than 4 hours, set the substitute report time to a half day (4 hours).
    b. If you need to be gone for any time over 4 hours, please set the Substitute Report Time to a full day.
2. Paraprofessional/Aide Employees:
    a. If you need to be gone for less than 4 hours, set the Substitute Report Time to a half day (4 hours).
    b. If you need to be gone for any time over 4 hours, Substitute Report Time should match your hours. Substitute paraprofessionals are in quarter hour increments after the 4 hour mark.

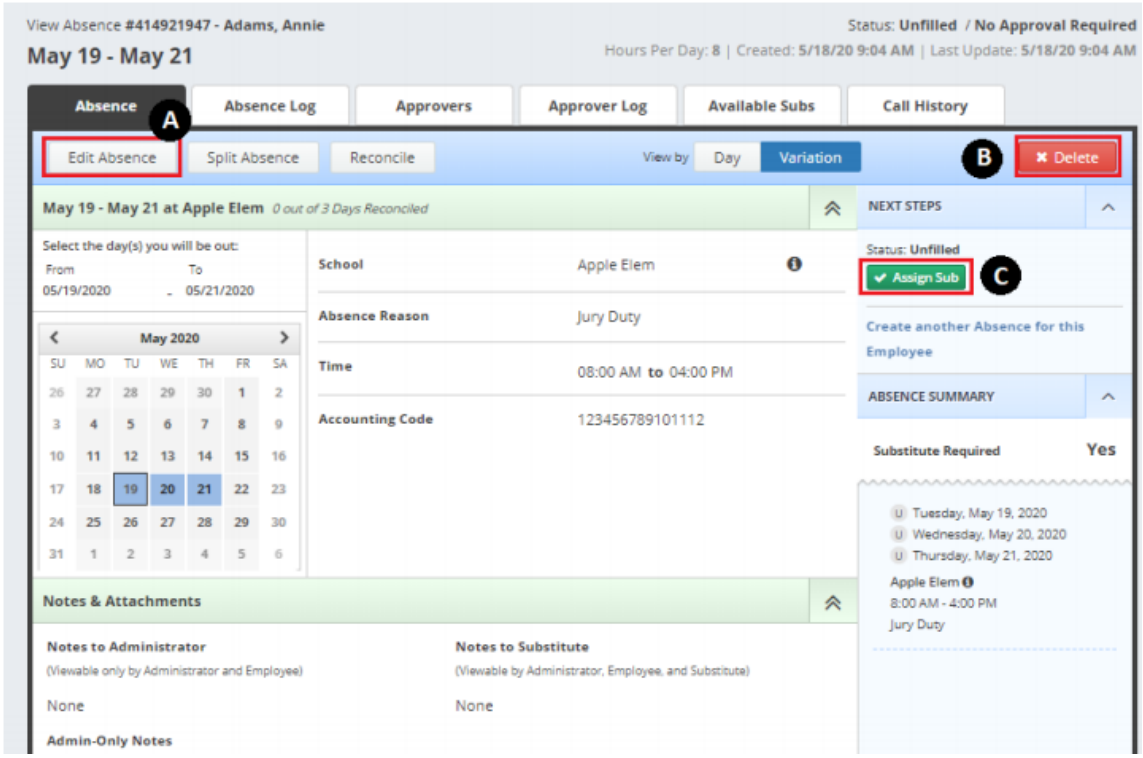
D: Modifying an Absence

Step 1: Click on the **Quick Actions** box on the home page and input the confirmation # to bring up a specific absence.

OR On the home page screen, the absences for the current date will display in four sections: **Total, Unfilled, Filled**, and **No Sub Required.** (By clicking on Total, it will bring them all up in a list format.) Absences currently on hold, in which a substitute is being considered, will display in the Unfilled section. You can select another date, school (if applicable), enter a confirmation number or filter by employee type.

Step 2: Click the confirmation number link to view details of specific absences. (For additional information on how to use this screen, please refer to the **Monitoring Absences** section at the end of this guide.)





A: Modify an Absence: Click "Edit Absence", update the desired information and click "Save"
B: Cancel an Absence: Click "Delete" if you wish to cancel the absence.
C: Assign a Substitute: Click "Assign Sub" if you have a prearranged sub to place on the absence.

There are **Day** and **Variation** view options for modifying absences – click the Day/Variation buttons at the top of the next screen to switch between views. The system will remember your preference and default to your preferred view for future absences.

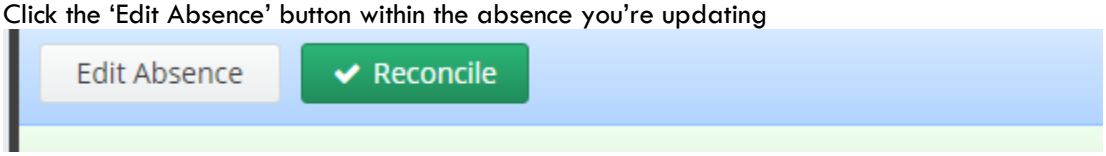
Placing an Absence on Hold

In the event that Teachers On Call was unable to place a substitute in an open assignment at your building for the day, and you've arranged internal coverage, the best course of action will be for you to place the assignment in a 'Hold Indefinitely' status.

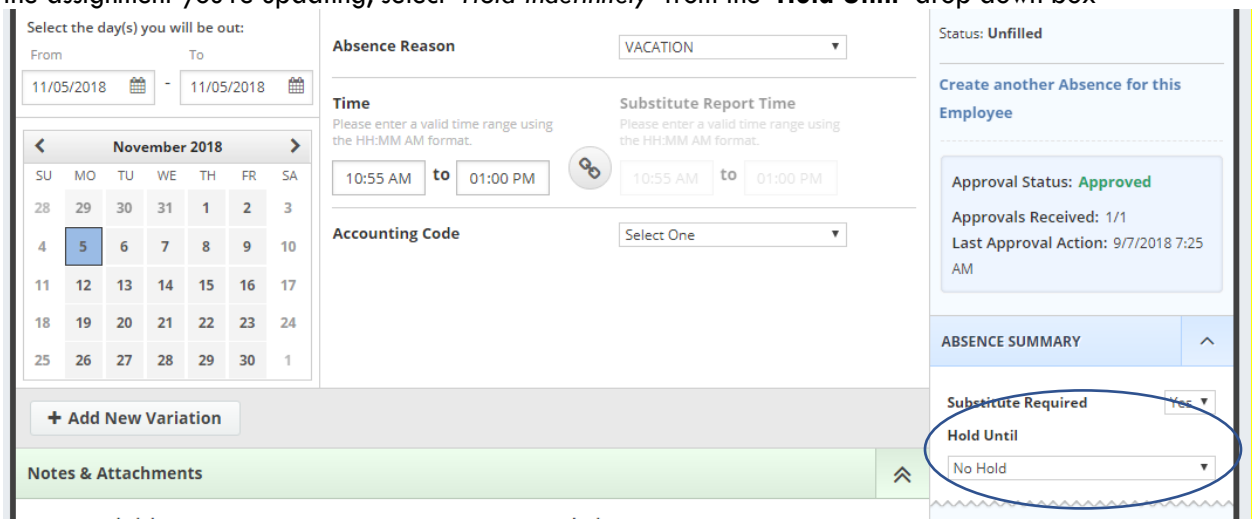
What this does, is indicates to Teachers On Call staff that you have arranged internal coverage, and are no longer in need of assistance with finding a sub for that assignment, while removing the assignment from the substitutes' visibility. It also leaves the position as 'Unfilled', which helps to ensure all reporting done by Teachers On Call accurately reflects filled and unfilled assignments at each building.

In the event you are no longer in need of sub coverage from Teachers On Call for any given same-day assignment, please take the following steps.

1. From your home screen, click on the confirmation number of the absence that you'd like to place on hold.
2. Click the 'Edit Absence' button within the absence you're updating



3. From the editing screen, under the **'Absence Summary'** section on the bottom, right hand side of the assignment you're updating, select '*Hold Indefinitely*' from the **'Hold Until'** drop down box



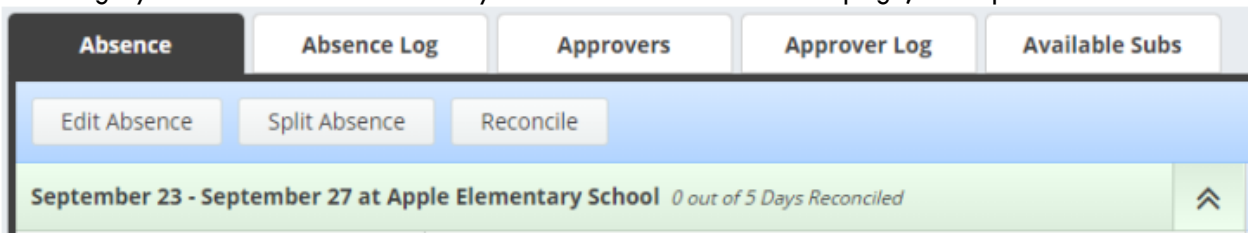
4. Save the Absence

***Note:** Any assignments that have passed will not have the option to be 'Held'. Please utilize the 'Hold' feature for same-day absences where internal coverage has been arranged if you no longer wish for TOC to search for coverage. You can also contact the Talent Services team at 800.713.4439, option 1 – we can help place an assignment on hold too.

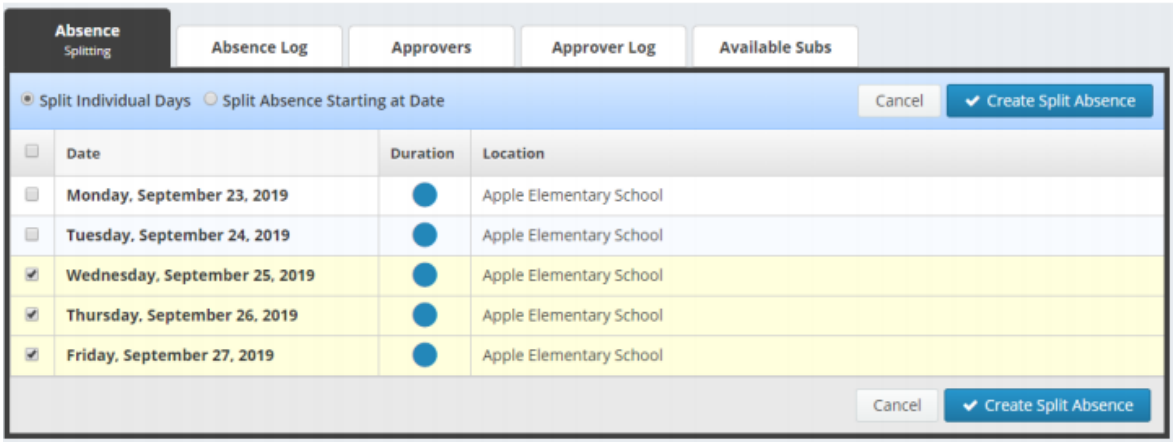
E: Splitting an Absence

You can use the "Split Absence" feature to break a multi-day absence into separate absences. A typical use for this would be to break an absence into multiple absences so different substitutes can fill the individual days.

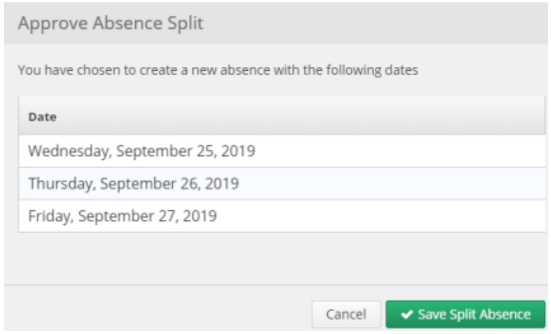
Pull up the Absence needing to be split by clicking on the confirmation number from the dashboard view or searching by confirmation number. Once you're in the "Absence Details" page, click Split Absence.



This will open a new page where you can select the day(s) you would like to split. Check the boxes next to the days you would like to break off as a separate absence. If you want to split off one day as a separate absence, simply click the box beside that day. If you would like to break off multiple days, check all boxes that apply. Then, click Create Split Absence.

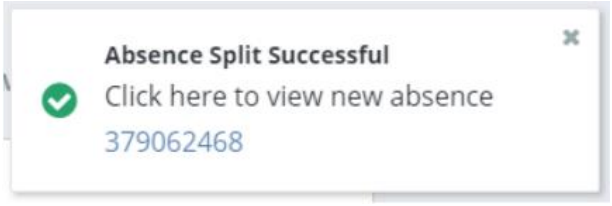


A pop-up window will appear, asking you to confirm splitting the absence. To proceed, click Save Split Absence. To cancel and keep the absence as-is, click Cancel.



Once you have saved the split absences, you will be taken back to the "Absence Details" page. You will see a small pop-up box in the top right corner of your screen letting you know that the split was successful. It will also have the confirmation number for the new split absence.

To be taken to the split absence, click on the confirmation number. To dismiss the message, click the small X at the top right corner of the message.

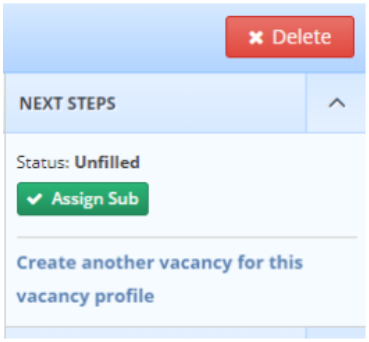


The new absence will carry over the attributes of the absence it was split from. This means things like the approval status, file attachments, budget and accounting codes, and even the substitute if one was already assigned will be the same as

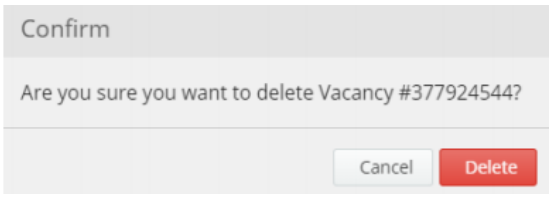
they were in the original absence. Don't forget to edit these details in the new absence if needed.

F: Cancelling an Absence

If you would like to cancel the absence, you can do this on the "Absence Details" page as well. The Delete button will show whether you are in edit mode or not. Simply click the button to delete the absence. If the button doesn't appear please contact Teachers On Call for assistance.



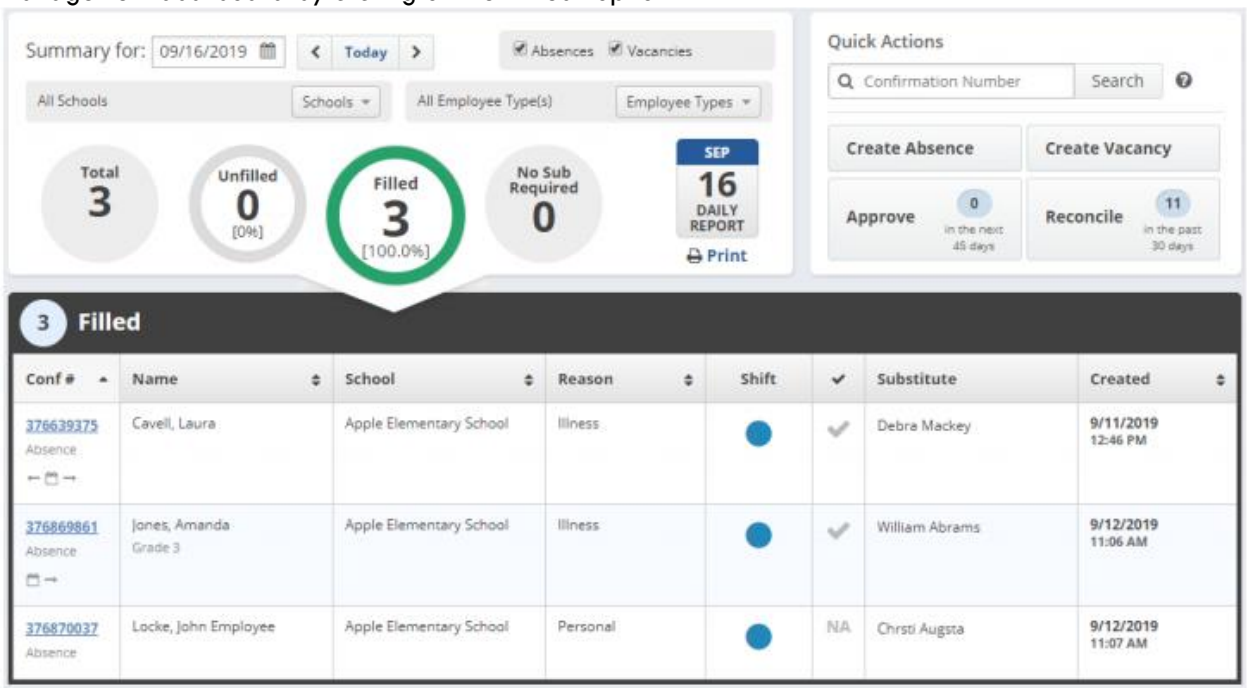
You will be asked to confirm your decision. Click the Yes button to confirm and delete.



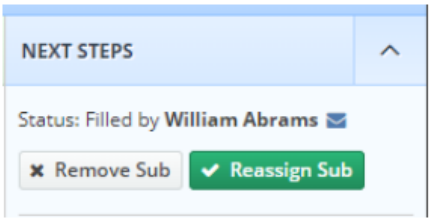
G: Removing a Substitute from an Absence

If plans change for an assigned substitute, you can easily remove that substitute from the absence.

Step 1: Find the absence you want to remove the substitute from. You can do this with your absence management dashboard by clicking on the "filled" option.

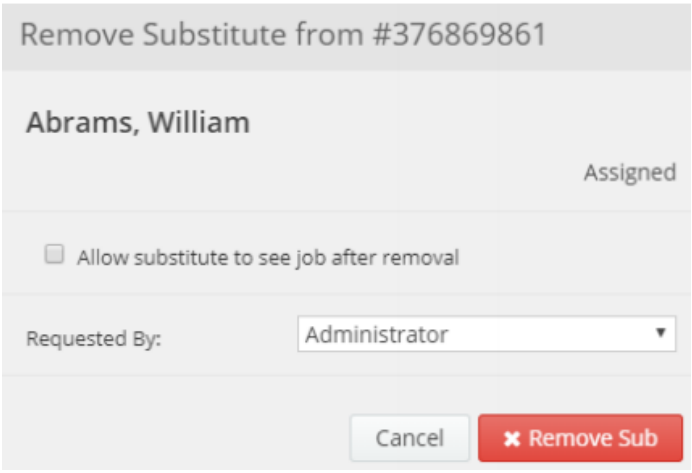


Step 2: From the "Absence Details" page, click the Remove Sub button on the right side of the screen.



A pop-up window will appear where you can record who requested the removal. There are a couple other options you have here as well.

Allow substitute to see job after removal - Leave this box unchecked if you don't want this job to show up to the substitute as an available job after they have been removed.
Requested By - Choose who requested that the substitute be removed or if the substitute was a no-show. Absence management will record this information.



Step 3: Once you have made your selections, click the red Remove Sub button.

If the job is still in the future, absence management will begin to attempt to fill the job again with qualified and available substitutes.

H: Viewing and Modifying Preferred Substitutes

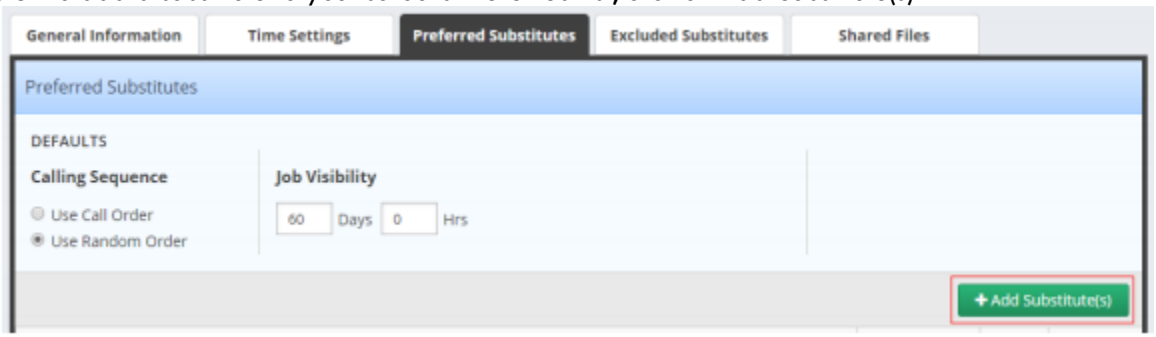
As an administrator, you can view your school's list of preferred substitutes and add/remove substitutes to the list.

Step 1: Click on the **Settings** link on the side navigation bar, then click on the **Preferred Subs.**
Step 2: On the **Preferred Substitutes** screen is the current list of preferred substitutes and the following sections:

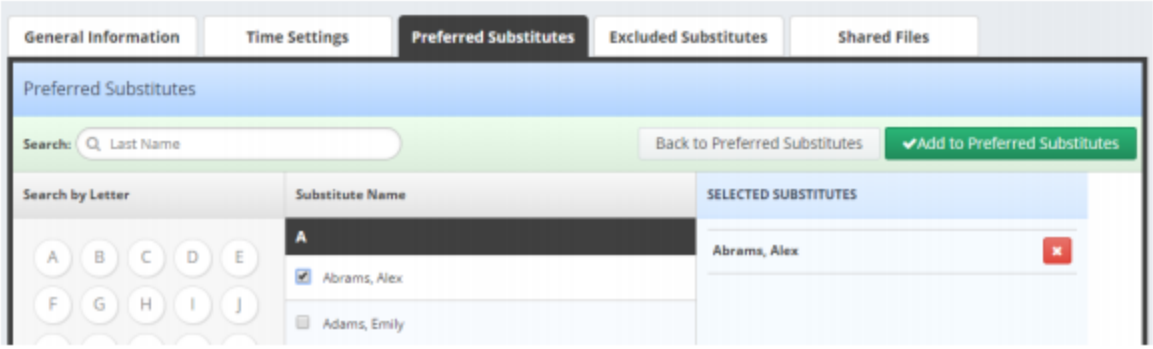
Preferred Substitutes

- **Calling Sequence** – Displays whether the list of substitutes are currently in a specific call order or in random order
- **Job Visibility** – Displays the number of days and hours in advance to the start date a substitute on that preferred list can view absences for your school. Please do not adjust these settings – these are set by the District and Teachers On Call.

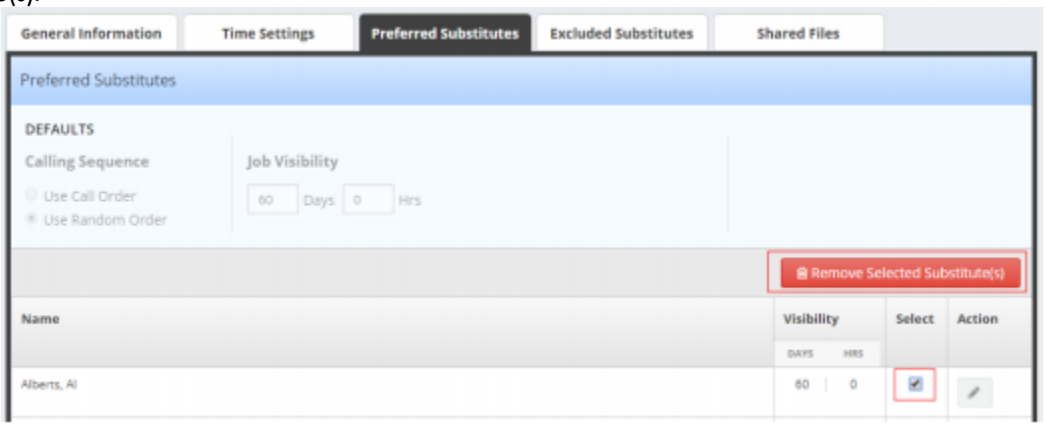
Step 3: To add a substitute to your school's Preferred list, click on Add Substitute(s).



Step 4: Search for and select the substitute, then click on Add to Preferred Substitutes to add them to the Preferred Substitutes list.



To remove a substitute from the Preferred Substitute list, select the substitute and click on Remove Selected Substitute(s).



Other sections on the Settings page include:

General Information

- **General Info** – Displays the school name, address, phone number and external number.

Time Settings

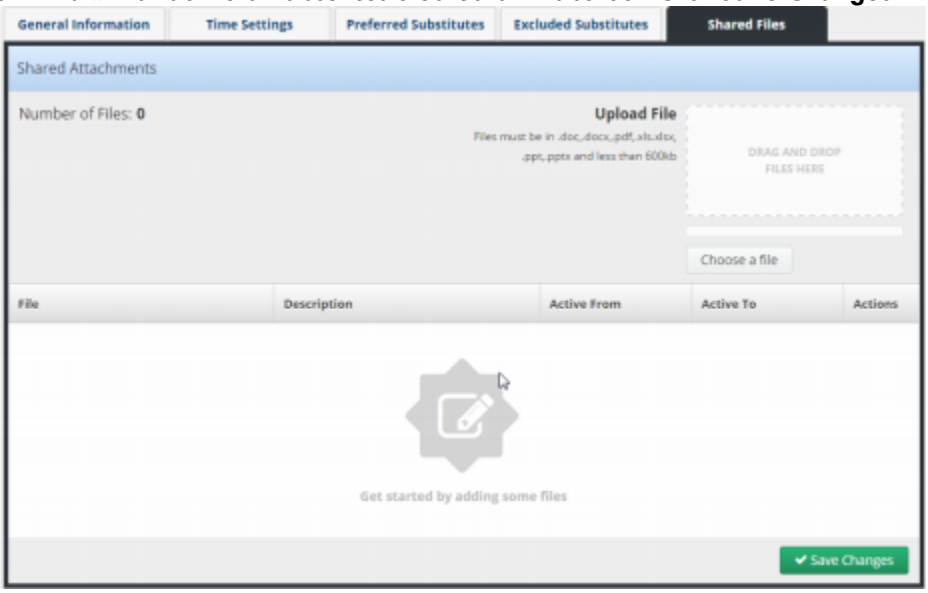
- **School Settings** – Displays if the school is Active, the school's time zone, as well as absence times.

Excluded Substitutes

- **Excluded Subs** - Displays the list of all substitutes that are currently excluded from your school.

Shared Files

- **Upload file** – Displays the files that have been attached/loaded to this location. You can click on **Choose** a file to upload a new document to your School's location or **Drag and Drop** the file over the box. This will attach to all absences created at this school. Click **Save Changes**.



I: Viewing the Daily Report

The Daily Report allows the administrator to view details of the employees' absences. It provides valuable information, including employee names, absence date(s), and the substitutes who are assigned to your school. In addition, district administrators can select a specific school or view the Daily Report for the entire district.

Step 1: Click on the **Reports** link on the side navigation bar, then click on the **Daily Report**. This will automatically bring up the absence information for the current date.

Step 2: Enter the date for which you want to view the Daily Report. You can also specify the type of employee (e.g., teacher, librarian) to be included in the report. If the administrator oversees one school, the report will be sorted by employee name by default. District administrators may sort the report by school or by employee name.

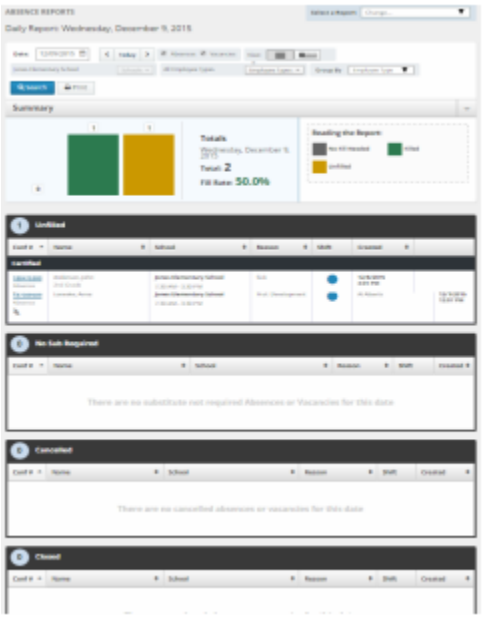
Step 3: The five sections of the report will automatically show on the lower half of the page, or click **Search** to select the specified sections.

Step 4: Click **Print** to be able to print off the Daily Report for today's date, or the date that was specified in the search.

The information is sorted into five sections:

- Unfilled – Absences the system is attempting to fill for that date, or that are currently being held for a substitute.
- Filled – Absences filled with a substitute for that date.
- No Sub Required – Absences created in the system but do not require a substitute for that date.
- Canceled – Absences that have been entered, not filled, and closed unfilled. A substitute is no longer required for that date.
- Closed – Absences that were entered and filled with a substitute then closed. Another substitute is no longer required for that date.
  *You also have the option to filter each section by Conf#, Employee Name, School, Absence Reason, Shift, and when it was created. Simply click on the up and down arrow to filter.

Daily Report Sample



J: Viewing the Day of the Week Absence Analysis

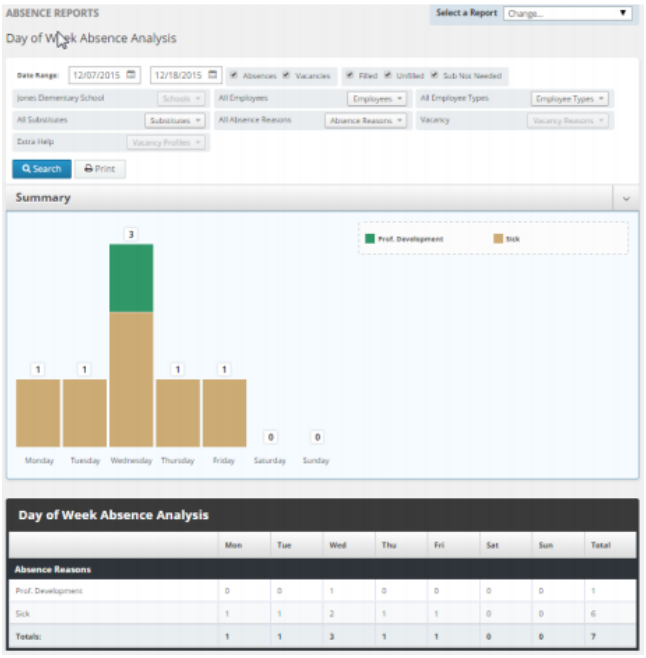
The Day of Week Absence Analysis allows you to see the daily and weekly totals for absence reasons for a specific day or week. The date range can span up to 92 days for a specific school and/or district, or up to 365 days for a specific employee.

Step 1: Click on the Reports link on the side navigation bar, then click on the Day of Week Absence analysis.

Step 2: Enter the Date Range in the appropriate fields, or use the calendar icon to enter the dates. (By default, the system will display the current date.) You can also specify the Substitutes, Extra Help, Absence Reasons, Absence or Vacancy, Filled Status (Filled, Unfilled or Sub Not Needed), Employee Type and the Employee Name. District administrators can specify the school in the School drop-down list.
Step 3: Click Search. (You also have the option to Print this report by clicking on the Print button.)

- Color-coded information appears in both a graph and a summary box.

Day of Week Absence Analysis Sample



K: Viewing the Absence Monthly Summary Report

The Absence Summary Report allows you to view weekly and monthly absence statistics one month at a time.
This report will allow you to:

- See monthly and weekly trends in absenteeism
- Compare month-to-month trends

Step 1: Click on the Reports link on the side navigation bar, then click on Absence Monthly Summary. **Step 2:** Select the appropriate month and year.
Step 3: Select the appropriate report filters (i.e. Absence Type, School, Employee, and/or Employee Type)
Step 4: Click Search. (You also have the option to Print this report by clicking on the Print button.)

- The Absence Summary displays in calendar form. Each calendar day contains the following information: Total – Number of absences logged for the day.
- Fill NOT Needed – Number of absences that do not require a substitute.
- Fill Needed – Number of absences that require a substitute.
- Filled– Number of filled absences.
- Unfilled– Number of absences currently unfilled.
- Held – Number of absences currently on hold, for which a substitute is being considered.
- Fill Rate – Percentage of filled absences among absences requiring a substitute.

At the bottom of the report, a summary will display describing weekly and monthly totals for each category.

Absence Monthly Summary Report Sample

L: Viewing the Absentee Report

The Absentee Report allows you to view a complete listing of all absences for a specific employee or all employees, and for a specific date or range of dates.
This report allows you to:

- View employees' absence history
- Specify an individual employee or all employees
- Sort the report by either date or employee name

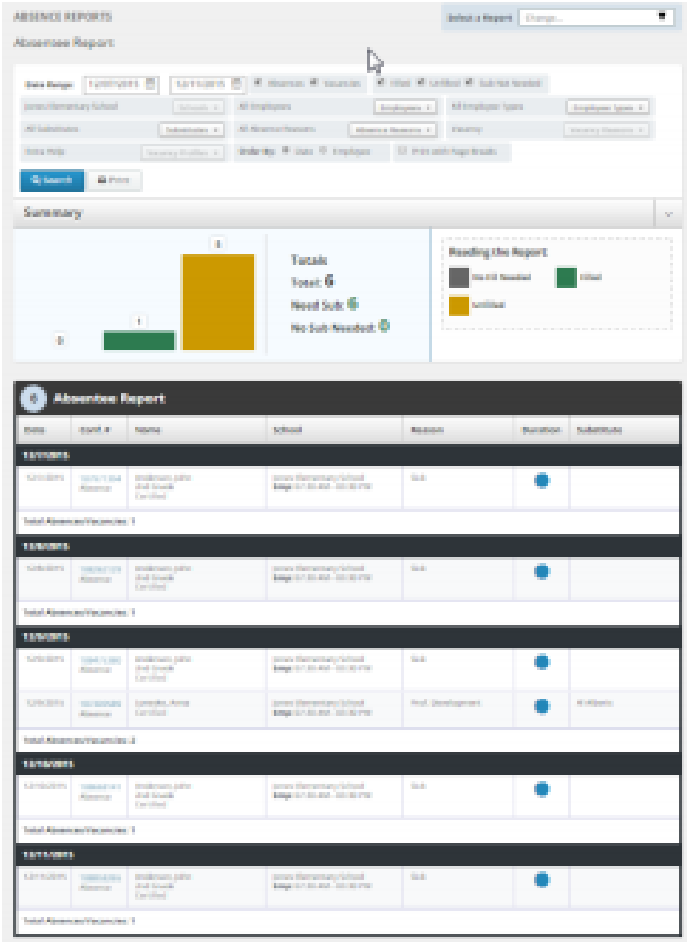
Step 1: Click on the Reports link on the side navigation bar, then click Absentee Report.
Step 2: Select the Date Range for the report. (By default, the system will display the current date.) This report is useful in searching up to 92 days for an entire school or district, or up to 365 days for a specific employee.
Step 3: Select additional criteria for the report. You can filter the report by Absences, Vacancies, Filled Status, Employee Name, Employee Type, Substitute Name, Absence Reasons, or Extra Help. You can also change the Order by Date or Employee. District administrators may select a specific school from the School dropdown list.
Step 4: Click Search. (You also have the option to Print this report by clicking on the Print button.)

At the top of the report, a summary will display for the following categories:

- Total - The total amount of absences
- Need Sub - Total Absences Needing a Substitute
- No Sub Needed – Total Absences Not Needing a Sub
- No Fill Needed – Absences Not Needing to be Filled

- Filled – Absences that were Filled
- Unfilled – Absences that were not Filled by a Substitute

Absentee Report Sample

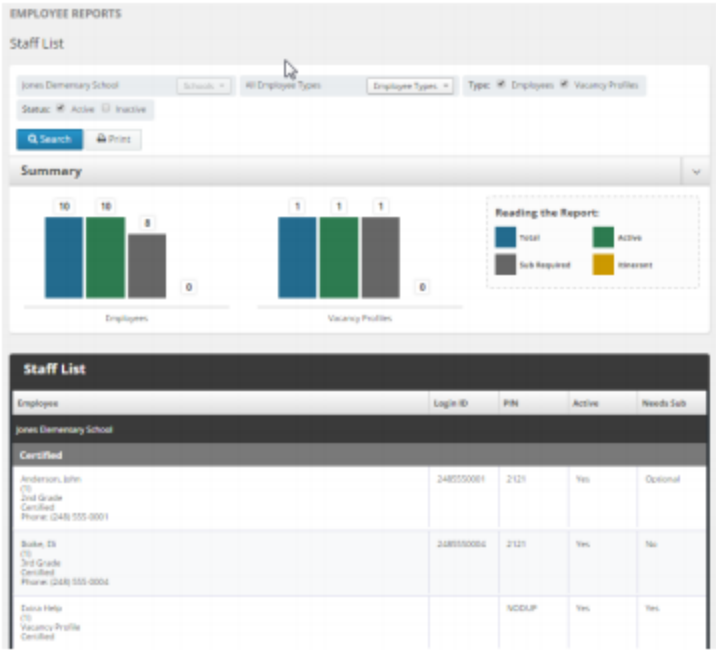


M: Viewing the Staff List

The Staff List allows you to view a listing of your school's employees. The Staff List includes the following information:

- Employee Name and Title
- Telephone Number (Frontline ID)
- PIN
- Employee Status (active/inactive). Employees who are not active do not have access to the system. To change the status of an employee, please contact your District Office or Teachers On Call.
- Whether the employee requires a substitute
- Employees who have their names recorded on the Interactive Voice Response (IVR). The voice recording allows substitutes to hear the name of the employee that is absent when using the IVR.

Step 1: Click on the Reports link on the side navigation bar, then click on the Staff List under Employee
Step 2: The system will display employees for your school as well as Vacancy Profiles. The information is sorted by School, Employee type, Employee or Vacancy profile, and active or Inactive. District administrators can search a specific school from the School dropdown list.
Step 3: Click Search. (You also have the option to print this report by clicking on the Print button.)



At the top of the list is a bar graph that summarizes the following categories:

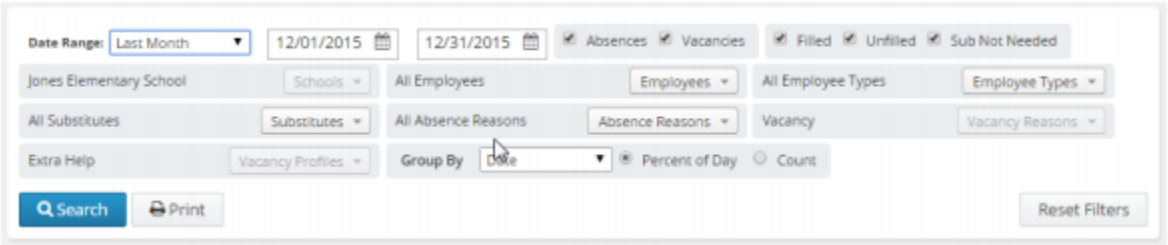
- Total Employees
- Total Active Employees
- Total Active Employees requiring a Substitute
- Total Itinerant Employees

N: Viewing the Absence Interactive Report

The Absence Interactive Report allows you to access historical absence data quickly and easily.
The report allows you to do the following:

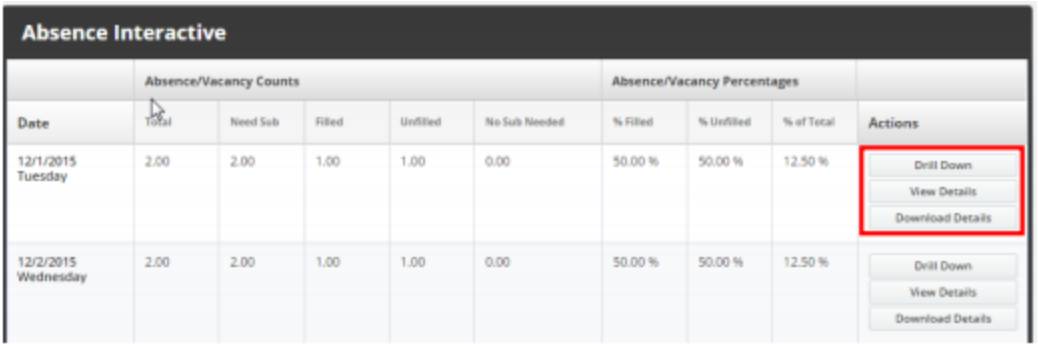
- Choose the date range for absence information
- Choose the absence reasons and employee types - Along with customizing the grouping and detail of the data
- Download the report into an Excel spreadsheet

Step 1: Click on the Reports link on the side navigation bar, then click Absence Interactive report.
Step 2: By default, the system will display the current school week. You can select a date range by using the drop-down menu and selecting a custom date range.
Step 3: Select additional criteria for the report.
Step 4: Click Search. (You also have the option to print this report by clicking on the Print button.)



To export this report to Excel, click the export to Excel link:

- To save the report, click Download Details and follow necessary steps
- To view the overall results, click on Drill Down
- To view details of the one specific date, click on View Details and you can view all absences for that date. (You also have the option to download the specific dates details.)



O: Report Writer

The following reports will be available standard for you to run as needed: Absence Interactive, Daily Report, Employee Data Report, Absence Balance Report (if applicable), and School Info Report. To see all available reports, you may need to change the **Show reports last run or created** filter to "any time" and then click **Search**.

Step 1: Click **Run with New Filters** next to the desired report

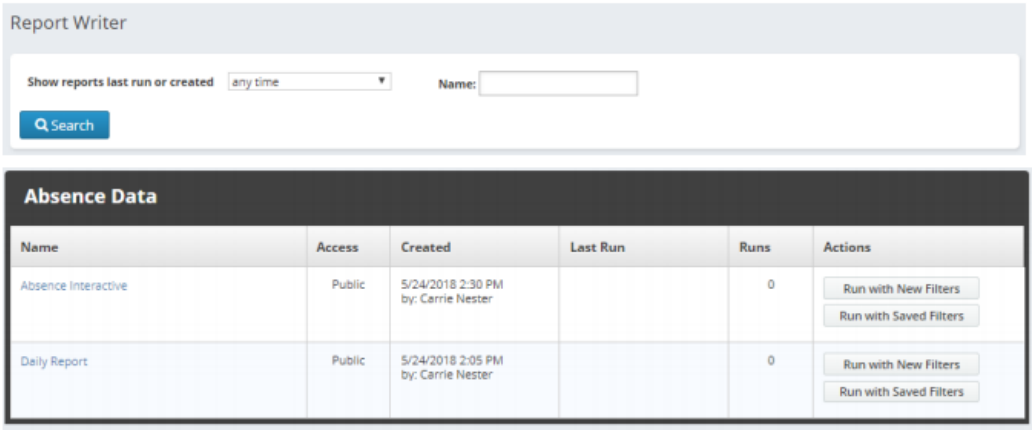
Step 2: Update any filters if necessary – Click "Run"

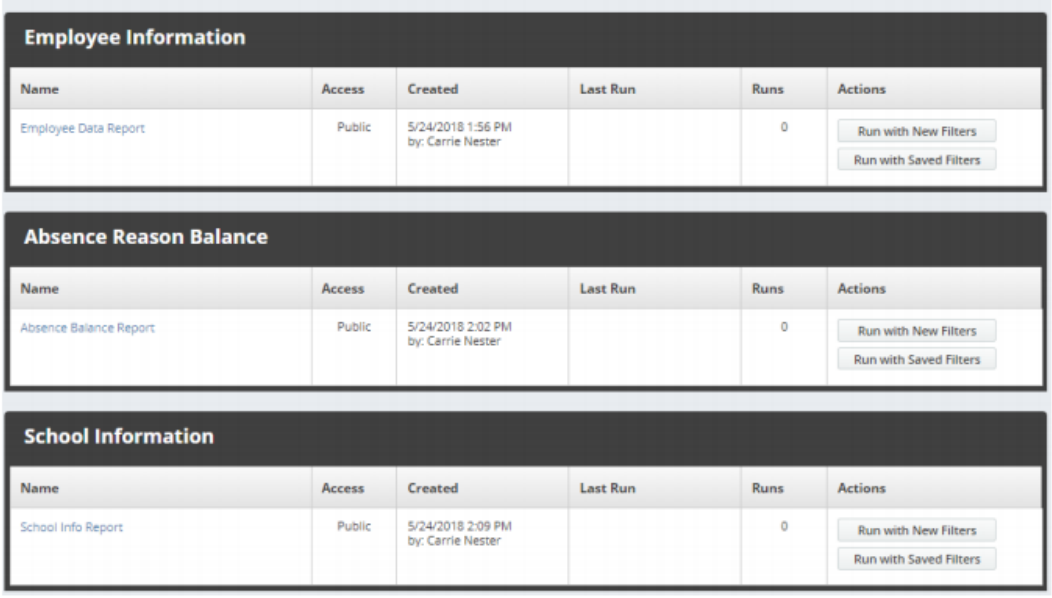
Step 3: Choose output type ("Excel Compatible, .csv" recommended, except for Daily Report. HTML is recommended for Daily Report due to grouping)

Step 4: If you'd like the report emailed to you enter your email address and click checkbox for "Attach results to email" – Click "Run"

Step 5: Download results or open results from your email.

Step 6: Any Public Reports that are scheduled for Payroll purposes or other specific reporting needs can be found under Report Writer as well. Simply click on "Run with Saved Filters" or "Run with New Filters" to adjust dates etc.





Employee Information

Name	Access	Created	Last Run	Runs	Actions
Employee Data Report	Public	5/24/2018 1:56 PM by: Carrie Nester		0	Run with New Filters / Run with Saved Filters

Absence Reason Balance

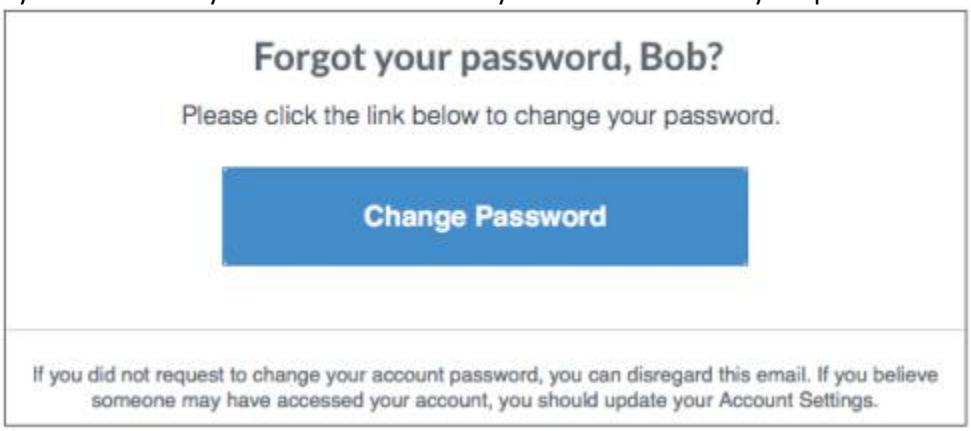
Name	Access	Created	Last Run	Runs	Actions
Absence Balance Report	Public	5/24/2018 2:02 PM by: Carrie Nester		0	Run with New Filters / Run with Saved Filters

School Information

Name	Access	Created	Last Run	Runs	Actions
School Info Report	Public	5/24/2018 2:09 PM by: Carrie Nester		0	Run with New Filters / Run with Saved Filters

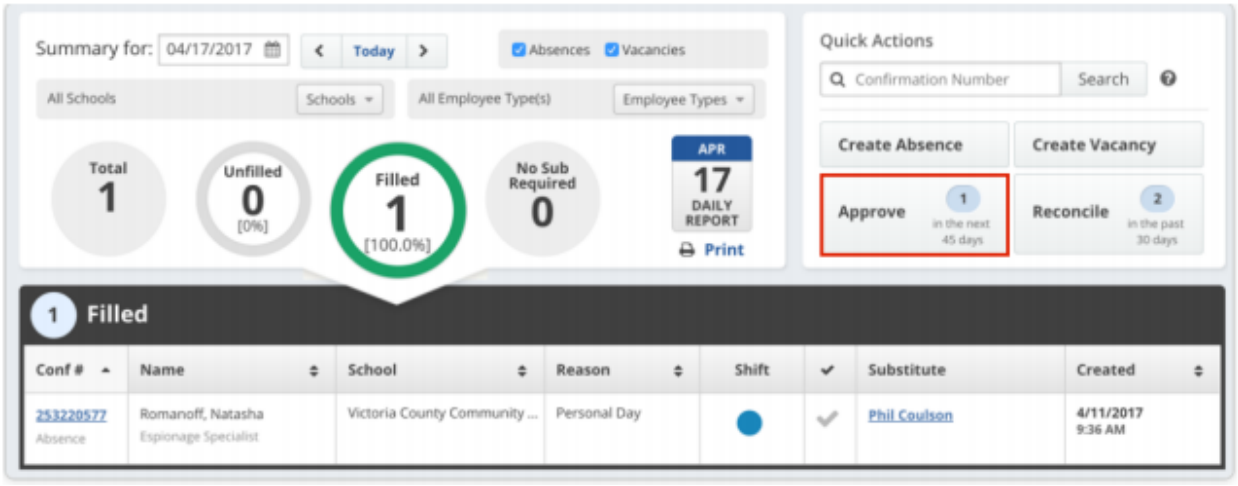
P: Resetting your Password

Follow the steps below to update your Frontline password:
Step 1: Click on the greeting drop down menu and then click on Logout.
Step 2: Click on the I forgot my Password link.
Step 3: Enter your Frontline username on the next screen, then click Continue.
Step 4: The system will send you an email with a link you can click to reset your password.

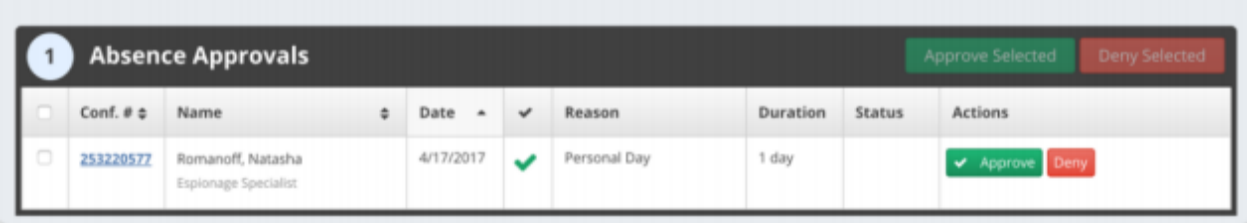


Q: Absence Approval

If your district is utilizing the Absence Approval functionality and you have been designated as an Absence Approver in Frontline, follow the steps below to approve your employees' absences. Once you login to your admin account, you should see the option to Approve Absences that require approval.



Step 1: Click on the **Approve** box in the Quick Actions box at the top.
Step 2: Enter the appropriate start and end dates if you need to view specific absences within a specific time period for approvals
Step 3: You can filter on partially approved, approved, denied or unapproved absences.
Step 4: Check the box on the left and click **Approve** or **Deny**. Multiple absences can be approved or denied at the same time.



Note: If you no longer have the option to Deny the absence, you may have passed the allotted period of time for denying an absence that has been set up within your District. Please be sure to cancel this absence within the system.

IVR Telephone Feature

R: IVR System

The automated scheduling system is also accessible through IVR telephone technology for district employees and substitutes. They will need a touch-tone telephone to use the IVR system.

This feature only allows for one absence to be recorded at a time, whether a single day absence or multiple day absence. In order to access the IVR system, they will need the following information:

- Employee's Phone ID (telephone number including area code)
- Employee's Phone PIN

Frontline Mobile App

S: Frontline Mobile App

Insights Platform organizations also gain access to the Frontline Education mobile app! The app provides increased accessibility to features such as absence creation, Leave Balance recognition, and multiple absence tracking tools.

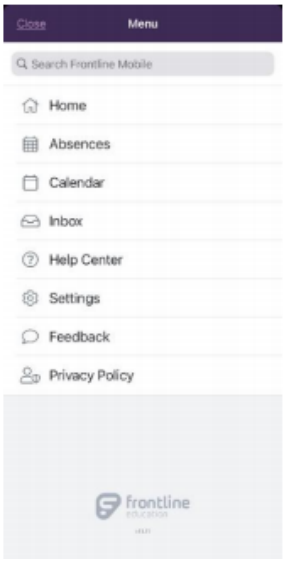
Your school district must be on the Insight's Platform to use the Frontline Mobile App

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 if you are listed in multiple Frontline Organizations.
5. As an administrator, if you have more than one profile (Administrator, employee, etc) you will have the option once logging in to select the role you would like to access.
6. Once logged in, you will have a button at the top that says "Switch" where you will have the ability to switch between the user accounts you have within Frontline.

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

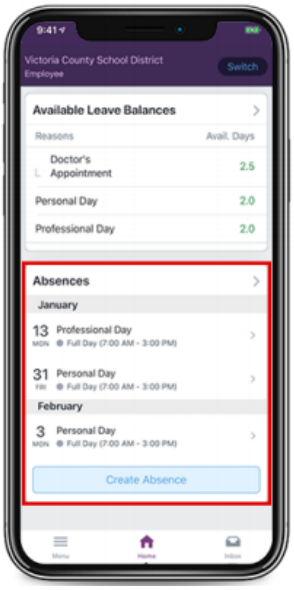
Menu/Side Navigation: The Menu option options a side navigation bar where you can access the tools and settings available to you.

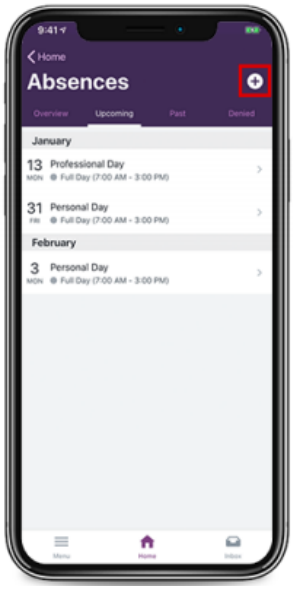
- Absences: The page includes upcoming or past absences and the option to schedule an absence. View available Paid Time Off (if leave balances are enabled) and any approved absences (if absence approval is enabled).
- Calendar: View any upcoming absences
- Inbox: View Web Alerts posted for your Organization(s)
- Help Center: Mobile App Support Documents
- 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.



Creating an Absence:

Step 1: 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).

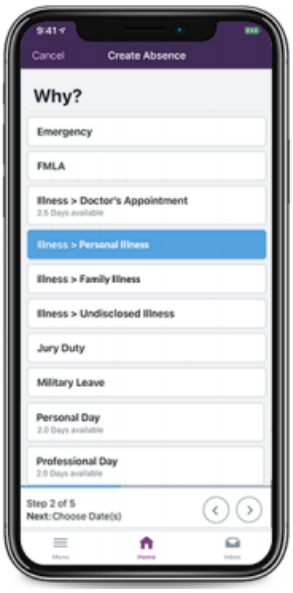




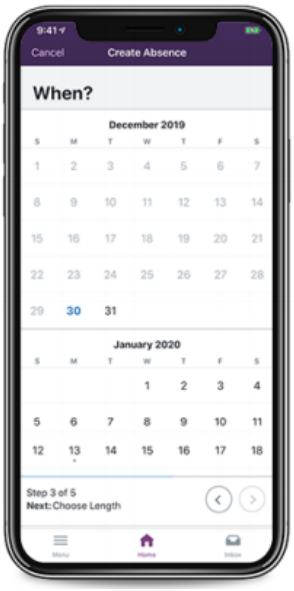
Step 2: From here, you will select an absence reason and then press the arrow in the bottom right corner to proceed.

Step 3: Select a date (or date range) from the calendar and press the arrow in the bottom right to proceed.

Step 2



Step 3

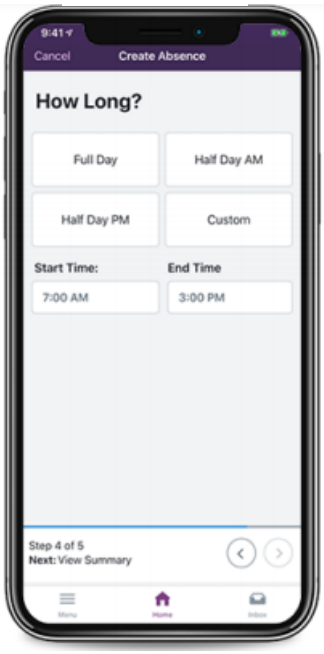


Step 4: Determine the Absence's duration. You can choose from a list of timeframes that include "Full Day," "Half Day AM," "Half Day PM," and/or "Custom." If you select the "Custom" option, you can select the pencil icon beside the start and end time to indicate the alternate timeframe. **Please note that all options may not be available for all users based on your districts system requirements.**

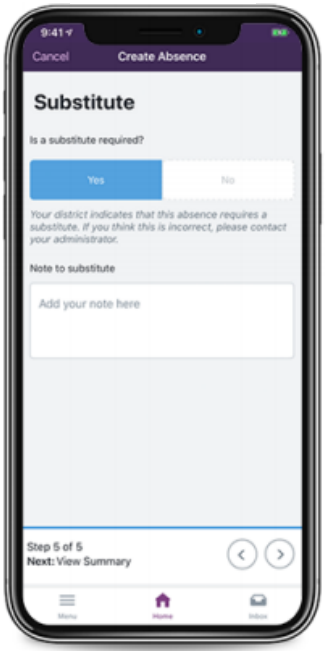
Once you are finished, press the right arrow to continue

Step 5: 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 4

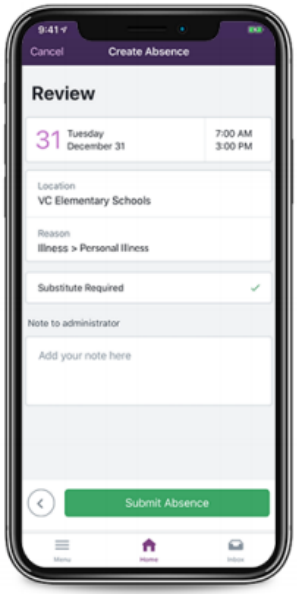


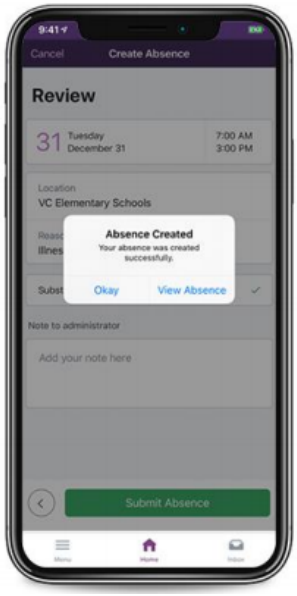
Step 5



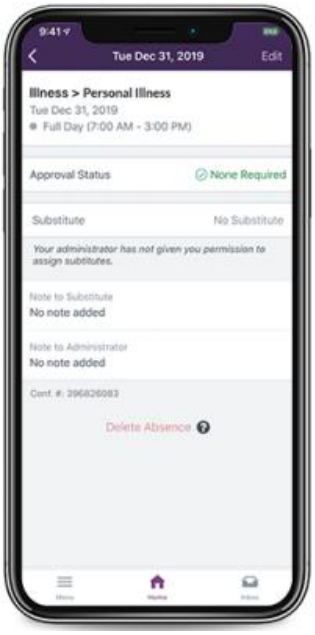
Step 6: The final Summary page provides an overview of the selections you made. These details include the location, absence reason, timeframe, and confirmation for whether a substitute is required. You can also include a personal note to the administrator prior to submitting the absence.

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.

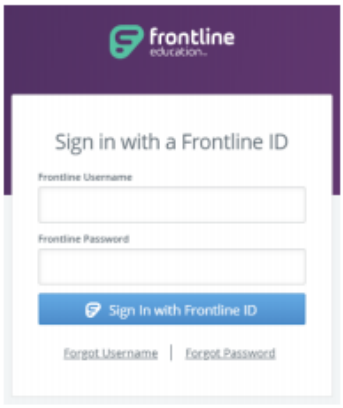


Absence Approval:
To approve an Absence through the Mobile App feature-click on Approvals from your homepage. Here you can view the absences that are pending approvals. Click on an individual from the list to approve or deny their absences.

General Information

T: Troubleshooting Absence Management Access

Resetting Passwords

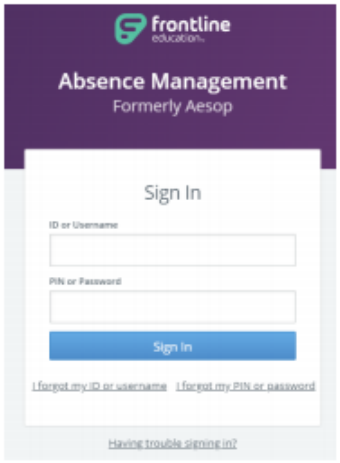


Administrators cannot view or change users' passwords. To change your password, you must select the "I forgot my PIN or password" link on the Frontline Absence Management login page.

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



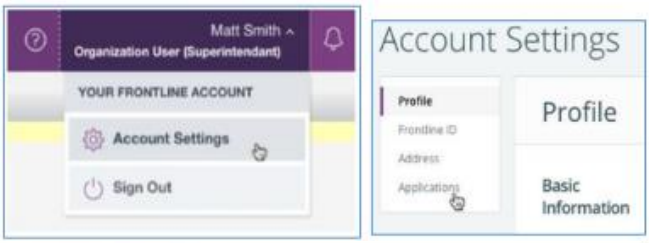
Users can recover their Frontline username(s) by selecting the "I forgot my ID or username" link on the Frontline Absence Management login page.

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.

U: Need Help?

Contact the Teachers On Call Talent Services Team to:

- Modify absences that the system is not allowing you to update yourself
- Notify Teachers On Call of absence changes if the change is made the day after when the substitute worked and may affect the substitute's timecard
- Locate your Login ID/Frontline ID
- Receive assistance or information if you are unable to access the system
- Ask questions regarding the use of Absence Management or Teachers On Call

Call 1-800-713-4439 during regular business hours if you experience technical difficulties using Absence Management or need assistance logging an absence.

We look forward to providing you the convenience of Frontline Education's Absence Management Solution.

Please share your feedback with Teachers On Call.

Thank you!