

# Absence Management Substitute Guide

Frontline Absence Management Solution



A Kelly® Education Company

# Frontline Education's Absence Management Solution Reference Guide for Substitutes

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# Frontline Education's Absence Management Solution

## Reference Guide for Substitutes

Welcome!

Teachers On Call, Kelly Education Company® 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 scheduling and accepting assignments. 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 in the system.

### Accessing the System

- Internet – You can access the system via the Internet to view and accept assignments.
- Telephone – You can access the system via telephone to review and accept assignments.
- The IVR may also contact you to offer available assignments.
- Mobile App – You can view and accept your assignments.

### Guide Content

In this guide you will learn how to:

- Access the system via the Internet and telephone
- View and accept an assignment
- View your schedule
- Manage your availability
- Respond when the system calls you
- Change your profile/update personal information
- Obtain assistance

## First Things First

### A: Verify Your Name Recording

You must verify your name recording in the system regardless of whether you use the Internet feature or IVR feature. Your recorded name is used during the scheduling process by the fulltime employees. You will only need to verify your name one time, as this recording will be used for all of your assignments.

To verify your name recording, have your ID number and PIN ready. Your ID number is your 10-digit telephone number. If you forget your PIN, contact the Kelly Customer Support Hotline at 1-866-KELLY-38.

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

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

**Step 3:** 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:

- Press 1 to proceed.
- Press 2 to return to the Main Menu.

**Step 4:** The system will prompt you to record your name.

**Step 5:** After recording, the system will provide the following options:

- Press 1 to save the recording.
- Press 2 to erase and re-record your name.
- 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 O: Reviewing or Changing Your Personal Information.

# Internet Feature of the System

## B: Accessing the System

**Step 1:** Log on to the Frontline website: <https://app.frontlineeducation.com>.

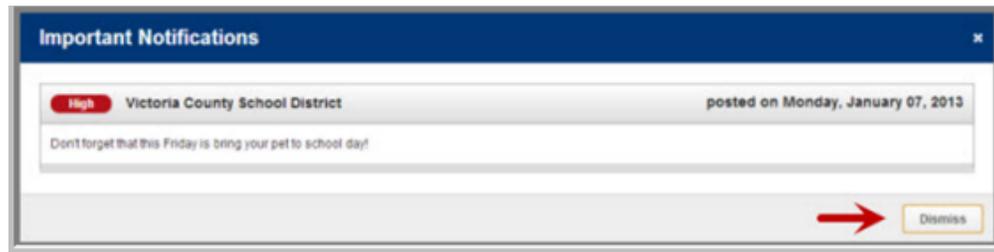
**Step 2:** Enter your Frontline ID and Password in the appropriate fields. If you have not yet created your Frontline ID and password, please look for a separate email from [no-reply@frontlineed.com](mailto:no-reply@frontlineed.com) to create your account.

**Step 3:** Click Sign In. This will take you to your Absence Management home page.

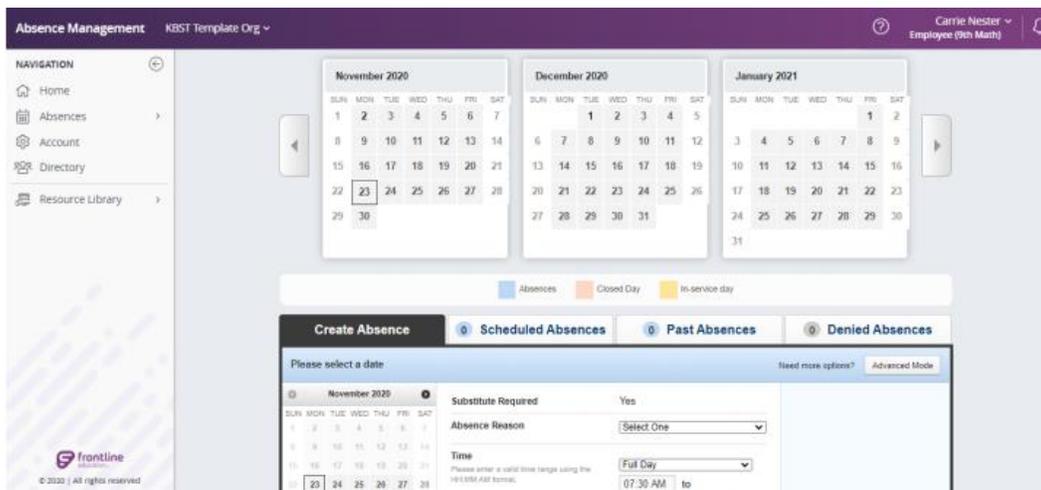
## C: Absence Management Home Page

### Web Alerts

When logging in, important notifications may pop up. Notifications are used by your District Office or the Teachers On Call team 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 you are in multiple Frontline organizations, you will also have an option to choose a multi-district view or a “substitute” view to only view a specific organization. For multi-district substitutes there will also be an arrow next to the organization name to click on to switch between organizations when in substitute view. Clicking on the bell icon displays any unconfirmed notifications.

Template Org ▾



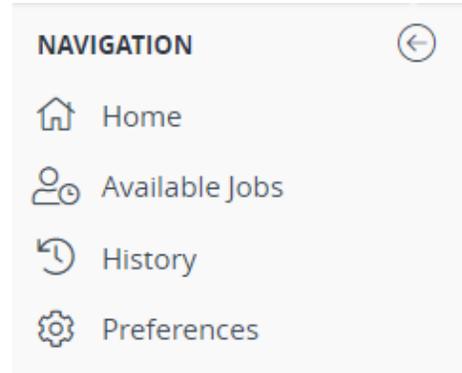
Carrie Nester ▾  
Substitute



## B: Side Navigation

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

- Home (house icon): Takes you back to your home page.
- Available Jobs: Takes you to a page listing all of the current available jobs for you.
- History: Takes you to a page where you can view the history of your jobs and nonwork days.
- Preferences: Takes you to the preferences area of your website where you can view your personal information, PIN, preferred schools to work at, and call times.



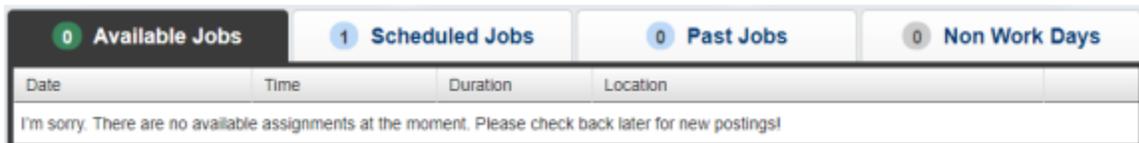
## C: Calendar

When on the home page a three-month calendar will display. It is color coded to show the different types of days. View the details for a specific day by clicking the date. You can scroll to another month by clicking the right/left arrows on either side of the calendars.



## D: Jobs Tabs

Below the calendars are the Job Tabs



- **Available Jobs:** View jobs that are currently available for you. The number in parenthesis represents how many available jobs there are.
- **Scheduled Jobs:** Displays currently scheduled jobs you have already accepted. The number in parenthesis represents the number of currently scheduled jobs.
- **Past Jobs:** Displays your job history for the past 30 days. The number in parenthesis represents the number of past jobs in the last 30 days.
- **Non Work Days:** This tab will show you your upcoming non work days as well as non work days from the past 30 days. You can also create non work days from here. The number in parenthesis represents upcoming non work days and non work days from up to 30 days in the past.

## D: Viewing and Accepting Assignments

**Step 1:** Click **Available Jobs** on your home page. A list of the assignments that are currently available will display.

Date	Time	Duration	Location	
Price, Megan 2nd Grade				<input type="button" value="Reject"/> <input type="button" value="See Details"/>
Mon, 6/10/2013 - Fri, 6/14/2013	8:30 AM - 4:00 PM	■ Full Day	Pine Knob Elem	<input type="button" value="Phone"/> <input type="button" value="Map"/>
Mouse, Mickey				<input type="button" value="Reject"/> <input type="button" value="Accept"/>
Fri, 7/26/2013	8:00 AM - 3:00 PM	■ Full Day	Milton Elem	<input type="button" value="Phone"/> <input type="button" value="Map"/>

**Step 2:** To view additional details about an assignment, click **See Details** (if applicable). By doing so, you have not accepted the assignment. The system will display more information about the assignment and allow you to accept or reject the assignment. Review all assignment details to be certain you are available for all dates required.

**Note:** If a **Map Marker** icon appears to the right of the school name, you can click the icon and view a map of the assignment location.

**Step 3:** To accept an assignment, click **Accept**. You will be scheduled for the assignment and the system will provide you with a confirmation number. You may want to record this number to retrieve the assignment details at a later date.

**Note:** If you have an e-mail address recorded in the **Personal Info** page, the system will send you a reminder e-mail prior to the start date of the accepted assignment.

**Step 4:** If an absence has an attachment or notes, an icon will display to the right of the teachers name and title. Click the icons to access the information.

Date	Time	Duration	Location	
Affholder, Diane Journalism, High School				<input type="button" value="Reject"/> <input type="button" value="See Details"/>
Fri, 6/7/2013 - Mon, 6/10/2013	7:30 AM - 2:30 PM	■ Full Day	Meadow Creek Elementary School	<input type="button" value="Phone"/> <input type="button" value="Map"/>

**Note:** Print attachments to review and bring to your assignment.

**Step 5:** To return to your home page without accepting the assignment, click the Home icon.

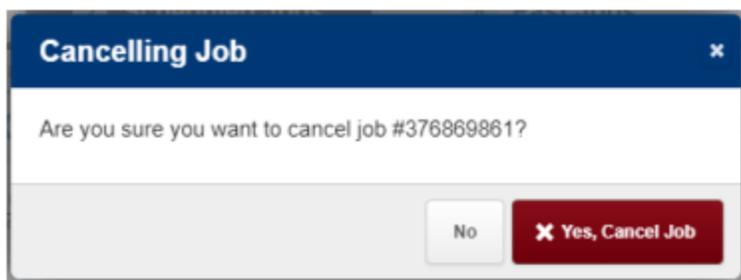
## E: Cancelling a Job

Open your scheduled job tab to locate the job you wish to cancel.

15 Available Jobs		2 Scheduled Jobs		4 Past Jobs		0 Non Work Days	
Date	Time	Duration	Location				
Jones, Amanda Grade 3				<input type="button" value="Phone"/> <input type="button" value="Map"/>	Report to: Main Office	CONFIRMATION #376869861	<input type="button" value="See Details"/> <input type="button" value="Cancel"/>
Mon, 9/16/2019 - Tue, 9/17/2019	8:00 AM - 12:00 PM	○ Full Day	Apple Elementary School	<input type="button" value="Phone"/> <input type="button" value="Map"/>			
Daniels, Quentin Teacher				<input type="button" value="Phone"/> <input type="button" value="Map"/>	Report to: Main Office	CONFIRMATION #376383702	<input type="button" value="See Details"/> <input type="button" value="Cancel"/>
Mon, 10/21/2019 - Fri, 10/25/2019	7:30 AM - 3:00 PM	○ Full Day	J Galt Elem	<input type="button" value="Phone"/> <input type="button" value="Map"/>			

When you click the Cancel button, you will see a pop-up window asking you if you are sure you want to cancel the absence. Choose a cancellation reason from the dropdown box provided. Then, click Yes, Cancel Job to confirm.

After you have canceled the absence, you will see a pop-up letting you know the absence has been successfully cancelled. Dismiss the pop-up by clicking the X.



**Important:** Depending on the permissions given to you in absence management, you may be able to cancel a job after you have accepted it. Not all absences will have the option to cancel. If you need to cancel an assignment, you will see the Cancel button on this screen up until 24 hours prior to the start time of the assignment. If you need to cancel within 24 hours of the start time of an assignment, you must contact the Teachers On Call Talent Services Team. If you remove yourself from an assignment too close to its start time the system will enter a non-workday and you will not be able to accept another assignment for that same date.

## F: Viewing your Schedule

### Viewing the Details of Your Schedule

Click **Scheduled Jobs** on the absence tabs of your home page. All assignment that you are scheduled to work will display here.

Date	Time	Duration	Location
Atfholder, Diane Journalism, High School    Report to: Main CONFIRMATION #109245758 <a href="#">See Details</a>			
Fri, 6/7/2013 - Mon, 6/10/2013	7:30 AM - 2:30 PM	Full Day	Meadow Creek Elementary School
Craft, Sarah Science  Report to: Main Office CONFIRMATION #109245615			
Mon, 6/17/2013	7:30 AM - 3:30 PM	Full Day	Deer Valley Middle School
Mouse, Mickey  Report to: Main Office CONFIRMATION #109245602			
Fri, 7/26/2013	8:00 AM - 3:00 PM	Full Day	Milton Elem

You can also add non workdays (single days, multiple days, or repeating days) to your schedule for days you are unavailable to work. The system will work around your schedule to provide you assignments that do not occur on a non-workday.

### Creating a Non Work Day

**Step 1:** Click **Add Non Work Day** from the **Non Work Day** tab on your home page.

**Step 2:** Select the date, the start and end times and the reason that you are unavailable for assignments. You can use the **Repeat Event** function to create a repeating non work day in your schedule.

**Step 3:** Click **Save** to save your entries and return to the Non Work Day page.

## G: Managing Your Call Times

The IVR feature of the system may contact you by telephone to offer you available assignments during pre-determined calling periods. These periods have been established to maximize your work opportunities.

### Specify Daily Call Times

**Step 1:** Click **Preferences** from the main tabs menu and then select **Call Times** on the left side of your preferences page.

**Step 2:** Click **Edit** at the bottom of the day you would like to define. Select **Don't Call Me** if you never want to be contacted by the IVR, **Call me during the district call times** to be called during the times specified by the district/school you will be working at or define your own call time.

**Step 3:** Click **Apply To All** to apply these setting to every day of the week or **Apply only to {Day of the Week}** to save your changes.

**Note:** On weekends, the IVR system will begin making outbound calls Sunday evening.

## H: Changing Your Pin & Password

### Change Your PIN

**Step 1:** Click **Change Pin** from the **Preferences Tab**.

**Step 2:** Enter your existing PIN in the **Old Pin** field.

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

**Step 4:** Retype your new PIN in the **Confirm Pin** field.

**Step 5:** Click **Apply** to save your changes



### View and Modify Your Personal Information

**Important:** You will have the ability to view your personal information, but you will not be able to edit it directly in Absence Management. Please contact the Teachers On Call Substitutes Services Team to update your personal information (phone, email, etc.).



## I: Selecting Your Preferred Schools (If Applicable)

You can create a list of preferred schools in which you are willing to work and customize this list at any time.

**Step 1:** On your home page, click the **Preferences** from the top bar menu. Then select **Schools** page will display.

**Step 2:** Select one of the following options:

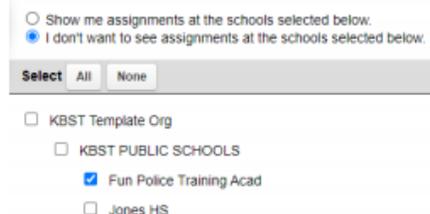
- **Show me assignments at schools selected below** – This designates the schools you are willing to work for. The system will only offer you jobs for the selected schools.
- **Do not show me assignments at schools selected below** – This designates the schools where you do not wish to work.

**Step 3:** Click **Apply Changes** to save your selection.

**Step 4:** To add a school to this list, select the checkbox next to that school.

**Step 5:** Click **Save** to save your changes.

### Schools



## 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 (using this system is not required).

- **Note:** The IVR numerical options may change at any time. Please listen carefully before making a selection.

### J: Receiving Calls from the IVR System

The IVR System may contact you to offer you available assignments.

#### Receiving a Call from the IVR System

**Step 1:** The system will introduce itself and offer the following options:

- Press **1** if you are interested in an assignment.
- Press **2** to prevent further calls today.
- Press **3** if you are unavailable today.
- Press **9** to prevent the system from calling in the future. Press **9** only if you are certain you do not want to be called by the system. To reverse this function, refer to **Section E: Managing Your Call Times**.

#### Accepting an Assignment

**Step 1:** Press **1** from the Main Menu. You will hear the district and school name for the assignment.

**Step 2:** Enter your Phone PIN followed by the **#** sign.

**Step 3:** The system will present the details of the assignment and provide the following options:

- Press **1** to accept the assignment.
- Press **2** to hear the assignment again.
- Press **3** to reject the assignment and allow additional calls today.
- Press **4** to reject the assignment and prevent additional calls today.

**Step 4:** Press **1** to accept the assignment. The system will provide a confirmation number to you. You may want to record this number to retrieve the assignment details at a later date.

### K: Accessing the IVR System

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

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

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

**Note:** If you have not made your name recording, press **4** and refer to **Section A: Recording Your Name**.

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

- Press **1** to hear a list of available assignments (see Section L).
- Press **2** to review upcoming accepted assignments (see Section M).
- Press **3** to review a specific accepted assignment (see Section N).
- Press **4** to review or change personal information (see Section O).

**Note:** Pressing the \* key will take you back one menu level at any point.

### L: Reviewing and Accepting Assignments

**Step 1:** Press **1** from the Main Menu to hear a list of available assignments. The system will ask you to hold while the available assignments are retrieved.

**Step 2:** The system will provide you with the assignment information. If it is a multi-day assignment, you must press **1** to hear all the information. After hearing the assignment details, the system will provide the following options:

- Press **1** to accept this assignment.
- Press **2** to repeat the assignment.
- Press **3** to reject this assignment and not hear it again.
- Press **4** to listen to the next assignment.
- Press **5** to replay a bypassed assignment. You will hear this only after a second assignment has been played.
- Press **6** to return to the Main Menu.

Once you have accepted an assignment, the system will provide a confirmation number to you. You may want to record this number to retrieve the assignment details at a later date. The system will return you to the Main Menu.

**Note:** The system allows you to hear a maximum of five assignments per call.

## **M: Reviewing Accepted Assignments**

**Step 1:** Press **2** from the Main Menu to review and cancel upcoming accepted assignments.

**Step 2:** You will hear the following if you have upcoming assignments:

- Press **2** for tomorrow's assignments.
- Press **3** to hear the assignments for the next seven days.

**Step 3:** If you press **2**, you will hear the assignment information and the following options:

- Press **1** to hear more about the assignment if it is a multi-day assignment.
- Press **2** to hear the assignment again.
- Press **3** to Cancel the job
- Press **6** to return to the Main Menu.

**Step 4:** If you press **3**, you will hear the assignment information and the following options:

- Press **1** to hear more about the assignment if it is a multi-day assignment.
- Press **2** to hear the assignment again.
- Press **3** to cancel the job
- Press **4** to hear the next assignment if you have more than one within the next seven days.
- Press **6** to return to the Main Menu.

## **N: Reviewing a Specific Accepted Assignment**

**Step 1:** Press **3** from the Main Menu to review a specific accepted assignment.

**Step 2:** Enter the confirmation number of the assignment you wish to review, press **#**.

**Step 3:** The system will repeat the confirmation number you entered and provide the following options:

- Press **1** if the confirmation number is correct.
- Press **2** to re-enter the confirmation number.

**Step 4:** Press **1** to hear the absence information. 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 assignment.
- Press **2** to hear the information again.
- Press **3** to cancel the job
- Press **6** to return to the Main Menu.

## O: Reviewing or Changing Personal Information

Press **4** from the Main Menu to review or change your personal information. You will hear the following options:

- Press **1** to review or change your name recording.
- Press **2** to change your PIN.
- Press **3** to change your telephone number.

### Changing Your Name Recording

**Step 1:** 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:

- Press **1** to proceed.
- Press **2** to return to the Main Menu.

**Step 2:** The system will prompt you to record your name.

**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.
- 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 four-digit 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.
- Press **2** to re-enter your PIN.

**Step 3:** After confirming your new PIN:

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

### Changing Your Telephone Number

**Step 1:** Press **3** to hear your current telephone number.

- **Important:** You will have the ability to hear your current phone number but you will not be able to edit it directly. Please contact the Teachers On Call Substitutes Services Team to update your personal information (phone, email, etc.).

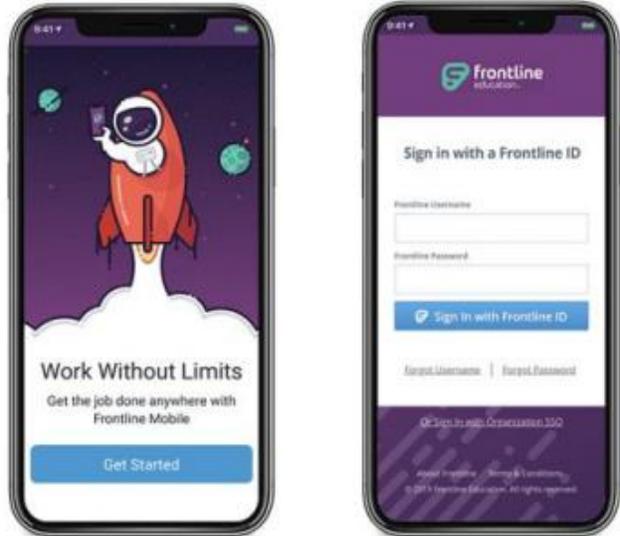
# Frontline Mobile App

Insights Platform organizations also gain access to the Frontline Education mobile app! For substitutes the app provides increased accessibility for accepting assignments, notifications of available assignments (if notifications are turned on) and viewing upcoming assignments. (Note: cancelling off of an assignment and entering time will still need to be done via a web browser)

## P: Getting Started

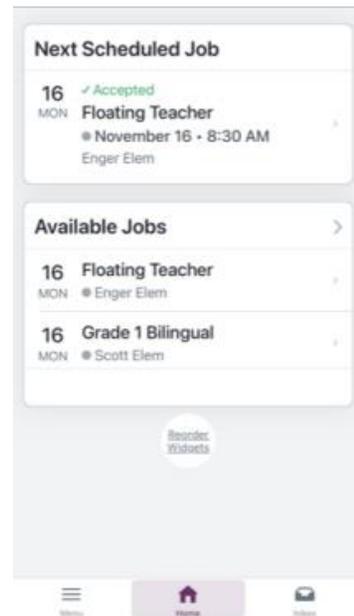
Your school district must be on the Insight's Platform to use the Frontline Mobile App

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.



## Q: Mobile App Homepage

The homepage displays information applicable to your account. In the purple header it will display what Frontline Organization you are currently logged into. If you are a multi-district substitute you will also see a "Switch" link that will allow you to move between the different organizations you are currently active in. Below that, possible features include Available Jobs and Future Scheduled Jobs.



## R: Menu/Side Navigation

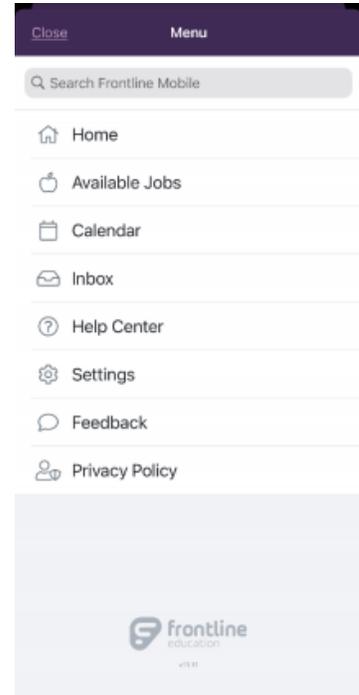
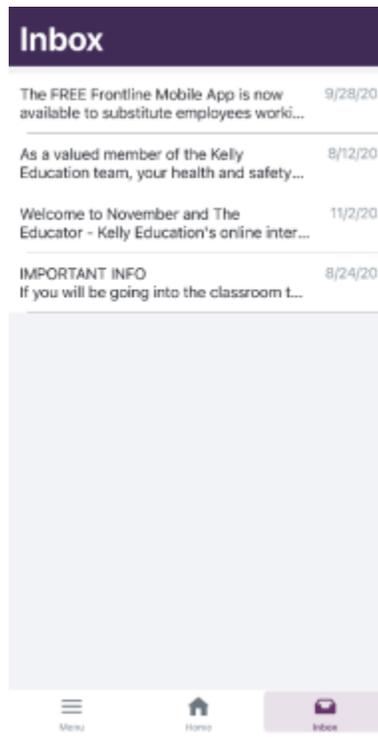
The Menu option opens a side navigation bar where you can access the tools and settings available to you.

- Available Jobs: View available jobs that you qualify for
- 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

Example of viewing your calendar – Click on a date to view assignment information

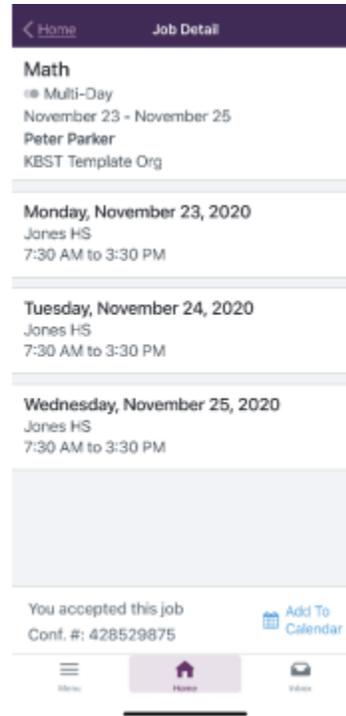
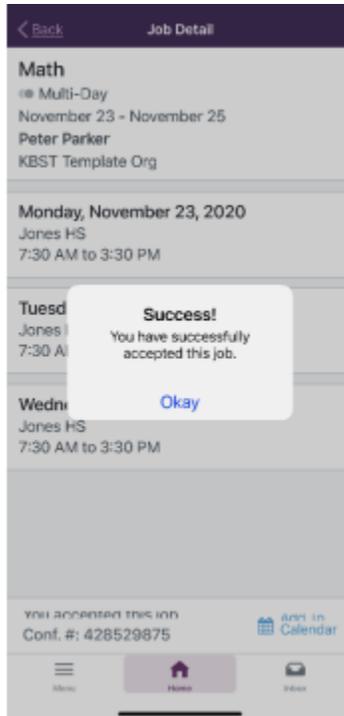
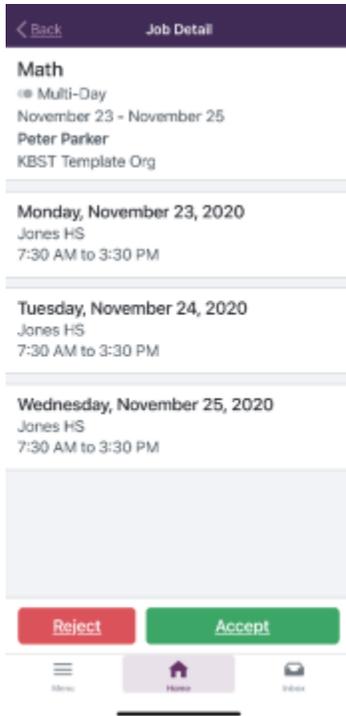
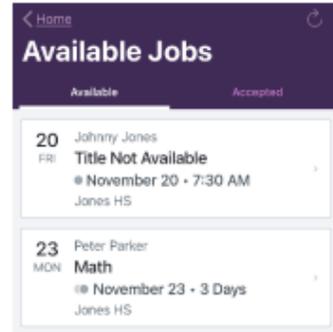


Example of viewing your inbox/web alerts – Click on the message to view the full web



## S: Accepting a Job

- Click on Available jobs from the Home Page or the Menu and all available jobs that you qualify for will display.
- Click on the assignment you would like to view the details of. Once reviewed click Accept or Reject
- Once the assignment is accepted you can click “Add to Calendar” to add the assignment to your device’s calendar.



# General Information

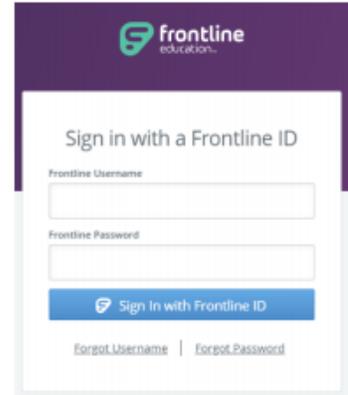
## T: Troubleshooting Absence Management Access

### 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.



The image shows the Frontline Absence Management login page. At the top is the Frontline Education logo. Below it, the text reads "Sign in with a Frontline ID". There are two input fields: "Frontline Username" and "Frontline Password". Below these fields is a blue button labeled "Sign in with Frontline ID". At the bottom, there are two links: "Forgot Username" and "Forgot Password".



The image shows the Frontline password reset page. At the top is the Frontline Education logo. Below it, the text reads "Forgot your password?". There is a text input field labeled "New Frontline Password" with a green checkmark icon and a "Show" link. Below the field is a blue button labeled "Save Change".



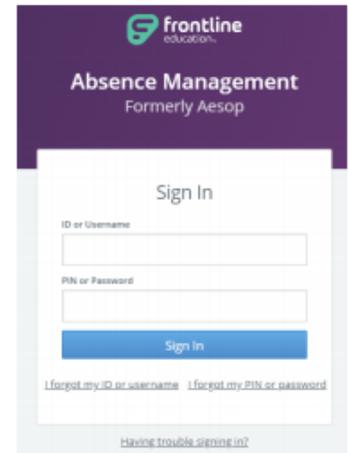
The image shows the Frontline password reset confirmation page. At the top, it says "Forgot your password, Bob?". Below that, it says "Please click the link below to change your password." There is a blue button labeled "Change Password". At the bottom, there is a small disclaimer: "If you did not request to change your account password, you can disregard this email. If you believe someone may have accessed your account, you should update your Account Settings."

### 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.

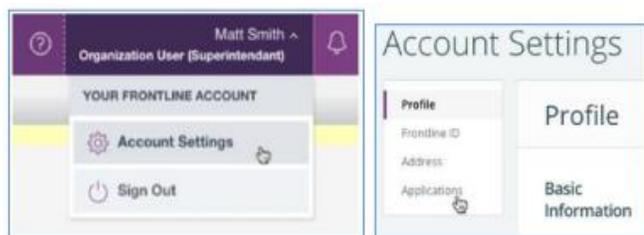
If you receive an error that your Frontline username cannot be found, go to <http://app.frontlineeducation.com> and try the "Forgot Username" link on that login page.



The image shows the Frontline Absence Management login page. At the top is the Frontline Education logo. Below it, the text reads "Absence Management Formerly Aesop". There is a "Sign In" section with two input fields: "ID or Username" and "PIN or Password". Below these fields is a blue button labeled "Sign In". At the bottom, there are two links: "I forgot my ID or username" and "I forgot my PIN or password". At the very bottom, there is a link: "Having trouble signing in?".

## Merging Multiple Frontline Accounts

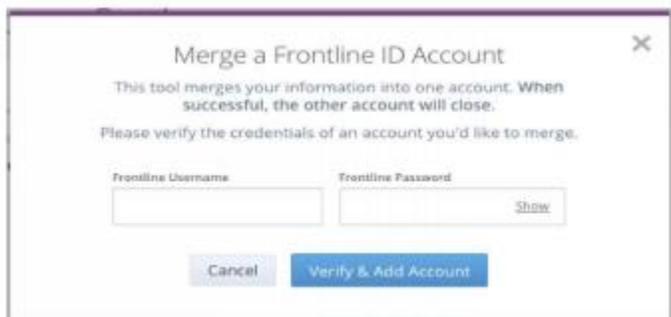
Some users may accidentally create more than one new Frontline ID account. If this occurs, you can simply sign in through one of these new Frontline ID accounts, select the dropdown beside your name in the top right corner of the page, and click Account Settings. Then, select the Applications link from 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:

- Cancel an accepted assignment when the cancel option is not available in Frontline
- 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!**