

Popular Questions for Employees


Click on a question below to find an answer.


Getting Started

As a new employee, where should I start?

Once you access your application, you can begin to set up your system preferences! The following resources explain the absence creation process, how to set up your preferred sub list, credential management, how to access Absence Management on the phone, and much more.

Additional Resources:

 [Employee QuickStart Guide \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384628\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384628)


 [Getting Started as an Employee \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115004635508\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115004635508)

Absence Management

How do I create a basic absence?

In most cases, you can create an absence directly from your home page under the "Create Absence" tab. Select the date (or dates) from the calendar, enter the absence details (based on permissions, this includes an absence reason, timeframe, and operational details), and click **Create Absence** to complete the process.

Additional Resources:


 [Creating a Basic Absence \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384728\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384728)

How do I edit or cancel an absence?

Depending on district settings, you may have the ability to edit or even cancel future absences if you make a mistake. Simply go to your "Schedule Absences" tab, click **View Details**, and click **Edit Absence** in the upper left. You may also see a red "Delete" button in the upper right, if permissions allow.

If you require this functionality but cannot view these options, we recommend you call your school or district office and ask an administrator to make the correction.

Additional Resources:

 [Editing or Cancelling an Absence \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266007\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266007)

How far in advance can I create an absence?

There are two methods for entering your absences. If you enter your absence over the phone, it can be done up to one month in advance. If you enter the absence online, it can be entered up to one year in advance.

▼ Why can't I select today's date when entering an absence?

Based on your district's policies, you may need a school or district administrator to enter a same-day absence on your behalf. Click the " ? " icon in the upper right corner of your home page to locate your administrator's contact details.

▼ How do I auto attach a file to absences; what file types can I use?

With each absence you create, you have the option to upload a single file to that absence.

You can also have the system automatically attach a file to each absence you create within a specified date range. To upload this file, navigate to the "Account" tab and click **Shared Attachments**. Here, you can choose a file from your computer or drag and drop a file for upload.

Files that can be uploaded must be in .doc, .docx, .pdf, .xls, .xlsx, .ppt, .pptx and must be less than 256 kb in size. (Tip: Be sure *not* to include a comma in the title of your file.)

Additional Resources:

🔗 **Uploading Shared Attachments (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115003265787>)**

? Utilizing Substitutes

▼ How can I schedule a specific substitute for an absence?

Depending on your district's settings, you may have the ability to assign a specific substitute to your absence, provided he or she is fully qualified and available. If you have this permission, you will see a button to "Save"/"Save and Assign" when creating your absence. Click **Save and Assign** to view an option to search for available substitutes or select them from the preferred substitutes list. Keep in mind, we recommend you always communicate with your substitutes prior to assigning them to an absence.

▼ How do I create and manage my preferred subs list?

Select the **Account** option on your homepage and click the **Preferred Substitutes** tab. From here, you can click **Add Substitute(s)** to add an additional user to your list. This opens the substitute selection page where you can search for and locate the substitute. Once located, click the checkbox beside the user's name and click **Add to Preferred Substitutes** to complete the process. You can also select a preferred sub from your created list and click **Remove Selected Substitute(s)** to remove them.


Additional Resources:

🔗 **Managing a Preferred Substitute List** (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384808>)


▼ Why didn't my preferred substitute get the job?


Preference lists are one of a variety of factors that come into play when substitutes are offered assignments. A preferred substitutes list provides the best chance at selecting your favorite substitutes, but the list does not serve as a guarantee. Even if you already made arrangements with a qualified and available sub to fill in for you, we recommend you still assign the substitute to a job (or ask an administrator to do so if permissions do not allow). This indicator serves as a best practice for job assignments.

▼ What is the heart icon on my preference list?

When setting up your preferred substitutes list, you'll see a small  heart icon next to each name. While you're able to add any number of substitutes to your preference list, the system allows you to rank five substitutes on that list to receive advanced notification of your absence. All of the substitutes on your list can log in to see the absence at the same time, but your "favorite five" substitutes will be notified by email and phone that there is an absence available to them.

Additional Resources:

 [Managing a Preferred Substitute List \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384808\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384808)

 [Managing Your Favorite Five Substitutes \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266027\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266027)

▼ What if there is a substitute that I never want in my classroom?


To prohibit a substitute from working in your classroom, you will need to add them to your excluded substitutes list. In your account settings, you will see this tab right below the preferred substitutes list. Simply click **Add Substitutes** and find the names you need to exclude. This prevents the substitute(s) from ever seeing jobs for your classroom. If you don't see this tab in your account settings, talk to your administrator about your district's policy for blocking substitutes.


Account Settings


What is the Insights Platform and what does it do?

The Frontline Insights Platform provides enhanced upgrades to your organization's application(s). It allows you to create a single username/password for all your Frontline applications, simplifies your login process with a single url, and includes additional improvements to functionality.

Additional Resources:

 [How the Insights Platform Works \(https://absence-help.frontlineeducation.com/hc/en-us/articles/360000184427\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/360000184427)

 [Frontline ID Account and Email Invite \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115005073588\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115005073588)

 [Guide: Creating a Frontline ID Account \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115005073828\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115005073828)

▼ How does a Frontline ID account differ from a phone/PIN login?

The Frontline Insights Platform allows you to create a single username and password for all your Frontline applications (provided you are working for a district that made this upgrade). This means you no longer need multiple logins to access your different applications, and you can log in to any application through a single sign in page ([app.frontlineeducation.com \(https://login.frontlineeducation.com/login?signin=c798ad606b272f821ec0cc8f46ed9265&clientId=superSuit#/login\)](https://login.frontlineeducation.com/login?signin=c798ad606b272f821ec0cc8f46ed9265&clientId=superSuit#/login)).

***This Frontline ID account only applies when logging in to a Frontline, web-based application.** It will *not* change or replace your phone/PIN combination when calling or clocking in.

You will continue to use the phone/PIN combination to accept *any* phone calls from Absence Management, to call in to create absences, and to clock in at a kiosk (for those required to clock in and out in Time and Attendance).

Additional Resources:

🔗 [Login Credentials \(https://absence-help.frontlineeducation.com/hc/en-us/articles/360000913408\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/360000913408)

🔗 [How the Insights Platform Works \(https://absence-help.frontlineeducation.com/hc/en-us/articles/360000184427\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/360000184427)

🔗 [Frontline ID Account and Email Invite \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115005073588\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115005073588)

🔗 [Guide: Creating a Frontline ID Account \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115005073828\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115005073828)

▼ How do I create a Frontline ID account?

To get started, you will experience one of two scenarios:

- 1 Receive an email invitation to create a Frontline ID account.
- 2 Be prompted to create a Frontline ID account the next time you sign in.

These new credentials allow you to access all your Frontline applications with a single username and password and will replace any previous logins you created.

Additional Resources:

🔗 [Frontline ID Account and Email Invite \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115005073588\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115005073588)

▼ Where can I locate my PIN or Frontline ID?

If your district has upgraded to the Insights Platform, you will log in with one Frontline ID and password. You can manage this Frontline ID and password via the dropdown listed beside your name in the top right corner of the application page. Select the **Account Settings** option in the dropdown and once opened, choose **"Frontline ID."**

To manage your PIN and Phone Login ID, select **Account** via your side navigation and choose the **Phone Credentials** option.

▼ Where can I manage my email or phone number?

You can view or edit your phone and email address via **Account > Personal Info**. Just keep in mind that the district determines whether you can edit your personal information. If you cannot make an adjustment on your own, you will need to reach out to your organization's Administrator.

Additional Resources:

🔗 **Managing Personal Information** (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384548>)

▼ What should I do if I cannot sign in or if I forget my credentials?

Click on the "Forgot Username" or "Forgot Password" links on the **app.frontlineeducation.com** (<https://login.frontlineeducation.com/login?signin=c798ad606b272f821ec0cc8f46ed9265&clientId=superSuit#/login>) login page to retrieve or reset your credentials.

If you log in via a PIN/password and cannot recall your PIN, you can open the **Absence Management PIN webpage** (https://www.aesoponline.com/forgot_pin.asp) and request that this information be sent to your email. If a problem persists, you will need to contact your organization's Administrator for assistance.

Additional Resources:

🔗 **Acquiring Forgotten Credentials** (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115008139548>)

▼ How can I view my remaining Absence Reason Balances?

In districts where employees are granted an allotment for certain absence reasons, the current balances can be viewed in the employee profile.

Additional Resources:

🔗 [Viewing Absence Reason Balances \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003265827\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003265827)

🔍 Contacting Support

▼ Who should I contact if I have questions?

Please contact your local school district's Frontline Education Administrator. This Admin will be familiar with both account and district policies and can provide the best resolutions for any system-related questions you may have.

You can reference your organization's contact details via the 🗒️ **Help Resources** icon in the top right corner of the application.