

Popular Questions for Campus Users

Click on a question below to find an answer.

Getting Started

As a new Campus User, where should I start?

Once you access your application, you can begin to view your system features and set up your preferences! The following resources describe how to access the daily report, create an absence, reconcile absences, reference the substitute sign-in report, and much more

Additional Resources:

 [Campus User QuickStart Guide \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003383988\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003383988)

 [Getting Started as a Campus User \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115004635408\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115004635408)

Absence Management

What does it mean to approve or deny an absence?

An approval indicates the employee is allowed to be absent and should generally occur before the absence starts. The denial of an absence dictates the employee cannot be absent that day, and this action completely deletes the absence. Take note, we do not recommend you use the "deny" option if the employee already took the absence or if an employee who was granted an absence incorrectly enters the request. Rather, leave the absence "unapproved" or approve it with a note that indicates the issue. If you have any questions, contact your district administrator for help with approving and denying absences or reference the help resource below.

Additional Resources:

 [Approving or Denying an Absence \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384188\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384188)

What does it mean to reconcile an absence?

Reconciliation indicates the absence was recorded correctly and is generally done after the absence has ended. For most districts, the reconciling process indicates you have confirmed that the substitute worked the number of hours recorded and that the absence reason, accounting code, pay code, location, and other absence details are accurate. For some districts, only reconciled absences are pulled into the payroll software. Contact your district administrator to learn more about your district's policies or reference the resource below.

Additional Resources:

 [Reconciling Absences \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003265427\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003265427)

▼ Why can't I see "sub required"/"no sub required" on an absence?

The employee's permission settings determine if a sub is required during the absence creation process. If the desired option fails to appear, you will need to contact an administrator with access to the employee's settings.

▼ An absence was accidentally deleted. What next?

Don't worry! If you accidentally delete an absence and need to get it back, simply contact your district administrator. They can assist with the retrieval process.

🔍 User Management

▼ 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 do my users create a Frontline ID account?

To get started, users 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 they sign in.

These new credentials allow your users to access all their Frontline applications with a single username and password, and those credentials will replace any previous logins they created.

Additional Resources:

🔗 **Frontline ID Account and Email Invite** (<https://absence-help.frontlineeducation.com/hc/en-us/articles/115005073588>)

▼ How do I train new employees and subs?

If you have a new user, the easiest way for them to get familiar with the system is to watch the training videos. The training videos can be found in the Help Resources section of the user's absence and substitute management website:

Additional Resources:

🔗 [Employee Web Basic Training \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003265807\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003265807)

🔗 [Substitute Web Basic Training \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003385048\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003385048)

🔗 [Employee Web Advanced Training \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003265767\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003265767)

🔗 [Substitute Web Advanced Training \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266267\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266267)

There are also QuickStart Guides for employees and subs:

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)

🔗 [Substitute QuickStart Guide \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266087\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003266087)

▼ How do I set up preferred or excluded subs?

The absence management system allows the administrators and employees to specify certain subs as preferred, thus giving them preference over others. These preferred subs are contacted first and have the ability to view jobs online before their peers, depending on visibility settings.

Additional Resources:

🔗 [Understanding Preference Lists \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003382908\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003382908)

🔗 [Setting Up a School's Preferred Substitute List \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003261987\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003261987)

▼ Why can't the sub see this job?

To address job visibility, first check the "Sub Availability" tab in the absence's "modify" page. (Click **View All** if you don't see the substitute's name). Next, check to make sure the substitute is on a Preference List (and do not forget to reference the District preference list as well).

Additional Resources:

🔗 [Substitute Management and Availability \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003381708\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003381708)

🔗 [Sub Availability Course \(https://absence-help.frontlineeducation.com/hc/en-us/articles/115003263207\)](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003263207)

▼ What is the Frontline Mobile app, and how do users get it?

The Frontline Education mobile app is a *free* app that is available to any users (Admins, employees, and subs) whose organization utilizes the Frontline Insights platform. The free mobile app can be downloaded from the app store, and it includes functions such as absence creation, job monitoring, and other applicable tools specific to the needs of your Admins, employees, and subs.

Note, questions and functionality related to the Frontline Mobile app are kept separate from your Absence Management help center. Please reference the Mobile help site to answer any Frontline Mobile-specific inquiries.

Additional Resources:

🔗 **Frontline Mobile App Learning Center** (<https://mobile-help.frontlineeducation.com/hc/en-us>)