



## Frontline Training for Employees requiring a substitute



### Welcome to Frontline

Enclosed you will find training material for our new Absence Management System, Frontline Education (formerly Aesop) for Employees that do not require a substitute. The “go live” date for our new system is set for **April 1, 2019**.

With the implementation of the new system comes changes; we have listed the major changes below. Overall, the system is much more user friendly, although the changes are significant. **Please review this entire document as the changes will affect how your absence will be filled!** It is very important you review the information and view the training video at this link <https://bit.ly/2w9CPv6>. The link is also located on the SJCOE website ([www.sjcoe.org](http://www.sjcoe.org)) under the Quick Links, Absence Management/Substitute Services. This link will take you to a webpage to access the video and this handout.

**There will be no in person training**, the enclosed documents and the training videos on the SJCOE website as well as in the Learning Center will serve as training for all employees. If you need additional help, contact Kelley Bennett at 209- 468-4863 or Aggie Christensen at 209-468-9039.

#### Quick Links

[Honor Roll](#)  
[Inside SJCOE](#)  
[Outlook Webmail](#)  
[Press Releases](#)  
[Public Schools Directory](#)  
[Scholarships](#)  
[School Boundaries Search](#)  
[SJC Districts](#)  
[SJCOE Campus Map](#)  
[Absence Management/Substitute Service](#)

### Employee Announcements!

We will be changing our Sub System from SmartFind to Frontline in early 2019. Watch for welcome Emails with information on how to access the system in April 2019. A link to an overview video can be found here: [Frontline Absence & Time Overview](#) Once there click on the Play button.



#### Recommended Frontline Training Videos:

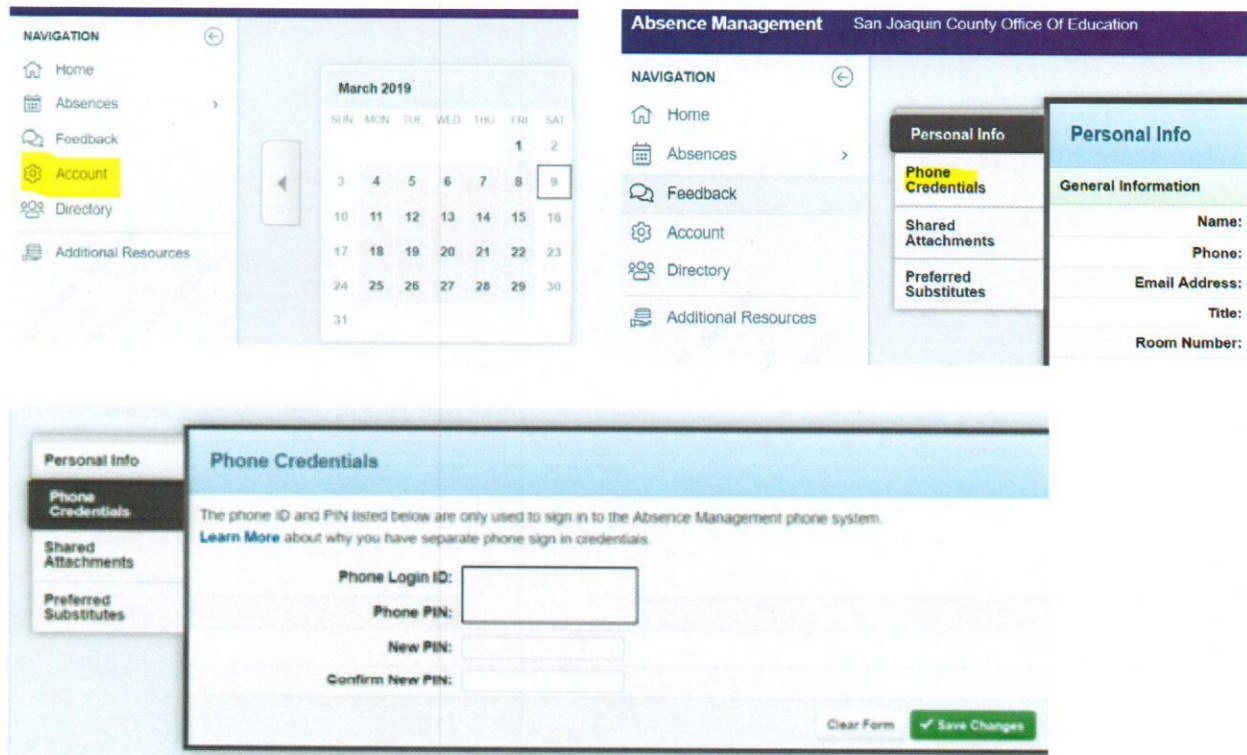
- Frontline Employee Basic Training Video .... [Watch Now](#)
- Frontline Employee Advanced Training Video .... [Watch Now](#)
- Substitute Basic Training Video .... [Watch Now](#)

### Logging into Frontline

Log into the system at <https://app.frontlineeducation.com> or from the SJCOE Website [www.sjcoe.org](http://www.sjcoe.org) using the link under Quick Links. Log in by using the username and password

you created after receiving your welcome letter and invitation email. This login will be used to access the system to view your Employee profile and to enter and review absences online or by using the Frontline APP.

You can also access the system by phone at **1-800-942-3767**, enter your **10-digit phone number as your ID and your numeric PIN**. Your log in information for the phone was provided in your employee welcome letter. If you do not have that letter available to you, you can locate your PIN, after logging in online click on the Account tab from the drop down on the left hand side of the website, click on phone credentials this screen will appear with the ID information and the PIN number. You have the option to change this PIN to a number easily remember.



### What's the cutoff time for calling in absent?

The Absence reporting process remains the same, you are required to call in absences as soon as you are aware you are going to be out. **The report time for all employees is ½ hour before your start time, you may cancel an absence up to 2 hours before your start time.** If this is a partial day absence you may enter the absence after the start of your day as long as it is ½ hour before the start of the absence. If you miss these timelines the absence will have to be entered for you calling Substitute Services to enter an absence so a substitute can be secured.

**Notable changes made to processes or to the system or the Absence process are listed below.**

### **Absence Reasons**

The following reasons previously available in SmartFind, have been eliminated:

Dental appointment  
Doctor appointment  
Family member illness

With this change an Employee's Dental and Doctor appointment will be reported in Frontline as **Employee Illness**, to be deducted from an employee's sick leave. A family member's Dental or Doctor appointment as well as a family member's illness, will be reported as **Personal Necessity**, also deducted from an employee's sick leave.

**Not all absence reasons will be available to all employees**, the absence reasons are tied to your employee type, i.e. Those that are not able to use vacation (school site personnel) will not see vacation as a reason on their drop down.

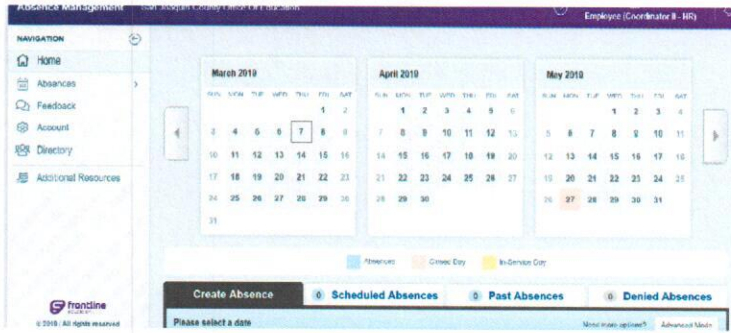
### **Attendance Reports**

Absence Authorization Forms will be eliminated for all employees except those reporting positive attendance. **Employees will be responsible for reviewing and verifying their own absences reported to the system**, if there are discrepancies you must contact your supervisor to advise, the absence information will be reviewed and possibly adjusted. **The electronic system will be the official record of Employee's absences.**

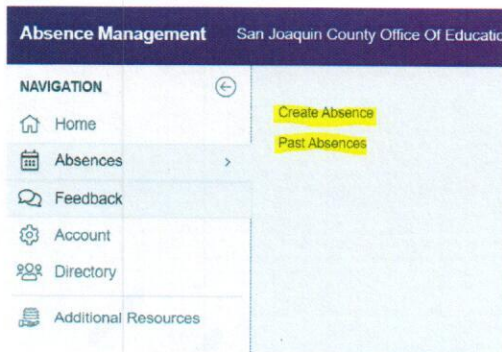
In place of the email previously sent to request employees submit their Attendance reports, email notices will be sent to employees to remind them to verify their absences reported to the system, prior to the end of the month. **The information in Frontline will be the official record.**

### **To create an absence**

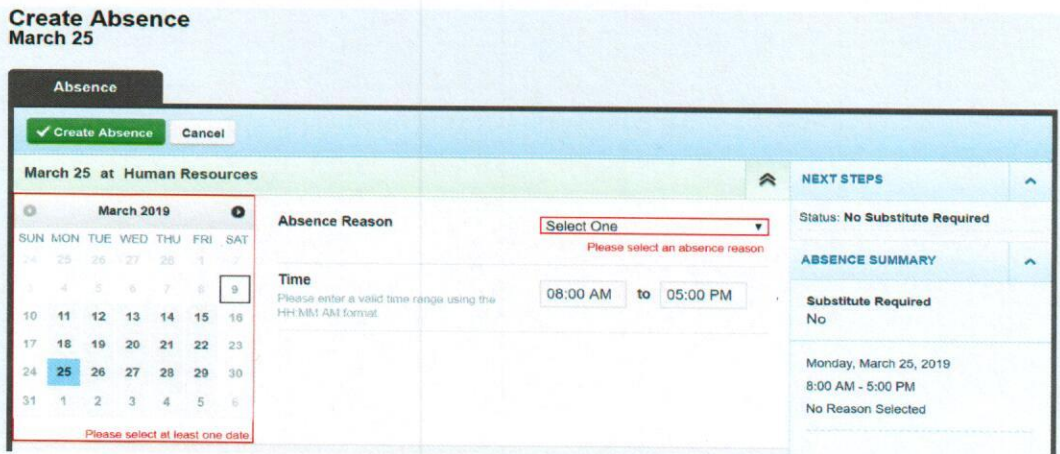
Log into the system at [www.aesop.com](http://www.aesop.com) or from the SJCOE Website [www.sjcoe.org](http://www.sjcoe.org) click on the Quick link at the bottom of the page to access a link to Frontline and training materials. Once you are on the website the sign in screen will appear. Enter your username and password.



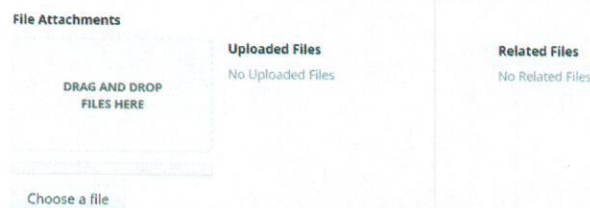
The menu on the left side of the web page lists the features available to you. Click on absences to create or review absences.



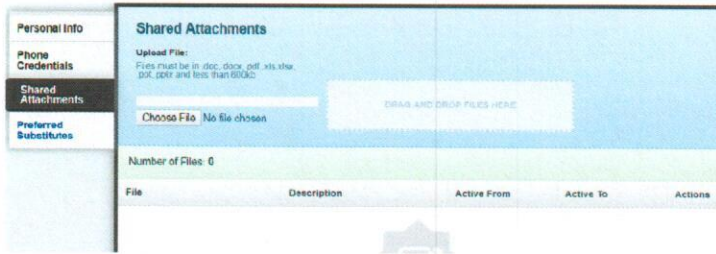
To create the absence, click on the create absence, enter the date from the calendar, then enter an absence reason, Teachers have the option of pre-arranging a sub at this point, directions on how to assign a sub is included in this handout (see below). The absence summary is on the right side of the webpage. After reviewing the summary click on create absence. A confirmation number will be issued to you. A teacher may include lesson plans for the Substitute by adding those documents to the absence.



Drag and drop files or choose a file to upload documents.



Attachments can be stored in your employee profile – access via account - shared attachment

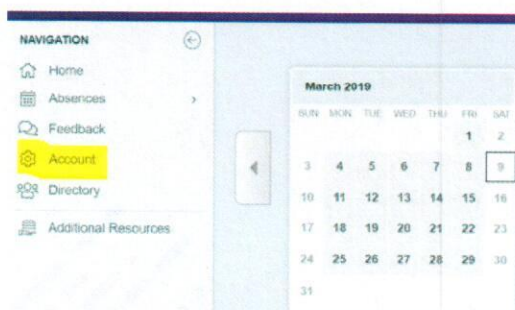


## Preference List (Favorite 5)

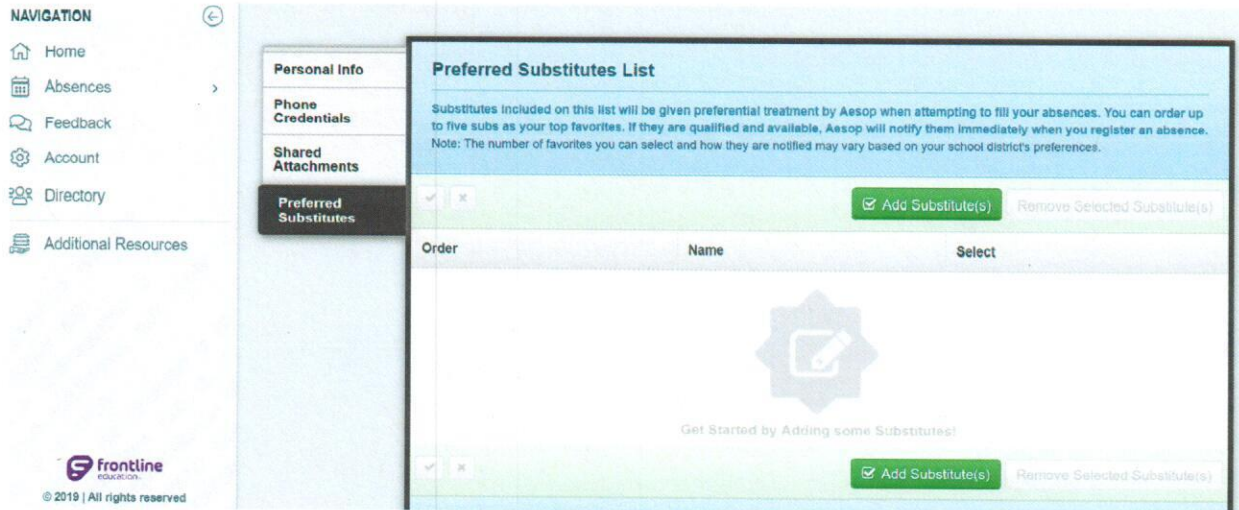
**The ability to request a sub when creating an absence is no longer an option.**

Employee's will have the ability to create and maintain their own preference list in the system. This is referred to as **"your favorite five"**, rather than requesting a sub each time your report an absence, the system will access this list when an absence is created in the system, your preference list will be used to determine who the system will contact, you may have more than 5 preferred substitutes but you must rank them 1-5 in order for those subs to be notified by email that an assignment is available immediately after you enter the absence.

If you do not created your own preference list, the system will refer back to a site or the district preference list which is referred to as the sub pool. Additional information on how to create "your favorite five" is included with your training materials. To access the preference on your employee home, select the Account Information from the drop down on the left to take you to the screen to add substitute names and Rank the employees that you prefer.



Click on Preferred Substitutes to add Substitutes to your Preferred List and Rank them 1-5 as only Ranked substitutes will be notified immediately of an available assignment.



Additional Information is provided in this packet.

### Ability to pre-arrange a sub (for Teachers only)

**Teachers now have the ability to pre-arrange their own substitute, when an absence is entered.**

The System **will not** contact the sub to confirm the assignment, if you choose to use this option, it is your responsibility to ensure communication with the sub has occurred and accurate information regarding the date, time and the ability to accept the assignment has been communicated with the substitute in advance. If the substitute does not report to the site for an absence that was pre-arranged, the teacher may be required to return to the classroom, if the absence is for a reason something than an employee's use of sick leave. This option may help those that currently communicate with Sub Teachers, advise them of an assignment, request them, but the sub misses the call or does not go online early to receive the call, so someone else receives the assignment. Additional information is provided in this packet.

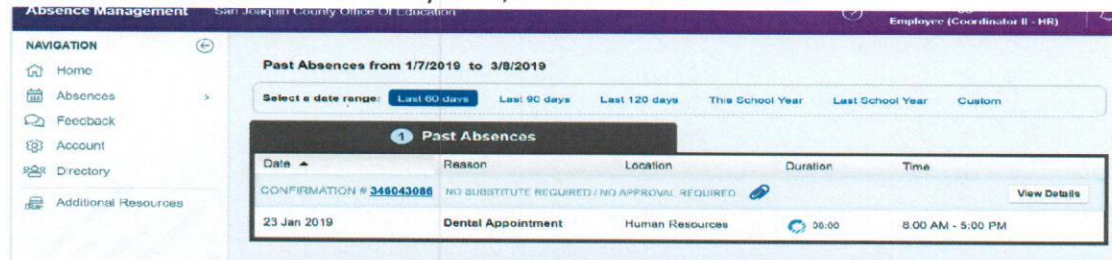
### Finding Subs

Frontline uses a combination of notifying and calling substitutes to fill jobs, substitutes can contact the system or receive text messages from the Jobulator APP (if they are enrolled). When the absence is entered into the system, Jobulator immediately sends out Text messages to available substitutes. If you have a list of preferred subs that are Ranked, Frontline will send out an email notification to subs within 4 to 5 minutes from when the creation of the absence to notify them of an available job. The system will only contact subs to work by phone, two days before the start of the job for future absences if not filled or by phone if absences are entered the day before or the morning of the assignment. Substitutes have the ability to call in or go online to accept jobs, substitutes will be made aware of the change in processes.

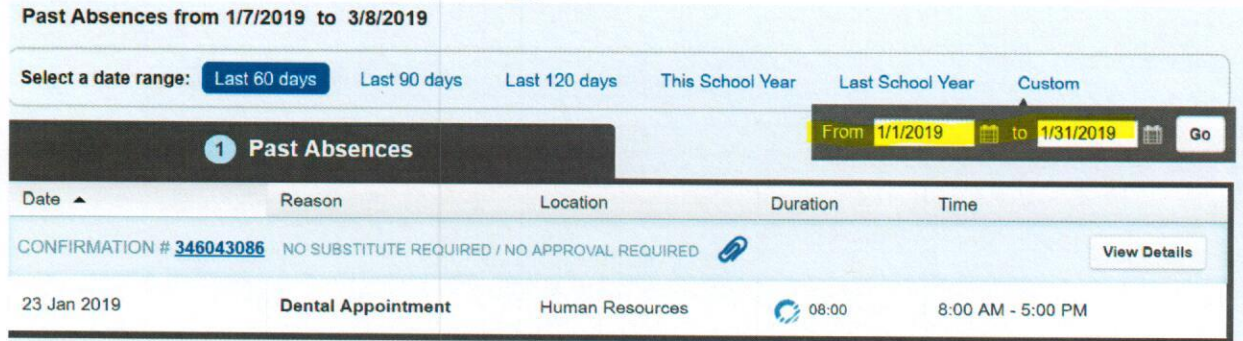
You are still required to enter your **absence as soon as possible**, our main response from our substitute pool is that we do not enter our absences soon enough. Most other districts are using Frontline, so subs that are working in multiple districts are notifying them in a timely manner. We encourage you to create and Rank your "Favorite 5" so you can fill your absence with a sub of your choice, with a notification going out the day the absence is entered.

**To review and verify absences**

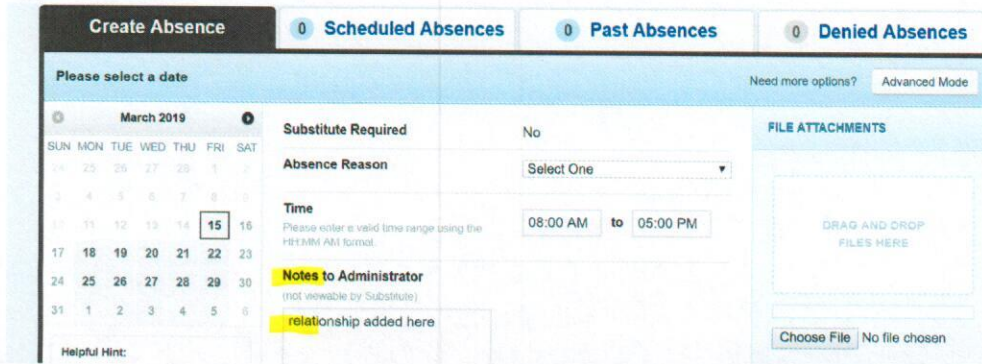
For absence verification in the system, click on Past Absences.



Choose the options for the date range from those listed, including entering a custom date range which can match the monthly reporting period.



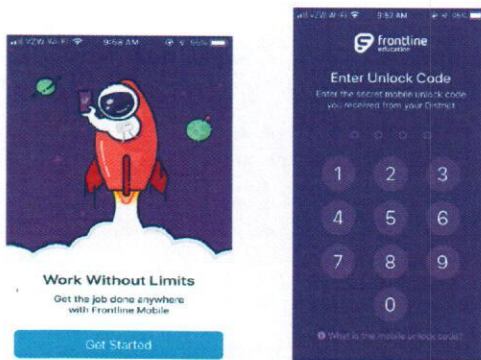
Processes for providing information or documents to the Attendance Unit will change with the elimination of turning in Absence Authorization Forms. When a Bereavement is called in as an absence reason – the relationship will need to be added to the Notes to Administrator section, Type in the relationship.



When reporting an absence for Jury duty, you are required to provide the Jury Duty slip, this will not change. You have the ability to upload the document to your absence, or have your Department Attendance designee assist you.

### **Mobile APP**

With our new system comes the ability to use the Mobile APP to report and review absences. Information on the Mobile APP is also provided in your training materials. The APP is available for both Android and IOS systems, from the APP Store. The invitation code to download the APP is 7354.

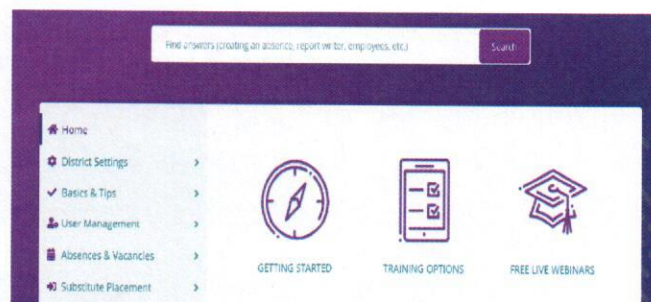
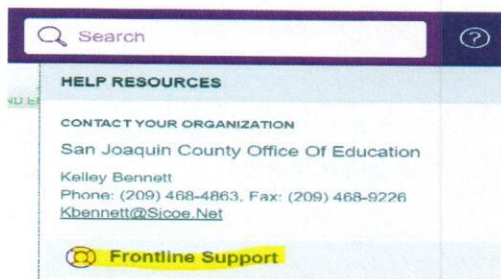


The APP is available to Employees, Campus Users and Org Users.

Substitutes have the option of purchasing a service to enable them to use the Jobulator APP to assist with obtaining Jobs. Jobulator does charge a monthly fee. Subs will be given enrollment information. (again substitutes are not required to enroll in this service)

### **Training Materials**

A link to the training video and a "How to" Handout on how to create an absence as an employee is included in this handout, please take the time to review all information included, and view the video in advance of having to use the system. Once logged into the Frontline, you may access the resources available in the system by using the Learning Center. The Learning Center is available to you by clicking on the ? at the top of the page. Click on Frontline support to access the training tools. Use the search tool to look for topics or the dropdown menu on the left side of the screen to find the information you need.



If you have questions regarding the use of Frontline, please contact Kelley Bennett at



209-468-4863 or Aggie Christensen at 209-469-9039.

Substitutes do have the ability log in through the internet on their cell phone, using the online system.

**I have already entered my absence in SmartFind – what do I do?**

All absences previously added to SmartFind will be moved over to Frontline, you **will not need** to reenter your absence. If the absence was filled with a substitute, the assignment will be filled with that sub.

SmartFind will no longer be operable after the morning of Friday, March 29, 2019. Absences with a date of April 1<sup>st</sup> or later will be the first date the sub will begin filling.



## **Employee Absence Reasons in Frontline Education System**

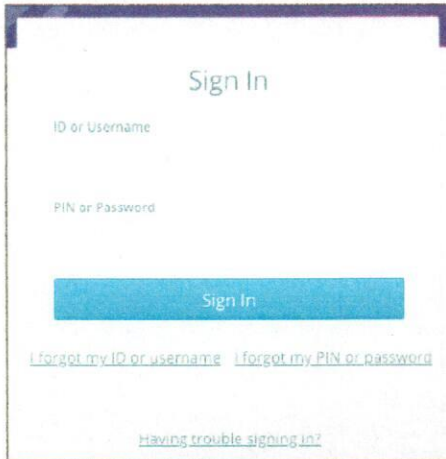
Not all employees will see the entire list of absence reasons in their drop down as reasons are tied to your employee type. The reasons will play in this order when using the phone system, and be listed in alphabetical order when entering an absence online or when using the Frontline APP.

### **Reasons for Employee absences**

- 1 Employee Illness
- 2 Personal Necessity
- 3 No Tell Day
- 4 Vacation
- 5 Non Workday
- 6 Jury Duty – Court Wit
- 7 Bereavement
- 8 Comp Time Used
- 9 Conference
- 10 Workers Comp
- 11 Mod Duty Non W/C
- 12 Mod Duty W/C
- 13 FMLA-CFRA
- 14 Differential
- 15 Other-apvl reqd
- 16 Quest
- 17 IEP
- 18 Observations
- 19 Training
- 20 Unpaid Leave
- 21 Induction
- 22 Consulting Tchr PAR
- 23 Mandated Cost Reim
- 24 Negotiation Leave
- 25 Union CTA full rate
- 26 Union Leave CTA
- 27 Wrk Elsewhr Sub Rt
- 28 INT Absence
- 30 Administrative Leave



# Absence Management



## SIGNING IN

To log in to the absence management application, type [aesoponline.com](http://aesoponline.com) in your web browser's address bar.

The Sign In page will appear. Enter your ID/username and PIN/password and click **Sign In**.

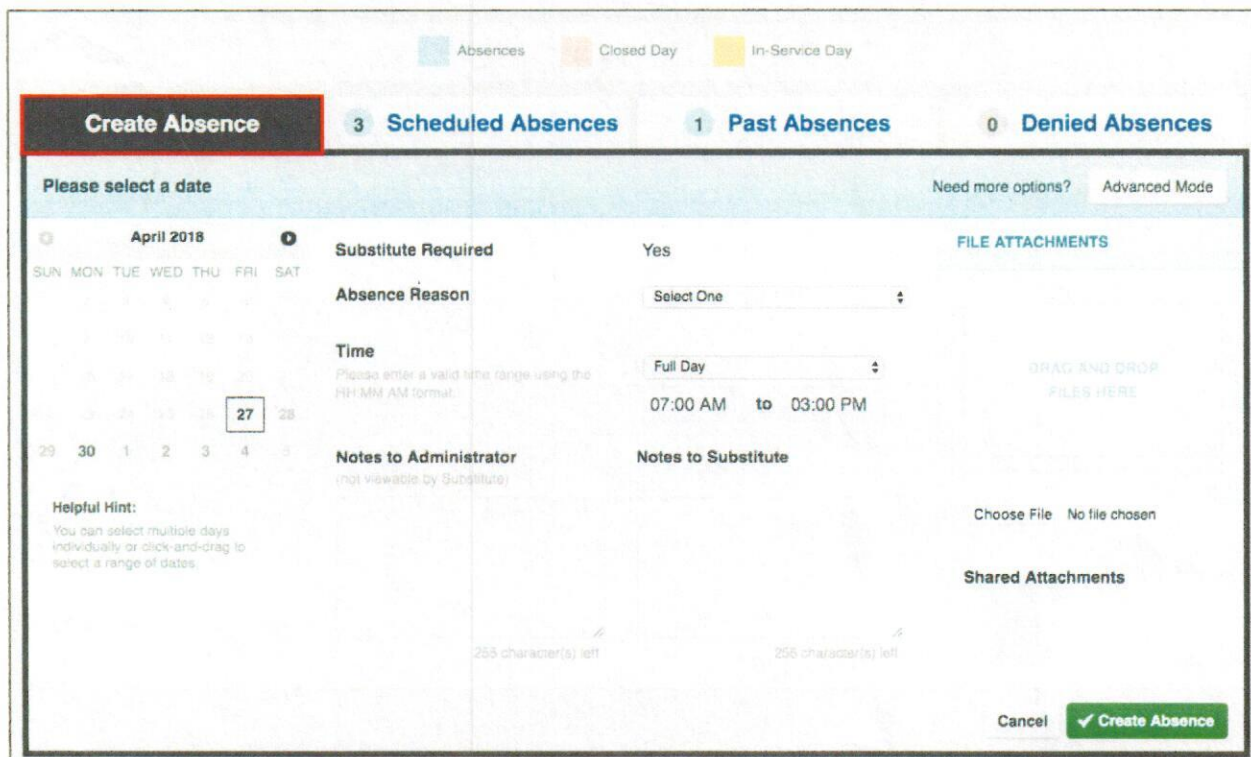
## RECOVERING CREDENTIALS

If you cannot recall your credentials, use the recovery options or click the "Having trouble signing in?" link for more details.

## CREATING AN ABSENCE

You can enter a new absence from your absence management home page under the **Create Absence** tab.

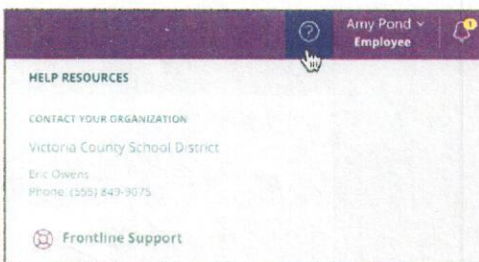
Enter the absence details including the date of the absence, the absence reason, notes to the administrator or substitute, etc. and attach any files, if needed. You can then click **Create Absence**.



## MANAGING YOUR PIN AND PERSONAL INFORMATION

Using the “Account” option, you can manage your personal information, change your PIN number, upload shared attachments (lesson plans, classroom rules, etc.), manage your preferred substitutes, and more.

Personal Info	Personal Info
Change Phone Pin	<b>General Information</b>  <b>Name:</b> Amy Pond <b>Phone:</b> 6105553747 <b>Email Address:</b> Apond@education.com <b>Title:</b> <b>Room Number:</b> Main Office <b>Language:</b> English Your language preference can be changed in your <a href="#">Account Settings</a> .  <b>Address</b>
Shared Attachments	
Preferred Substitutes	
Excluded Substitutes	
Absence Reason Balances	



## GETTING HELP AND TRAINING

If you have questions, want to learn more about a certain feature, or need more information about a specific topic, click **Help Resources** and select **Frontline Support**. This opens a knowledge base of help of training materials.

## ACCESSING ABSENCE MANAGEMENT ON THE PHONE

In addition to web-based, system accessibility, you can also create absences, manage personal information, check absence reason balances, and more, all over the phone.

To call the absence management system, dial **1-800-942-3767**. You'll be prompted to enter your ID number (followed by the # sign), then your PIN number (followed by the # sign).

Over the phone you can:

- Create an absence (within the next 30 days) – **Press 1**
- Review upcoming absences – **Press 3**
- Review a specific absence – **Press 4**
- Review or change your personal information – **Press 5**

If you create an absence over the phone, please note the confirmation number that the system assigns the new absence, for future reference.





# Mobile App

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

## REQUIREMENTS

You must have the following qualifications to access the app:

- Your district must utilize the Frontline Insight's Platform.
- You must utilize employee-based functionality.
- You must receive a 4-digit invitation code from your district to gain initial in-app access.

The Frontline mobile app is not available to substitutes and does not replace or conflict with the Jobulator app. Substitutes who subscribe to Jobulator will continue to accept and view future assignments through that application.



## GETTING STARTED

Access the app store on your mobile device and download the Frontline Education app.

Once the download is complete, you will need to enter a unique 4-digit invitation code prior to signing in. Your district will send this mobile code to you.

The welcome page displays "Accepted" if you make a correct entry, and you can click **Continue** to proceed to a sign in page.

From there, enter your Frontline ID account and click **Sign In**.

## HOMEPAGE

The homepage provides a graph with current absence or leave balance details (if enabled) and displays any scheduled absences. You can access your Inbox or Navigation Menu at the base of the page, or you can select the option to schedule an absence.

The “Inbox” option provides instant access to any pending messages or email notifications. The “Menu” option opens a side navigation bar where you can access current tools and settings such as your Absences page.

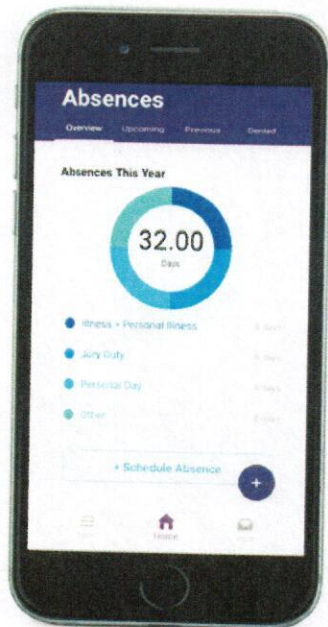
## ABSENCES

The Absences page provides an overview of available Paid Time Off (if leave balances are enabled) or absences this past year (if available). The page also includes upcoming, past, or denied absences. The app categorizes your Paid Time Off in accordance with current available hours. (See images below.)

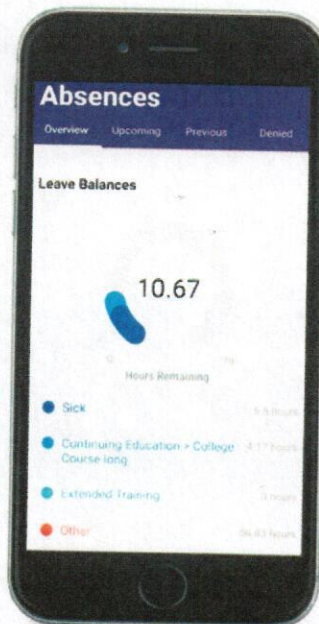
## CREATE AN ABSENCE

As mentioned above, select **+Schedule Absence** on the homepage to create an absence. Choose your absence timeframe, indicate whether a substitute is required, and include notes for the Admin or sub!

(Absences This Year enabled)



(Leave Balances enabled)



(Absence Creation)

The screenshot shows the 'Create Absence' form. It includes the following fields and options:

- What is the reason?** Select Reason
- When will you be absent?** Today 3 Apr
- How long will you be out?** Full Day (selected), Half AM, Half PM
- Is a substitute required?** Yes/No
- Notes to administrator:** Text input field



## Managing Preferred Subs Lists

[absence-help.frontlineeducation.com/hc/en-us/articles/115003384808-Managing-Preferred-Subs-Lists](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003384808-Managing-Preferred-Subs-Lists)

Your district may have given you the ability to select a list of the substitutes you prefer to fill your absences. The substitute placement feature will attempt to contact these substitutes first when you create an absence.

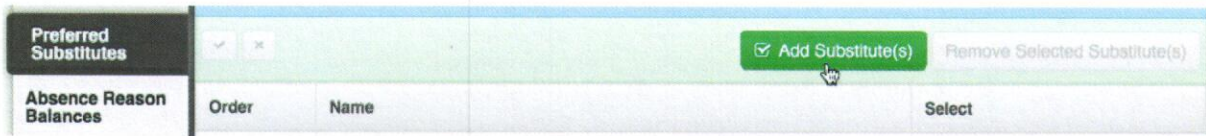
To access the "Preferred Substitutes" page, click the **Account** option in the side navigation.

Now click on the **Preferred Substitutes** tab.

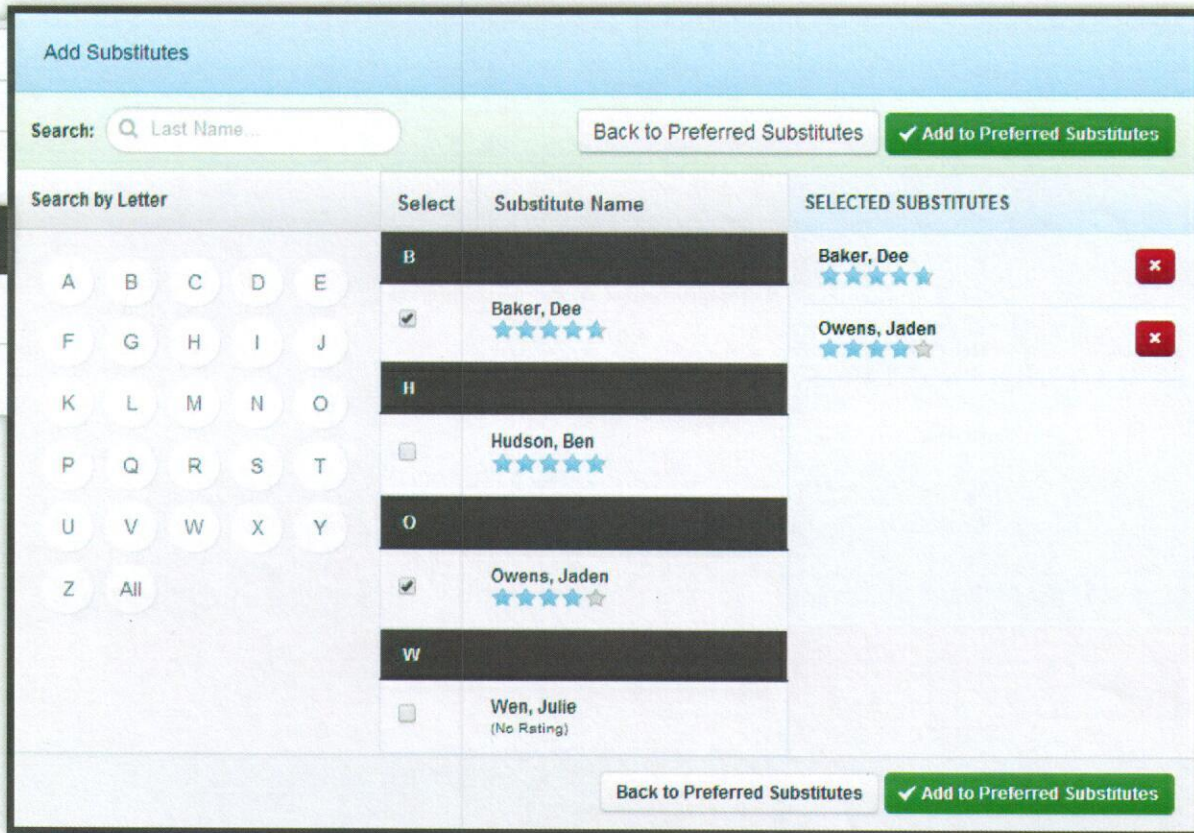
Order	Name
1	<b>Blackstone, Amie</b> (No Rating)

## Adding Substitutes

To add a substitute, click the **Add Substitute(s)** button.



This will open up the substitute selection page. Here, you can find the substitutes you want by searching by the substitute's last name, filtering by the first letter of the substitute's last name, or just browsing the list of substitutes.









Select the substitute(s) that you would like to add to your Preferred Substitutes list by checking the box next to their names. Once you have finished selecting the substitutes, click the **Add to Preferred Substitutes** button. This will add the substitutes to your Preferred Substitutes list.



  1	<b>Baker, Tom</b> ★★★★★
  2	<b>Chan, Alice</b> ★★★★☆
	<b>Baker, Dee</b> ★★★★★
	<b>Owens, Jaden</b> ★★★★☆

## Removing Substitutes

To remove a substitute from your Preferred Substitutes list, click the check box for the substitute you would like to remove. The **Remove Selected Substitute(s)** button will appear. Click that button.

Order	Name	Select
  1	<b>Baker, Tom</b> ★★★★★	<input type="checkbox"/>
  2	<b>Chan, Alice</b> ★★★★☆	<input type="checkbox"/>
	<b>Baker, Dee</b> ★★★★★	<input checked="" type="checkbox"/>
	<b>Hudson, Ben</b>	<input type="checkbox"/>

The substitute will be removed from your Preferred Substitutes list.

Learn how to choose your top five favorite subs on your Preferred Substitutes list [here](#).

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# Managing Your Favorite Five Substitutes

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

Once you have added a number of substitutes to your Preferred Substitutes list, you can select up to five of them to be your "Favorite Five". The Favorite Five will get even more of an advantage when attempting to fill your absences. Substitutes that are marked as favorites, and who are considered "qualified and available" at the time the absence is created, will be notified instantly by email when you create an absence that needs a substitute. Also, absence management will begin calling the Favorite Five subs during the next evening calling period up to 120 nights before the absence.

## Choosing Favorite Substitutes

To mark someone as a favorite, simply click the heart icon in their row in the preferred list. The heart will turn red, indicating that this substitute has been added to your Favorite Five list.

Once you have marked your favorites, you can order them by dragging them up or down in the order by grabbing the drag icon and dragging them into the position you want them (shown below).

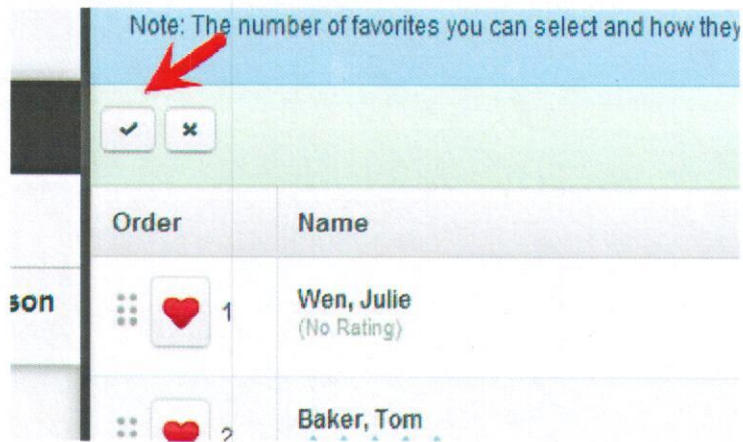


Order	Name	Select
1	Hudson, Ben ★★★★★	<input type="checkbox"/>
2	Owens, Jaden ★★★★☆	<input type="checkbox"/>
3	Baker, Tom ★★★★★	<input type="checkbox"/>
4	Chan, Alice ★★★★☆	<input type="checkbox"/>
5	Wen, Julie (No Rating)	<input type="checkbox"/>
	Baker, Dee ★★★★★	<input type="checkbox"/>

At the bottom of the table, there are two buttons: a green button with a checkmark icon labeled "Add Substitute(s)" and a grey button labeled "Remove Selected Substitute(s)".

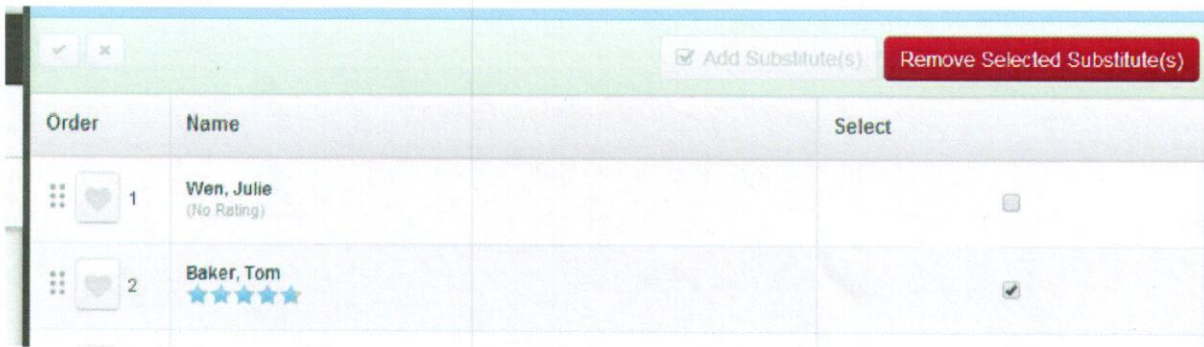
Ordering your Favorite Five will determine in what order absence management will attempt to contact them when making calls.

When you've finished re-ordering the substitutes to your liking, click the **Check Mark** button to save the changes.



## Removing Substitutes from Favorites

To remove a substitute from your Favorite Five list, click the check box for the substitute you would like to remove. The **Remove Selected Substitute(s)** button will appear. Click that button.



That's it! Now you have your Favorite Five list set up the way you want.

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[absence-help.frontlineeducation.com/hc/en-us/articles/115003265467-Assigning-a-Substitute-while-Creating-an-Absence](https://absence-help.frontlineeducation.com/hc/en-us/articles/115003265467-Assigning-a-Substitute-while-Creating-an-Absence)

### Watch Video

If you know which substitute you want to assign, you can assign them during the absence-creation process.

Start by [creating an absence](#).

In the "Review & Confirm" step of the absence creation process, you will see a button that says **Create Absence and Assign Sub**. Click this button to save the absence and manually assign a substitute.

The screenshot displays a progress bar with four steps: 'Select Employee', 'Fill out Details', 'Review & Confirm', and 'Done'. The 'Review & Confirm' step is currently active. Below the progress bar, a 'Next Step' section contains two buttons: 'Create Absence and Assign Sub' (highlighted with a red box) and 'Create Absence'. Below this, an 'ABSENCE SUMMARY' section is visible, showing 'Substitute Required' set to 'Yes' (indicated by a green toggle) and 'Hold Until' set to 'No Hold' (indicated by a dropdown menu).

This will bring up a window where you can search for the substitute you want to assign. Type the last name of the substitute you are looking for, or browse the list.

[Absence](#)
[Absence Log](#)
[Approvers](#)
[Approver Log](#)
[Available Subs](#)
[Call History](#)

Search for Substitute:

Only show qualified and available substitutes

📞 100 Call(s) remaining

Substitute Name	Assign	Qualified and Available Checks						Additional Checks				Call Now	Block/Unblock
		Skill Match	Other Job	Non-Work Day	Excluded	Preferred School	Over worked	Rejected by Sub	Visible to Sub	In Sub Call Time			
*Braymer, Arianne (802) 154-2771 (No Rating)	<input type="button" value="Assign"/>	🟢 Qualified and Available										<input type="button" value="Call Now"/>	<input type="button" value="Block"/>
*Hammond, SHARON (802) 154-1517 (No Rating)	<input type="button" value="Assign"/>	🟢 Qualified and Available										<input type="button" value="Call Now"/>	<input type="button" value="Block"/>

To assign a sub, click the green **Assign** button next to the substitute's name.

\*Braymer, Arianne  
(802) 154-2771  
(No Rating)

🟢 Qualified and Available

Click [here](#) to learn more about checking for available substitutes.

A pop-up window will appear, asking you to confirm the assignment.

It is important that you communicate with the substitute and confirm with them that they are willing to fill the job before you assign it to them.

To assign the sub to the absence, click the green **Confirm and Assign** button.

Assign Substitute For # 152278705

**Confirm Assignment**

\*Braymer, Arianne  
(802) 154-2771 Available

Please confirm that you have already communicated this position with the person you are about to assign.