



Frontline Education Employee Training (no sub required)



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. It is very important you review the information provided and view the training video at this link <https://bit.ly/2w9CPv6>.

The link is also located on the SJCOE website (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.



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 in to Frontline

Log into the system at <https://app.frontlineeducation.com> or from the SJCOE Website 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 provide 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.

The first screenshot shows the 'Absence Management' interface with a navigation menu on the left. The 'Account' option is highlighted in yellow. A calendar for March 2019 is displayed, with the number '9' in a box on the 9th of the month.

The second screenshot shows the 'Absence Management' header for San Joaquin County Office Of Education. The navigation menu on the left is visible. On the right, a 'Personal Info' sidebar is open, with 'Phone Credentials' highlighted in yellow. Below it, a 'General Information' form is partially visible, showing fields for Name, Phone, Email Address, Title, and Room Number.

The third screenshot shows the 'Phone Credentials' form. It includes a 'Personal Info' sidebar on the left. The main form area has a title 'Phone Credentials' and a sub-header 'Phone Credentials'. Below this, there is a note: 'The phone ID and PIN listed below are only used to sign in to the Absence Management phone system. Learn More about why you have separate phone sign in credentials.' The form contains four input fields: 'Phone Login ID:', 'Phone PIN:', 'New PIN:', and 'Confirm New PIN:'. At the bottom right, there are 'Clear Form' and 'Save Changes' buttons.

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 you miss these timelines the absence will have to be entered for you by your HR Tech, or the department designee for Attendance.

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.

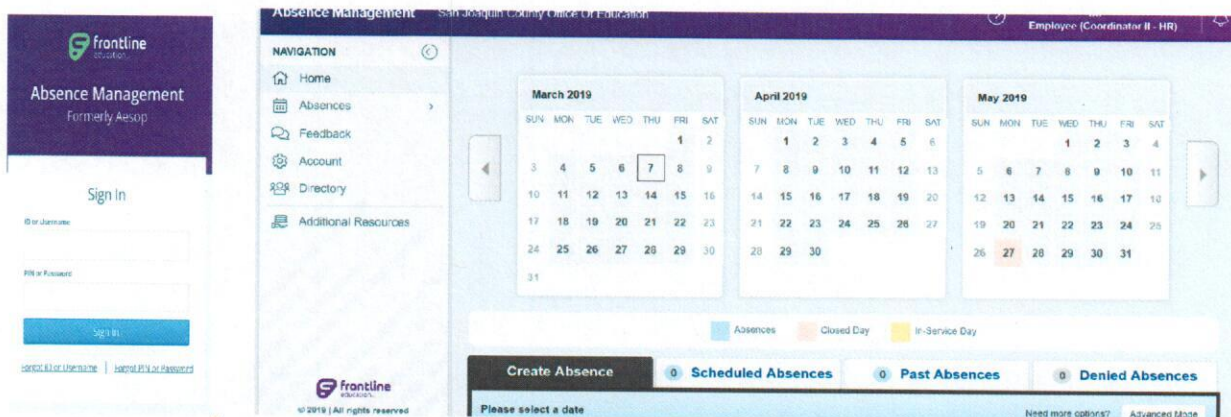
Not all absence reasons will be available to all employees, the absence reasons are tied to your employee type, i.e. Those that are not able to use vacation (school site personnel) will not see vacation as a reason on their drop down.

Attendance Reports

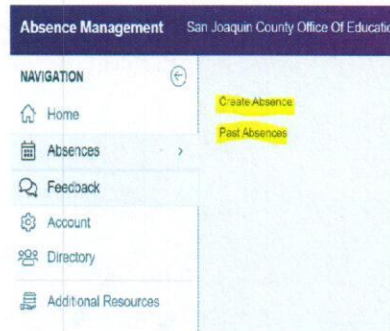
Absence Authorization Forms will be eliminated for all employees except those reporting positive attendance. **Employees will be responsible for reviewing and verifying their own absences reported to the system**, if there are discrepancies you must contact your supervisor to advise, the absence information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

To create an absence

Log into the system at www.aesop.com or from the SJCOE Website 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 an absence, click on the create an absence, enter the date from the calendar, then enter an absence reason. 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.

Create Absence March 25

A screenshot of the 'Create Absence' form. At the top left, there are buttons for 'Create Absence' (with a checkmark) and 'Cancel'. Below this, the text 'March 25 at Human Resources' is displayed. On the left is a calendar for March 2019, with the date '25' selected. To the right of the calendar is a form with the following fields: 'Absence Reason' with a dropdown menu set to 'Select One' and a red error message 'Please select an absence reason'; 'Time' with a range of '08:00 AM to 05:00 PM' and a note 'Please enter a valid time range using the HH:MM AM format.' On the right side of the form, there are sections for 'NEXT STEPS' (Status: No Substitute Required), 'ABSENCE SUMMARY' (Substitute Required: No), and a preview of the absence: 'Monday, March 25, 2019, 8:00 AM - 5:00 PM, No Reason Selected'. A red error message 'Please select at least one date' is visible at the bottom of the calendar.

To review and verify absences

For absence verification, click on **Past absences** to review the absences reported to the system.

Absence Management San Joaquin County Office Of Education Employee (Coordinator II - HR)

NAVIGATION

- Home
- Absences
- Feedback
- Account
- Directory
- Additional Resources

Past Absences from 1/7/2019 to 3/8/2019

Select a date range: **Last 60 days** Last 90 days Last 120 days This School Year Last School Year Custom

1 Past Absences

Date	Reason	Location	Duration	Time
CONFIRMATION # 346043086 NO SUBSTITUTE REQUIRED / NO APPROVAL REQUIRED View Details				
23 Jan 2019	Dental Appointment	Human Resources	08:00	8:00 AM - 5:00 PM

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

Past Absences from 1/7/2019 to 3/8/2019

Select a date range: **Last 60 days** Last 90 days Last 120 days This School Year Last School Year Custom

1 Past Absences

From 1/1/2019 to 1/31/2019 **Go**

Date	Reason	Location	Duration	Time
CONFIRMATION # 346043086 NO SUBSTITUTE REQUIRED / NO APPROVAL REQUIRED View Details				
23 Jan 2019	Dental Appointment	Human Resources	08:00	8:00 AM - 5:00 PM

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.**

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.

Create Absence 0 Scheduled Absences 0 Past Absences 0 Denied Absences

Please select a date Need more options? [Advanced Mode](#)

March 2019

SUN	MON	TUE	WED	THU	FRI	SAT
24	25	26	27	28	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Substitute Required No

Absence Reason Select One

Time Please enter a valid time range using the HH:MM AM format. 08:00 AM to 05:00 PM

Notes to Administrator
(not viewable by Substitutes)
relationship added here

FILE ATTACHMENTS

DRAG AND DROP FILES HERE

Choose File No file chosen

Helpful Hint:

When reporting an absence for Jury duty, you are required to provide the Jury Duty slip, this will not change. You will not be able to upload your note to your absence after the fact, you will have to have, your HR Tech or Department Attendance designee attach it for you.

Mobile APP

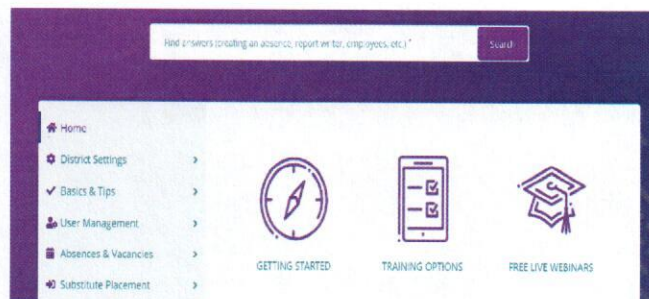
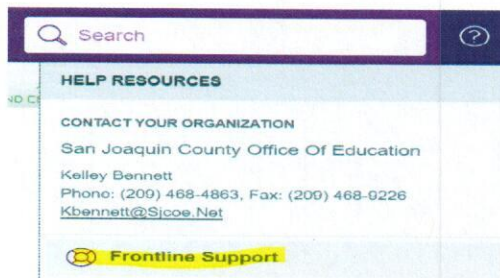
With our new system comes the ability to use the Mobile APP to report and review absences. Information on the Mobile APP is also provided in your training materials. The APP is available is 7354.



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

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.



Employee Absence Reasons in Frontline Education System

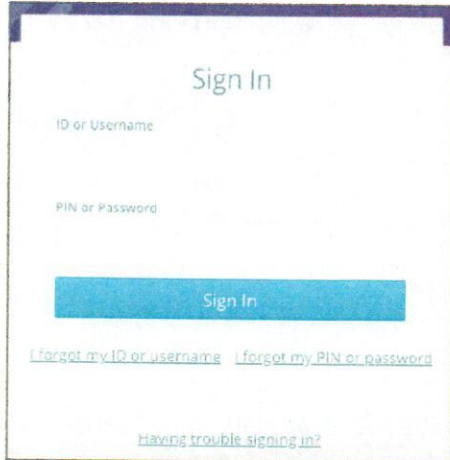
Not all employees will see the entire list of absence reasons in their drop down as reasons are tied to your employee type. The reasons will play in this order when using the phone system, and be listed in alphabetical order when entering an absence online or when using the Frontline APP.

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 in your web browser's address bar.

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

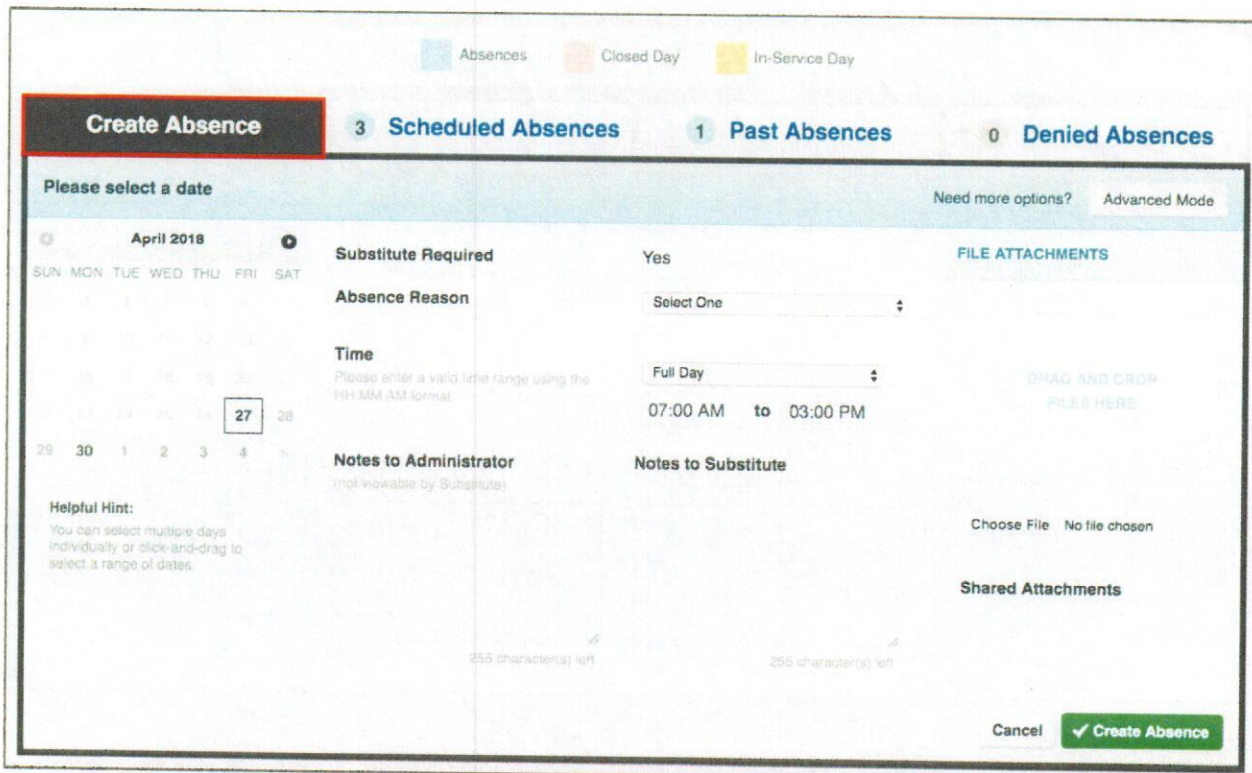
RECOVERING CREDENTIALS

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	General Information Name: Amy Pond Phone: 6105553747 Email Address: Apond@education.com Title: Room Number: Main Office Language: English Your language preference can be changed in your Account Settings .
Shared Attachments	
Preferred Substitutes	
Excluded Substitutes	
Absence Reason Balances	
	Address

The screenshot shows a user profile for 'Amy Pond - Employee' at the top right. Below it, a 'HELP RESOURCES' menu is visible with the following options:

- CONTACT YOUR ORGANIZATION
 - Victoria County School District
 - Eric Owens
 - Phone: (555) 849-9075
- Frontline Support

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. #7354



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.)

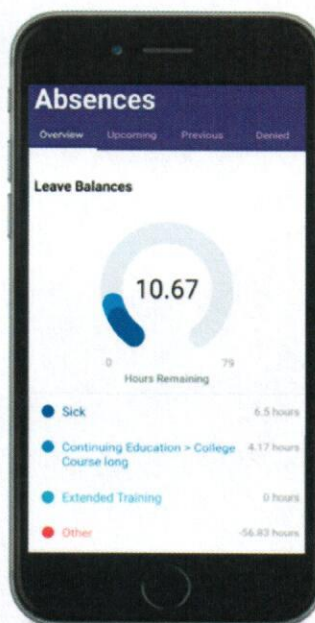
CREATE AN ABSENCE

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)



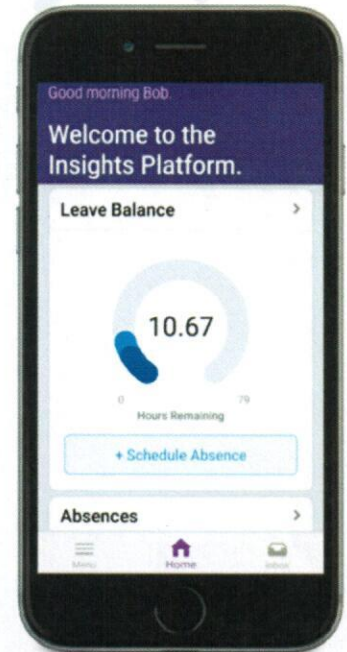
(Leave Balances enabled)



(Absence Creation)

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

- What is the reason?** (Text input field)
- Select Reason** (Dropdown menu)
- When will you be absent?** (Date picker showing 'Today 3 Apr')
- How long will you be out?** (Radio buttons for 'Full Day', 'Half AM', and 'Half PM')
- Is a substitute required?** (Toggle switch)
- Note to administrator** (Text input field with placeholder 'Add note - optional')



Popular Questions for Employees

 absence-help.frontlineeducation.com/hc/en-us/articles/115004472927-Popular-Questions-for-Employees

Click on a question below to find an answer.

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. Reference this [article](#) for additional details.

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. You can also reference this [article](#) for more detail on how to edit or delete your absences.

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 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. Click [here](#) to learn more about this process and how to create your top five favorite subs.

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 **Questions?** option in the upper right corner of your home page to locate your administrator's contact details.

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 this 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. Learn more about Favorite Five subs here.

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.

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.

How do I attach a file to all my absences? What types of files can be attached?

With each absence you create, you have the option to upload a single file to that absence. However, you can also have the absence and substitute management system automatically attach a file to each absence you create within a specified date range. To upload this file, simply 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. (Psst, super helpful tip: Be sure to *not* include a comma in the title of your file.) You can learn more about shared attachments here!

As a new employee, where should I start?

Once you access your application, you can begin to set up your system preferences! Reference this [QuickStart Guide](#) to learn about the absence creation process, your credential management, and how to access absence management on the phone. You can also review the [Getting Started](#) page to learn more about your system preferences and how to set up your preferred substitutes list.

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The Employee Home Page

absence-help.frontlineeducation.com/hc/en-us/articles/115003384588-The-Employee-Home-Page

Your application home page provides access to all your important information. These options include district notifications, absence details, and much more!

Web Alerts

When you log in, before you are taken to the home page, you may first see a window that notifies you of district "Web Alerts." These alerts are created by your district and contain important information that may be useful to you.

Once you have read the alerts, you can click the **Dismiss** button to move on. These Web Alerts can be revisited at any time within the application.

Important Notifications ✕

High Victoria County School District posted on Friday, March 28, 2018

Don't forget that this Friday is dress like a cowboy day!

Dismiss

Home Page

Once you dismiss your notifications (when applicable), you can view your home page.



April 2018							May 2018							June 2018						
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7			1	2	3	4	5						1	2
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23
29	30						27	28	29	30	31			24	25	26	27	28	29	30

Absences Closed Day In-Service Day

Create Absence | 3 Scheduled Absences | 1 Past Absences | 0 Denied Absences

Please select a date Need more options? Advanced Mode

April 2018						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Substitute Required Yes

Absence Reason Select One

Time Full Day
07:00 AM to 03:00 PM

Notes to Administrator (not viewable by Substitute) 255 character(s) left

Notes to Substitute 255 character(s) left

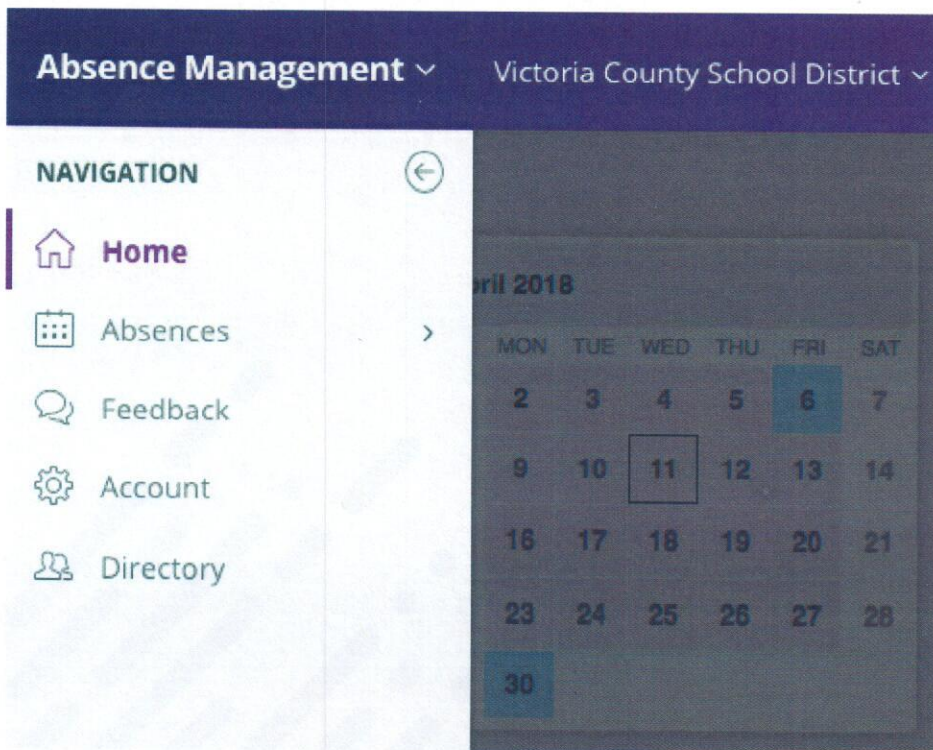
FILE ATTACHMENTS
DRAG AND DROP FILES HERE
Choose File No file chosen

Shared Attachments

Cancel Create Absence

Side Navigation

Your side navigation lists absence details, feedback, system preferences, and a substitute/approver directory.



Feedback: [Leave feedback](#) for jobs completed within the past 14 days or view recently provided feedback.

Directory: View the contact details affiliated with substitutes and approvers.

Calendar

The calendar provides an overview of your scheduled absences and any closed or in-service days affiliated with your district. It is also color coded to indicate the different types of days.



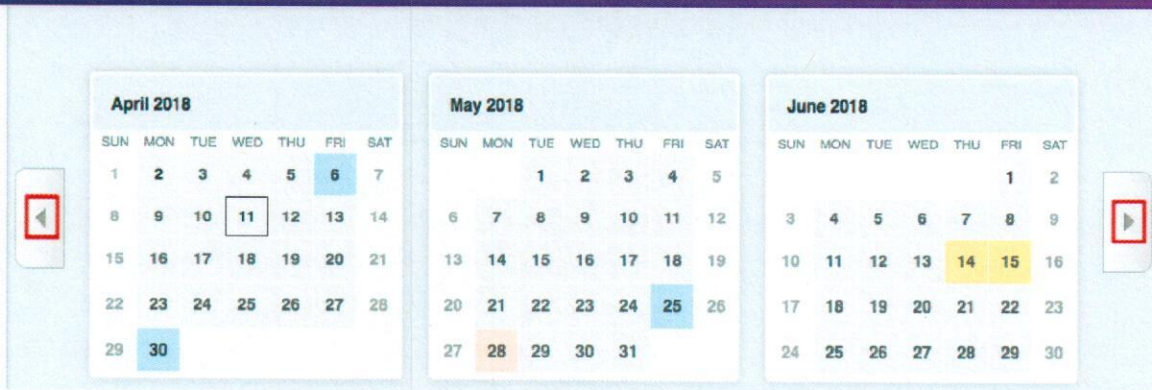
Black Box: A black box around a date represents that it is the current day.

Blue Box: A blue box represents a past or scheduled absence.

Pink Box: A pink box indicates a Closed day.

Orange Box: An orange box indicates an In-Service day.

Use the back and forward arrows on either side of the calendar to view previous or future days.



You can also click on an individual day within the calendar to view details for that specific date.

If there is an absence on that day, you can take action on that absence right from the pop-up. Or, if it is an open day, you can initiate the creation of an absence.

April 2018						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8						
15						
22						
29						

April 6 [Close]

Past Absences Confirmation # 304340104

Full Day

7:00 AM - 3:00 PM

Illness > Family Illness

VC Elementary Schools

Coulson, Phil

[View Details](#) [Leave Feedback](#)

Closed Day In-Service Day

Create [Absences] **1 Past Absences** **0 Denied Absences**

Absence Tabs

Locate the "Absence" tabs directly beneath the calendar. These tabs allow you to quickly create new absences as well as view upcoming, past, and denied absences.

Create Absence: Here, you can create a basic absence right from the home page.

Scheduled Absences: This tab lists any upcoming absences that you have already scheduled. Depending on your permissions, you may also be able to cancel absences from here. The number on the tab represents how many scheduled absences you have.

Past Absences: This tab allows you to view your absences for the past 30 days. The number on the tab represents how many past absences you have within that 30 day range.

Denied Absences: This tab shows any absence requests that were denied by your approver. The number on the tab represents how many denied absences you have.

Application Options

Based on permissions and your district setup, the system includes selections for your application, district, help resources, and Frontline ID account at the top of the page.



Application: Employees with access to multiple applications can alternate between them via the dropdown provided beside the application.

Organization: Employees who work across multiple districts can alternate between them via a dropdown provided beside the district.

Help Resources "?": View your organization's contact information and select the **Frontline Support** link to view application help content.

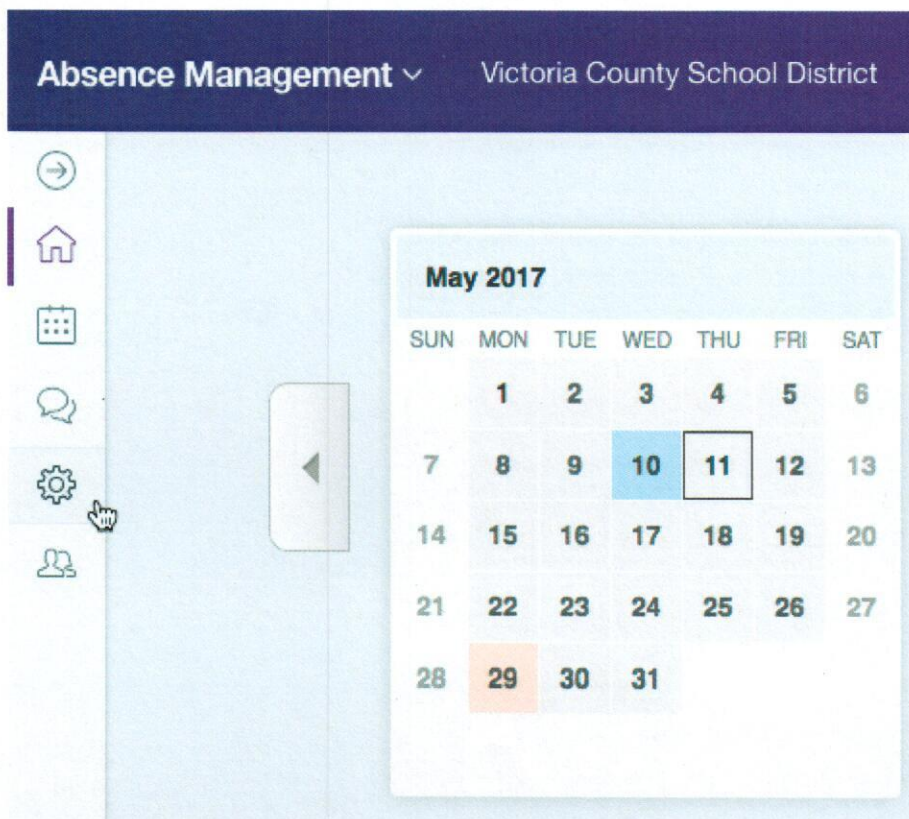
Account: Select the dropdown beside your name to access your account settings for your Frontline ID account (if applicable) or sign out of the application.

Notifications: Select the "bell" to review any district alerts/notifications.

Managing Personal Information

absence-help.frontlineeducation.com/hc/en-us/articles/115003384548-Managing-Personal-Information

Managing your personal information in the absence management system is simple! Jump to the personal information page by clicking the **Account** option in the side navigation.



By default, the "Personal Info" tab will be open. Here you can view, modify, or remove your personal information.

Personal Info	Personal Info
Change Phone Pin	General Information
Shared Attachments	Name: Bob Barker
Preferred Substitutes	Phone: 9128345670
Excluded Substitutes	Email Address: <input type="text"/>
	Title:
	Room Number: Main Office
	Language: English <small>Your language preference can be changed in your Account Settings.</small>
	Address

To add or edit information, simply click in the text input box, type your information, and click the green button at the bottom of the page.

Substitute Report Times

Start Time: 8:00 am

Half Day AM End Time: 11:30 am

Half Day PM Start Time: 12:00 pm

End Time: 3:00 pm

✓ Save Changes

You may notice that not all of the information is editable. The type of info that you can change is dependent on your District's settings in absence management. If information has changed and you are unable to edit it here, contact your District's Administrator.

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