

Absence Management Campus User Guide

Frontline Absence Management Solution



A Kelly® Education Company

Frontline Education's Absence Management Solution Reference Guide for ECE Campus Users

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Frontline Education's Absence Management Solution

Reference Guide for ECE Campus Users

Welcome!

Teachers On Call, Kelly Education Company® is pleased to present Frontline Education's Absence Management (formerly Aesop) Solution. We utilize the online scheduling system in order to request and fill substitute vacancies.

As a Campus User for your Center you have 24/7 access to the Absence Management portal to place vacancies and view real time reports. These reports show which vacancy requests have been filled by what substitute and what requests are still unfilled. Please note, you cannot assign a substitute to a vacancy without first confirming and receiving the approval of the substitute.

Substitutes proactively fill their work calendars by similarly searching through their Absence Management portal for available assignments.

You will receive a daily email report (called the Daily Report) sent to you by NetPost@AesopOnline.com when a substitute is assigned to a vacancy that day. If you have an unfilled vacancy you will not receive the Daily Report email. Additionally, you will receive notification emails any time a vacancy is edited (i.e. when a substitute picks a shift up, cancels from a shift, a shift is split, start/end times are changed, etc.). If you receive these email notifications it is best to log in to your Absence Management portal to view what has been edited. If you have any questions, please contact the Talent Care Team.

Guide Content

In this guide you will learn how to:

- Access the system
- Creating a Vacancy
- Modify a Vacancy
- Cancel a Vacancy
- View Reports
- Reset Your Password
- Obtain assistance
- Frontline Mobile App

Internet Feature of the System

A: 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 to create your account.

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

You can also access Absence Management by going to www.teachersoncall.com and hovering over the “Login” button and then selecting “Absence Management” in the top right corner.

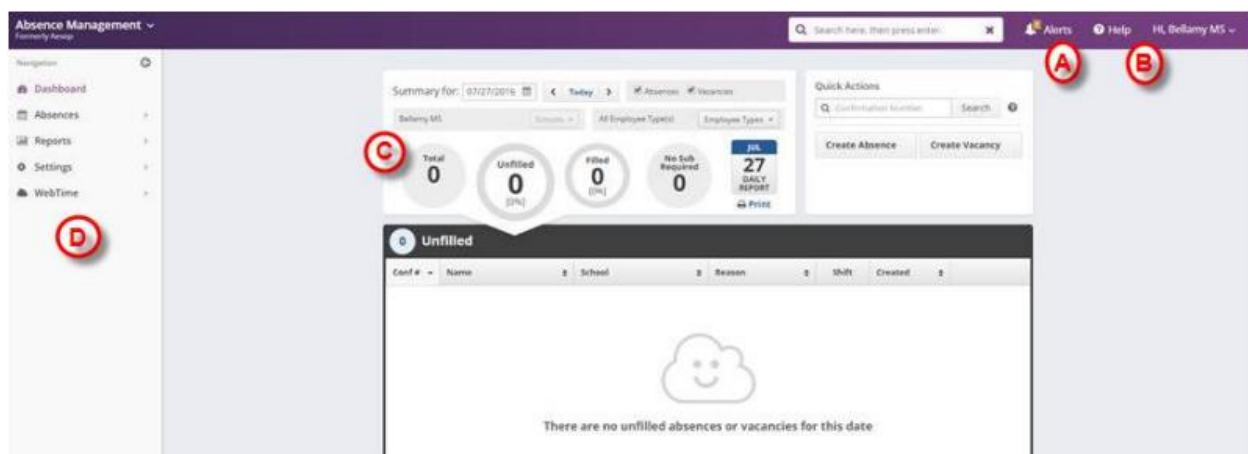
As a Campus User you will use Absence Management for:

1. Creating Vacancies
2. Modifying Vacancies
3. Setting up your Center’s Shared Files
4. Reporting

B: Absence Management Home Page

Home Page

- On your home page there is an **Alerts Menu (A)**, **Help box (B)**, the **Interactive Calendar (C)**, and the absence management **Side Navigation (D)**. (See screenshot below)
- The **Alerts Menu** may contain important notes from Teachers On Call.
- The **Help Box** contains a link to Frontline Support resources.
- The **Interactive Calendar** will display the days we provide services (Monday-Friday). Scroll to another month by clicking on the right/left arrows in the upper corners of the calendar.
- The **Side Navigation** shows the functions available to you, which are listed on the left side of the home page (e.g., Create Absence, Daily Report).
- The **Search Bar** at the top of the home page is dynamic, allowing you to search for Vacancy Confirmation numbers.



C: Creating a Vacancy

Vacancies should be entered to indicate to Teachers On Call whenever you have a staff member out and need a substitute to fill in. You can select a specific vacancy profile in the system to indicate the age group (infants, toddlers, preschool, etc.) and the qualification needed for the position (aide, assistant, teacher, or any).

Step 1: Click Create Vacancy function under the Quick Actions box on the home page. Or click on the Absence side navigation tab and go to Create Vacancy.

The dashboard displays a summary for 03/24/2021. It includes filters for 'All Schools' and 'All Employee Type(s)'. Summary statistics show: Total 0, Unfilled 0 [0%], Filled 0 [0%], and No Sub Required 0. A 'MAR 24 DAILY REPORT' is visible with a 'Print' button. The 'Quick Actions' section contains a search bar for 'Confirmation Number', buttons for 'Create Absence' and 'Create Vacancy', and an 'Approve' button with a count of 0 and a note 'In the next 45 days'. Below the dashboard is a table header for 'Unfilled' vacancies with columns: Conf #, Name, School, Reason, Shift, Created, and Held Until.

Step 2: Select the vacancy profile description of the age group and qualification you are requesting. Then click Fill Out Details.

The 'Vacancy: Create Vacancy' form is shown at Step 1: Select Profile. The next step is 'Fill out Details'. A search bar is present. A 'Search by Letter' keypad is on the left. The main list shows vacancy profiles under the letter 'F':

- FLOAT AIDE
- FLOAT ANY QUALIFICATION
- FLOAT ASSISTANT
- FLOAT TEACHER

Profiles under the letter 'I':

- INFANT AIDE
- INFANT ANY QUALIFICATION
- INFANT ASSISTANT
- INFANT TEACHER

Profiles under the letter 'P':

- PRESCHOOL AIDE
- PRESCHOOL ANY QUALIFICATION
- PRESCHOOL ASSISTANT
- PRESCHOOL TEACHER

There are **Day** and **Variation** view options for creating vacancies – click the Day/Variation buttons at the top of the next screen to switch between views. The system will remember your preference and default to your preferred view for future vacancies.

Variation View: Allows you to select one or multiple days from an interactive calendar. Best for single day vacancies and consecutive day vacancies.

Day View: Allows you to enter a start and end date range for one or multiple days, with check box options to choose which days of the week are included in multiple day vacancies. Best for non-consecutive multiple day vacancies.

Step 3: Enter the vacancy information as follows:

- Select the date(s) of the vacancy on the calendar
- Specify the time of the vacancy (it automatically defaults to 8am-5pm, but you can click into the boxes to make changes)
 - Please note that Teachers On Call pays substitutes for a minimum of 4 hours
- Enter how many subs you need under **Number of Vacancies** for that one particular position (automatically defaults to one)
- Add Notes:
 - **Notes to Administrator:** notes for only you and TOC
 - **Notes to Substitute:** enter notes here for the substitute so they know where to go upon arrival or if there are any special instructions for working at your center
- File Attachments
 - You may upload any center-specific files to the assignment by using the “Drag and Drop” or selecting **Choose File**

- **Note:** Documents attached to a vacancy can be in doc, docx, pdf, xls, or xlsx format and no larger than 600KB. A vacancy can have more than one attachment linked to it. An attachment will be deleted from a vacancy after 10 days of the assignment completion.

Vacancy: Create Vacancy 1. Select Profile **2. Fill out Details** 3. Review & Confirm Done

Step 2: Fill out Vacancy Details for FLOAT AIDE Next Step: Review & Confirm

November 18 at HOPE PRESCHOOL

November 2015						
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

School HOPE PRESCHOOL

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

Accounting Code None Selected

[+ Add New Variation](#)

Notes & Attachments

Notes to Administrator
(Viewable only by Administrator and Employee)

255 characters left

Notes to Substitute
(Viewable by Administrator, Employee, and Substitute)

You will be working with toddlers in the morning and infants in the afternoon.

177 characters left

Admin-Only Notes
(Viewable only by Administrator)

255 characters left

File Attachments

Uploaded Files

DRAG AND DROP FILES HERE

No file chosen

Related Files

- Parking Instructions
- Daycare Location
- Center Location
- Child Garden Substitute Information
- Child Garden Location

Previous Step: Select Profile

Next Step: Review & Confirm

VACANCY SUMMARY

Substitute Required: Yes

Hold Until: No Hold

Number of Vacancies: 1

Wednesday, November 18, 2015

HOPE PRESCHOOL
8:00 AM - 5:00 PM

No Reason Selected

- Click **Review & Confirm**
 - Review the details of the vacancy
- Click **Create Vacancy**
 - Upon clicking “Create Vacancy the vacancy is saved onto Absence Management
 - “Create Vacancy” will save this job opportunity on the Absence Management system, and allow available substitutes to accept the assignment
 - You must never assign a substitute without verbal confirmation they are available to work on the requested day(s)

Vacancy: Create Vacancy


1. Select Profile 2. Fill out Details 3. Review & Confirm Done!

Step 3: Review and Confirm details for FLOAT AIDE Next Step: [Create Vacancy and Assign Sub](#) [Create Vacancy](#)

November 18 at HOPE PRESCHOOL		VACANCY SUMMARY
Time	Full Day (08:00 AM-05:00 PM)	Substitute Required Yes
Accounting Code		Hold Until No Hold
Notes & Attachments		Number of Vacancies 1
Notes to Administrator	None	Wednesday, November 18, 2015 HOPE PRESCHOOL 8:00 AM - 5:00 PM No Reason Selected
Notes to Substitute	You will be working with toddlers in the morning and infants in the afternoon.	
Admin-Only Notes	None	
File Attachments	FP.docx Parking Instructions HOPKINS.docx Daycare Location Warm World Location.docx Center Location Substitute Info.docx Child Garden Substitute Information Child Garden Location.docx Child Garden Location	

Previous Step: [Fill out Details](#) Next Step: [Create Vacancy and Assign Sub](#) [Create Vacancy](#)

Once saved, the system will assign a unique confirmation number to the vacancy. You may want to record this number to review absence history details (e.g., current status, time the vacancy was created, the substitute's name if the vacancy is filled or closed) at a later date. The confirmation number can also be retrieved from the Daily Report. If a substitute is needed, the system will begin finding a substitute for the vacancy.


Your Absence has been scheduled.
Your confirmation number is 189585794.

Absence Summary for Murphy, Jack		Print this Page
Substitute Required	Yes	Next Steps View Absence Assign Sub to this Position
Notes to Administrator	None	
December 16		View Profile for Murphy, Jack Create another Absence
School	Jones Elementary School	Logout of Aesop
Absence Reason	Sick	
Start/End Times	Full Day (7:30 AM-3:30 PM)	

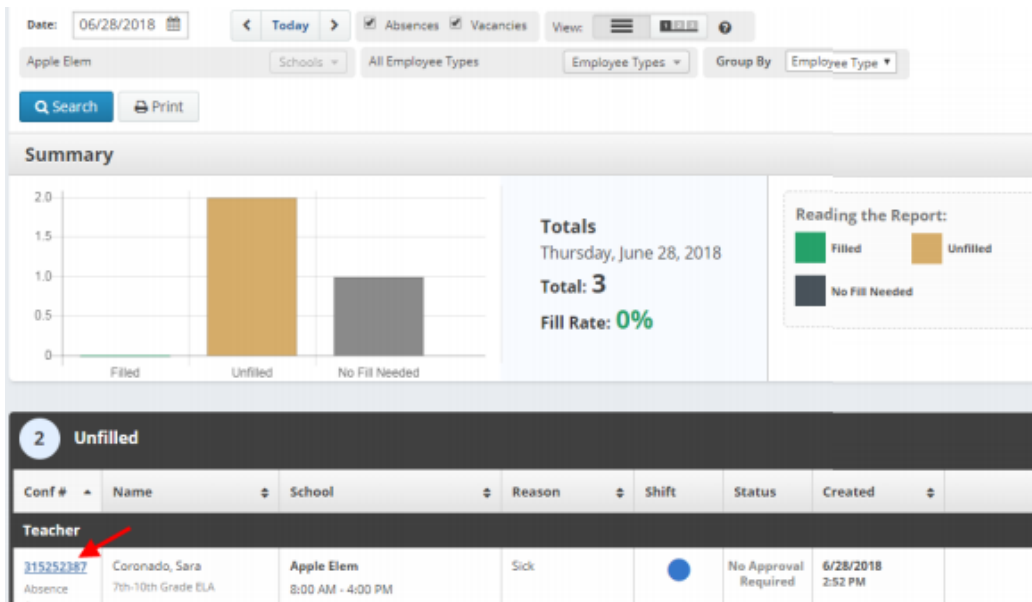
D: Modifying a Vacancy

Step 1: Click on the **Quick Actions** box on the home page and input the confirmation # to bring up a specific vacancy.

OR

On the home page screen, the vacancies for the current date will display in four sections: **Total**, **Unfilled**, **Filled**, and **No Sub Required**. (By clicking on Total, it will bring them all up in a list format.)

Step 2: Click the confirmation number link to view details of specific vacancies.



View Absence #414921947 - Adams, Annie

Status: Unfilled / No Approval Required

Hours Per Day: 8 | Created: 5/18/20 9:04 AM | Last Update: 5/18/20 9:04 AM

May 19 - May 21

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

[Edit Absence](#) [Split Absence](#) [Reconcile](#)

View by: [Day](#) [Variation](#) [Delete](#)

May 19 - May 21 at Apple Elem 0 out of 3 Days Reconciled

Select the day(s) you will be out:
From 05/19/2020 To 05/21/2020

School: Apple Elem
 Absence Reason: Jury Duty
 Time: 08:00 AM to 04:00 PM
 Accounting Code: 123456789101112

Status: Unfilled

[Assign Sub](#)

Create another Absence for this Employee

ABSENCE SUMMARY

Substitute Required: Yes

Tuesday, May 19, 2020
 Wednesday, May 20, 2020
 Thursday, May 21, 2020

Apple Elem
8:00 AM - 4:00 PM
Jury Duty

Notes & Attachments

Notes to Administrator (Viewable only by Administrator and Employee): None

Notes to Substitute (Viewable by Administrator, Employee, and Substitute): None

Admin-Only Notes

- A: Modify a Vacancy:** Click “Edit Vacancy”, update the desired information and click “Save”
- B: Cancel a Vacancy:** Click “Delete” if you wish to cancel the vacancy.
- C: Assign a Substitute:** Click “Assign Sub” if you have a prearranged sub to place on the vacancy.

There are **Day** and **Variation** view options for modifying vacancies – click the Day/Variation buttons at the top of the next screen to switch between views. The system will remember your preference and default to your preferred view for future vacancies.

E: Cancelling a Vacancy

If you would like to cancel the vacancy, you can do this on the "Vacancy Details" page as well. The Delete button will show whether you are in edit mode or not. Simply click the button to delete the vacancy. If the button doesn't appear please contact Teachers On Call for assistance.

You will be asked to confirm your decision. Click the Yes button to confirm and delete.

Confirm

Are you sure you want to delete Vacancy #377924544?

NEXT STEPS ^

Status: **Unfilled**

[Create another vacancy for this vacancy profile](#)

- Please make sure to notify the Talent Care Team at Teachers On Call directly if you are deleting a vacancy with a substitute assigned within 24 hours of the absence to ensure he/she does not show up for the assignment. If it is the morning of the shift please contact the Talent Care Team at Teachers On Call between 6am-6:15am so they can delete the shift and contact the substitute.
- Please do not remove a substitute on the same day of the assignment or after the assignment without contacting the Talent Care Team at Teachers On Call

F: Removing a Substitute from a Vacancy

If plans change for an assigned substitute, you can easily remove that substitute from the vacancy.

Step 1: Find the vacancy you want to remove the substitute from. You can do this with your absence management dashboard by clicking on the "filled" option.

Summary for: 09/16/2019 Today Absences Vacancies

All Schools Schools All Employee Type(s) Employee Types

Total
3

Unfilled
0
[0%]

Filled
3
[100.0%]

No Sub
Required
0

SEP
16
DAILY
REPORT
Print

Quick Actions

0
in the next 48 days

11
in the past 30 days

3 Filled	Conf #	Name	School	Reason	Shift	Substitute	Created
	376639375 <small>Absence</small>	Cavell, Laura	Apple Elementary School	Illness	●	✓ Debra Mackey	9/11/2019 12:46 PM
	376869861 <small>Absence</small>	Jones, Amanda Grade 3	Apple Elementary School	Illness	●	✓ William Abrams	9/12/2019 11:06 AM
	376870037 <small>Absence</small>	Locke, John Employee	Apple Elementary School	Personal	●	NA Chrsti Augsta	9/12/2019 11:07 AM

Step 2: From the "Vacancy Details" page, click the Remove Sub button on the right side of the screen.

- When removing a substitute, please indicate with the Substitute Cancellation Reason drop down why the substitute is being removed
- Please make sure to notify contact the Talent Care Team at Teachers On Call directly if you are removing a substitute within 24 hours of the absence to ensure he/she does not show up for the assignment
- Please do not remove a substitute on the same day of the assignment or after the assignment without contacting the Talent Care Team at Teachers On Call
- If you are wanting to remove and block a substitute from returning to your center, please contact the Talent Care Team at Teachers On Call

Step 3: Once you have made your selections, click the red Remove Sub button.

Note: The vacancy will become available to the general substitute pool once you remove the substitute

G: Splitting a Vacancy

You can use the "Split Vacancy" feature to break a multi-day absence into separate vacancies. A typical use for this would be to break a vacancy into multiple vacancies so different substitutes can fill the individual days.

Pull up the vacancy needing to be split by clicking on the confirmation number from the dashboard view or searching by confirmation number. Once you're in the "Vacancy Details" page, click Split Vacancy.

The screenshot shows the 'Vacancy Details' page for an absence from September 23 to September 27 at Apple Elementary School. The page has tabs for 'Absence', 'Absence Log', 'Approvers', 'Approver Log', and 'Available Subs'. Below the tabs are buttons for 'Edit Absence', 'Split Absence', and 'Reconcile'. A status bar at the bottom indicates 'September 23 - September 27 at Apple Elementary School 0 out of 5 Days Reconciled' with an upward arrow icon.

This will open a new page where you can select the day(s) you would like to split. Check the boxes next to the days you would like to break off as a separate vacancy. If you want to split off one day as a separate vacancy, simply click the box beside that day. If you would like to break off multiple days, check all boxes that apply. Then, click Create Split Vacancy.

The screenshot shows the 'Split Vacancy' dialog box. It has tabs for 'Absence Splitting', 'Absence Log', 'Approvers', 'Approver Log', and 'Available Subs'. There are two radio buttons: 'Split Individual Days' (selected) and 'Split Absence Starting at Date'. There are 'Cancel' and 'Create Split Absence' buttons. Below is a table with columns for 'Date', 'Duration', and 'Location'. The table lists five days from Monday, September 23, 2019, to Friday, September 27, 2019, all at Apple Elementary School. The 'Date' column has checkboxes, with the last three days (Wednesday, Thursday, and Friday) checked. The 'Duration' column has a blue circle icon for each day. The 'Location' column lists 'Apple Elementary School' for each day.

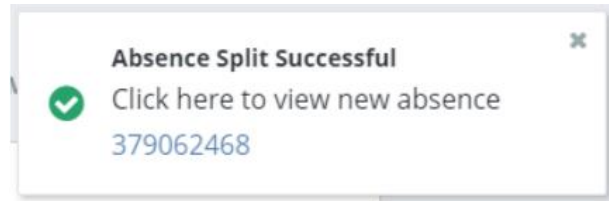
Date	Duration	Location
<input type="checkbox"/> Monday, September 23, 2019	●	Apple Elementary School
<input type="checkbox"/> Tuesday, September 24, 2019	●	Apple Elementary School
<input checked="" type="checkbox"/> Wednesday, September 25, 2019	●	Apple Elementary School
<input checked="" type="checkbox"/> Thursday, September 26, 2019	●	Apple Elementary School
<input checked="" type="checkbox"/> Friday, September 27, 2019	●	Apple Elementary School

A pop-up window will appear, asking you to confirm splitting the Vacancy. To proceed, click Save Split Vacancy. To cancel and keep the vacancy as-is, click Cancel.

Once you have saved the split vacancies, you will be taken back to the "Vacancy Details" page. You will see a small pop-up box in the top right corner of your screen letting you know that the split was successful. It will also have the confirmation number for the new split absence.

To be taken to the split absence, click on the confirmation number. To dismiss the message, click the small X at the top right corner of the message.

The new vacancy will carry over the attributes of the vacancy it was split from. This means things like the file attachments, budget and accounting codes, and even the substitute if one was already assigned will be the same as they were in the original vacancy. Don't forget to edit these details in the new absence if needed.



H: Setting up Your Center's Shared Files

In order to increase communication with substitutes, you may want to upload Shared Attachments that will automatically be attached to any vacancies entered for your center. Examples of helpful attachments could include parking instructions, center schedule, list of center office staff, emergency instructions, etc.

- To set up specific attachments, click on the Settings tab
 - Click on **School**
 - Click on the tab **Shared Files**
 - "Drag and drop" files into the "Shared Attachments" box, or choose a file to upload
 - You can set up dates for which the file is active – leave end date blank to keep the file active indefinitely
 - Click **Save Changes**

I: Substitute Qualification

You can find the qualification of a sub that has accepted an assignment by clicking on the confirmation number of the vacancy. This will then show the details of that vacancy, including the pay code. The pay code indicates the qualification of the substitute.

The screenshot displays a web interface for managing a vacancy. At the top, it says "January 18 at NEW HORIZON EDINA #32 Reconciled". Below this, there's a calendar for January 2018 with the 18th highlighted. To the right of the calendar is a form with the following fields:

- School:** NEW HORIZON EDINA #32
- Vacancy Reason:** (Vacancy Position)
- Time:** Full Day, 08:00 AM to 05:00 PM
- Accounting Code:** TEACHER - TIER 4
- Pay Code:** TEACHER A (highlighted in yellow)

On the right side, there are two sections: "NEXT STEPS" showing "Status: Filled by LEAH JACKSON" and "Create another vacancy for this vacancy profile"; and "VACANCY SUMMARY" showing "Substitute Required: Yes" and a notification for "Thursday, January 18, 2018" with details for "NEW HORIZON EDINA #32" (8:00 AM - 5:00 PM).

J: View Reports

Absence Management has extensive reporting capabilities, and reports are broken down by categories in the system. Hover over the **Reports** tab to see the following categories.

• Absence

- **Daily Report and 7:30pm Next Day Report** (also, accessible from the home screen)

✦ Lists all absence history for a given day

• Unfilled – absences requiring subs but currently not filled

- This is Teachers On Call's role, not yours, to fill these absences as promptly as possible

• Filled – absences requiring subs, noting the substitute's name

- **Absentee Report**

✦ The same information as the Daily Report, including a date range. If you run the report per school, maximum date range is 92 days. If you run the report for an individual employee, maximum date range is 365 days

- **Absence Feedback**

✦ Shows all feedback ratings in a date range. Click the "details" link to see the details of the feedback left. Maximum date range 365 days

- **Absence Monthly Summary**

✦ Monthly calendar showing day by day total absences, filled absences, unfilled absences, and fill rate with weekly totals at the bottom of the report

- **Day Of Week Absence Analysis**

✦ Color coded bar graph that breaks absences down by day of the week and absence reason. This can be customized for any period of time, by school or by employee

Absence Interactive*

✦ Information and statistics can be pulled from Absence Management for a large date range. This

report offers a variety of ways that the data can be grouped, also allowing for detailed data to be downloaded to an Excel spreadsheet

The Absence Interactive Report allows you to access historical absence data quickly and easily. The report allows you to do the following:

- Choose the date range for absence information
- Choose the absence reasons and employee types - Along with customizing the grouping and detail of the data
- Download the report into an Excel spreadsheet

Step 1: Click on the Reports link on the side navigation bar, then click Absence Interactive report.

Step 2: By default, the system will display the current school week. You can select a date range by using the drop-down menu and selecting a custom date range.

Step 3: Select additional criteria for the report.

Step 4: Click Search. (You also have the option to print this report by clicking on the Print button.)

The screenshot shows the filter interface for the Absence Interactive Report. It includes a 'Date Range' dropdown set to 'Last Month', with date pickers for '12/01/2015' and '12/31/2015'. There are checkboxes for 'Absences', 'Vacancies', 'Filled', 'Unfilled', and 'Sub Not Needed'. Below these are dropdown menus for 'Schools' (Jones Elementary School), 'Employees' (All Employees), 'Employee Types' (All Employee Types), 'Substitutes' (All Substitutes), 'Absence Reasons' (All Absence Reasons), and 'Vacancy Reasons' (Vacancy). There is also a 'Group By' dropdown set to 'Date' and radio buttons for 'Percent of Day' and 'Count'. At the bottom, there are 'Search' and 'Print' buttons, and a 'Reset Filters' button.

To export this report to Excel, click the export to Excel link:

- To save the report, click Download Details and follow necessary steps
- To view the overall results, click on Drill Down
- To view details of the one specific date, click on View Details and you can view all vacancies for that date. (You also have the option to download the specific dates details.)

Absence Interactive									
Date	Absence/Vacancy Counts					Absence/Vacancy Percentages			Actions
	Total	Need Sub	Filled	Unfilled	No Sub Needed	% Filled	% Unfilled	% of Total	
12/1/2015 Tuesday	2.00	2.00	1.00	1.00	0.00	50.00 %	50.00 %	12.50 %	Drill Down View Details Download Details
12/2/2015 Wednesday	2.00	2.00	1.00	1.00	0.00	50.00 %	50.00 %	12.50 %	Drill Down View Details Download Details

K: Resetting your Password

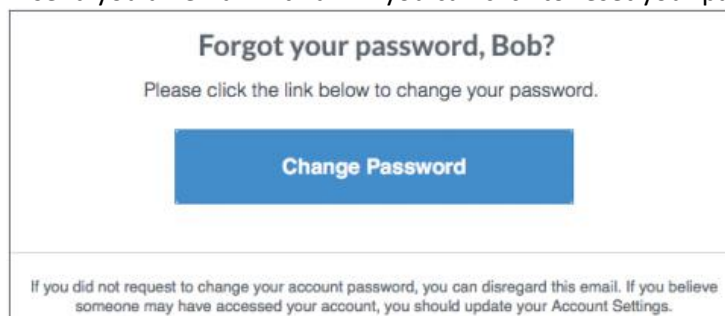
Follow the steps below to update your Frontline password:

Step 1: Click on the greeting drop down menu and then click on Logout.

Step 2: Click on the I forgot my Password link.

Step 3: Enter your Frontline username on the next screen, then click Continue.

Step 4: The system will send you an email with a link you can click to reset your password.

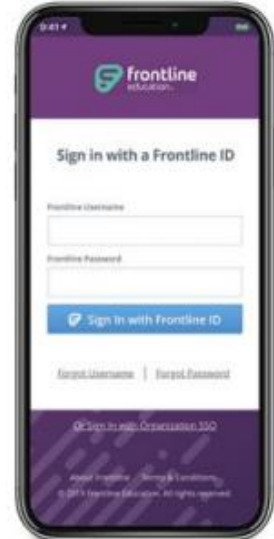


Frontline Mobile App

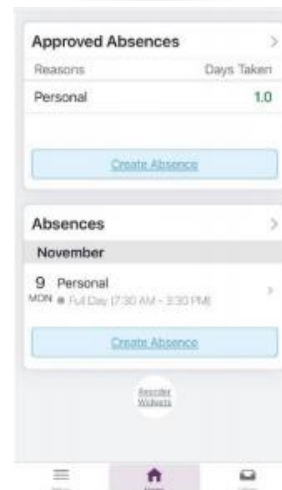
L: Frontline Mobile App

Insights Platform organizations also gain access to the Frontline Education mobile app! The app provides increased accessibility to view open vacancies and filled vacancies for your center.

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 if you are listed in multiple Frontline Organizations.



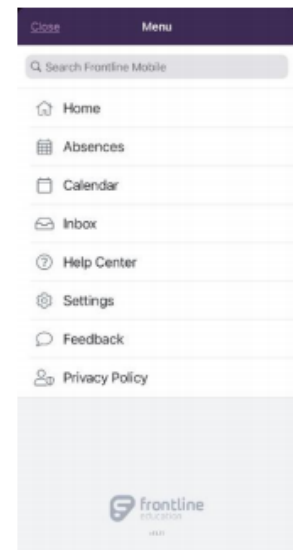
Home Page: The homepage displays information applicable to your account. Under Absences Today, you will see filled and open vacancies.



Menu/Side Navigation: The Menu option provides a side navigation bar where you can access the tools and settings available to you.

- Absences: The page includes upcoming vacancies
- Calendar: View any upcoming vacancies
- Inbox: View Web Alerts posted for your Organization(s)
- Help Center: Mobile App Support Documents
- Settings: View your district information or log out of the app.

Note: At this time, you are not able to create a vacancy through the Frontline Mobile App. Teachers On Call will alert you when this feature becomes available through our partner, Frontline Technologies.



General Information

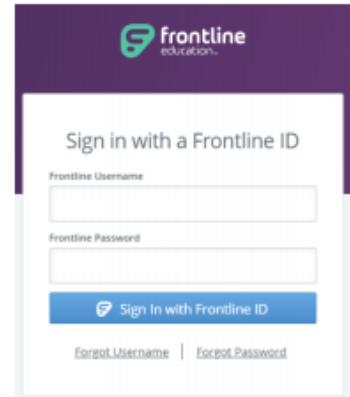
M: Troubleshooting Absence Management Access

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.

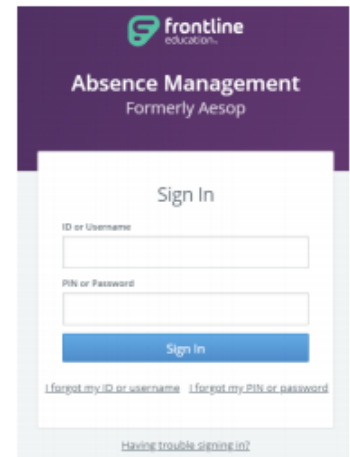


Recovering Usernames

Users can recover their Frontline username(s) by selecting the "I forgot my ID or username" link on the Frontline Absence Management login page.

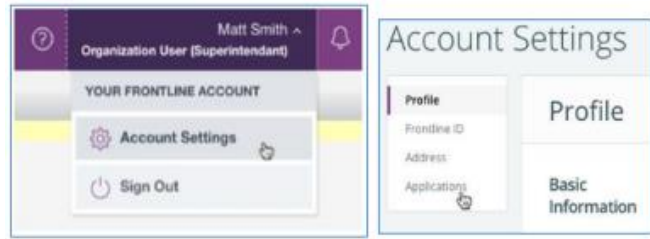
You will be asked to provide the email address associated with your account, and the system will then email you a list of your usernames.

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.



Merging Multiple Frontline Accounts

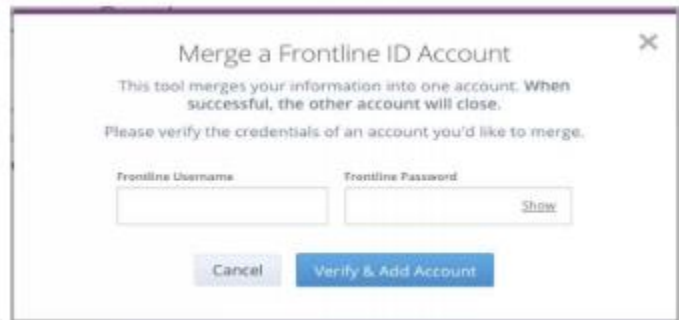
Some users may accidentally create more than one new Frontline ID account. If this occurs, you can simply sign in through one of these new Frontline ID accounts, select the dropdown beside your name in the top right corner of the page, and click Account Settings. Then, select the Applications link from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

N: Need Help?

Contact the Teachers On Call Talent Care Team to:

- Modify vacancies that the system is not allowing you to update yourself
- Notify Teachers On Call of vacancy changes if the change is made the day after when the substitute worked and may affect the substitute's timecard
- Locate your Login ID/Frontline ID
- Receive assistance or information if you are unable to access the system
- 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 a vacancy.

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!