



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**.

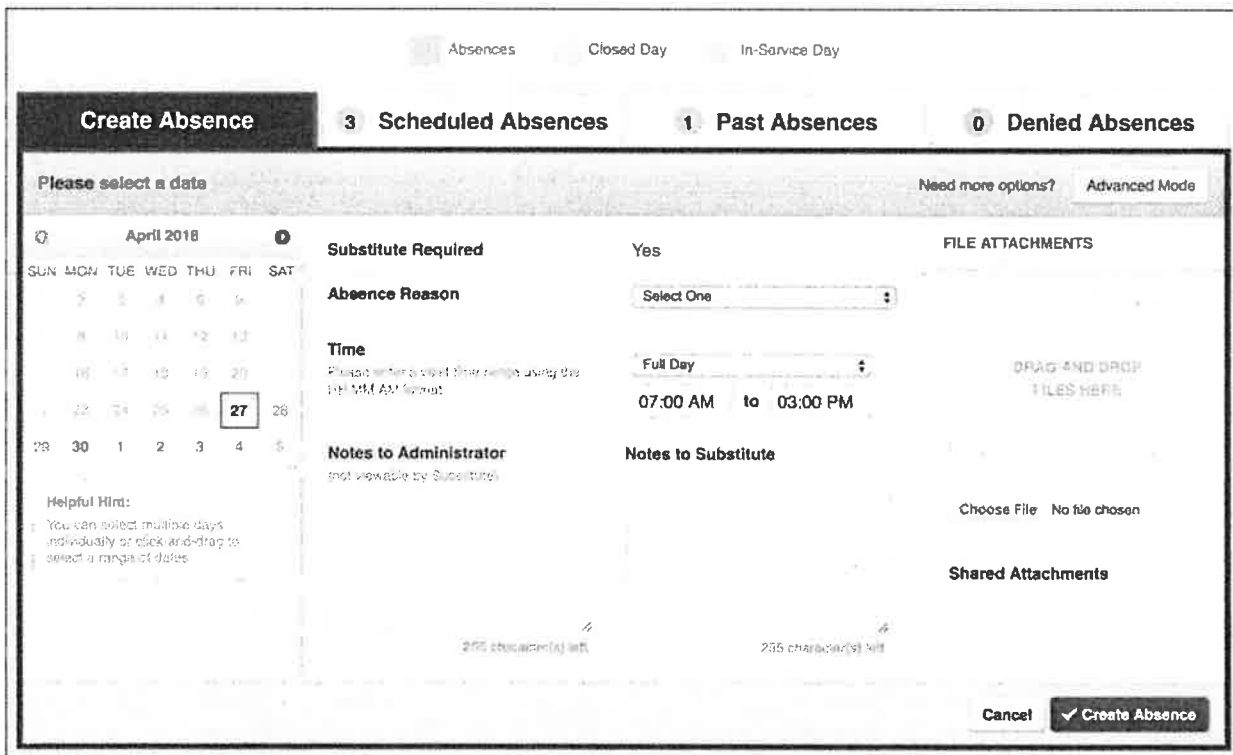
RECOVERING CREDENTIALS

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: 610553747 Email Address: Apond@education.com Title: Room Number: Main Office Language: English Your language preference can be changed in your Account Settings. Address
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.



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)

