

## FRONTLINE EDUCATION'S ABSENCE MANAGEMENT SOLUTION EMPLOYEE QUICK-START GUIDE

### Internet Feature

Accessing the System via the Internet	Recording an Absence on the Internet	Modifying an Absence via the Internet	Changing Your PIN via the Internet
<ol style="list-style-type: none"> <li>Go to <a href="http://www.kellyeducationalstaffing.com">www.kellyeducationalstaffing.com</a>.</li> <li>Click <b>Employee Login</b> at the top of the screen, then click on <b>Frontline Login</b>.</li> <li>Enter your ID and PIN.</li> <li>Click <b>Sign In</b>. Your home page will display.</li> </ol>	<ol style="list-style-type: none"> <li>Scroll down to the <b>Create Absence</b> tab on your home page.</li> <li>Enter the absence information.</li> <li>Click <b>Create Absence</b> or <b>Create Absence and Assign Sub</b>. You will receive a confirmation number.</li> </ol> <p><b>Note:</b> The Assign Sub function may not be available for your district.</p>	<ol style="list-style-type: none"> <li>Click <b>Scheduled Absences</b> on your home page.</li> <li>Click the confirmation number of the future absence you want to modify.</li> <li>Click <b>Edit Absence</b> and edit the information as necessary. (Editable fields are dependent on absence status).</li> <li>Click <b>Save Absence</b>.</li> </ol>	<ol style="list-style-type: none"> <li>Click <b>Account&gt;Change PIN</b> on your home page.</li> <li>Enter your existing PIN in the <b>Old PIN</b> field.</li> <li>Enter your new PIN in the <b>New PIN</b> field.</li> <li>Retype your new PIN in the <b>Confirm New PIN</b> field.</li> <li>Click <b>Apply</b> to save your changes.</li> </ol>

### IVR Feature

Accessing the System via the IVR	Recording an Absence on the IVR	Reviewing Upcoming Absences via the IVR	Changing Your PIN via the IVR
<ol style="list-style-type: none"> <li>Call 1-800-942-3767.</li> <li>Enter your ID and PIN and press #.</li> <li>Select one of the following system options:                             <ul style="list-style-type: none"> <li>Press <b>1</b> to record an absence.</li> <li>Press <b>2</b> to check entitlement balances.</li> <li>Press <b>3</b> to review upcoming absences.</li> <li>Press <b>4</b> to review a specific absence.</li> <li>Press <b>5</b> to review or change personal information.</li> </ul> </li> </ol> <p><b>Note:</b> Press * to go back one menu level at any point.</p>	<ol style="list-style-type: none"> <li>Press <b>1</b> from the Main Menu and select one of the following options:                             <ul style="list-style-type: none"> <li>Press <b>1</b> to record an absence for today.</li> <li>Press <b>2</b> to record an absence for tomorrow.</li> <li>Press <b>3</b> to record an absence for another day within the next 30 days.</li> <li>Press <b>4</b> to record an absence for Monday (on Friday or weekend).</li> </ul> </li> <li>Enter the number of days for the absence (up to five).</li> <li>Enter a start and end time by following the IVR prompts.</li> <li>Select the reason for the absence.</li> <li>Confirm the absence details.</li> <li>Save the absence or Save &amp; Assign a particular substitute by following the IVR prompts. You will receive a confirmation number.</li> </ol> <p><b>Note:</b> The Assign Sub function may not be available for your district.</p>	<ol style="list-style-type: none"> <li>Press <b>3</b> from the Main Menu and select one of the following options:                             <ul style="list-style-type: none"> <li>Press <b>1</b> for absences scheduled for today.</li> <li>Press <b>2</b> for absences scheduled for tomorrow.</li> <li>Press <b>3</b> for absences scheduled for the next 30 days.</li> </ul> </li> <li>Select one of the following options:                             <ul style="list-style-type: none"> <li>Press <b>1</b> to hear more about the absence (if multiple days).</li> <li>Press <b>2</b> to hear the information again.</li> <li>Press <b>4</b> to listen to the next absence, if applicable.</li> <li>Press <b>5</b> to return to the Main Menu.</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>Press <b>5</b> from the Main Menu.</li> <li>Press <b>2</b> to hear your current PIN.</li> <li>Press * to leave your PIN unchanged, or enter a new four or five digit PIN and press #.</li> <li>The system will repeat the PIN you entered.                             <ul style="list-style-type: none"> <li>Press <b>1</b> if the PIN is correct.</li> <li>Press <b>2</b> to re-enter your PIN.</li> </ul> </li> </ol>

The IVR automatically generates a recording of your name and title. If the IVR records your name or title incorrectly, you can manually re-record them by following these steps:

- Call the IVR at 800-942-3767.
- Enter your ID and PIN and press #.
- Press **5** from the Main Menu to change your personal information.
- Press **1** to record your name.
- Press **1** to save the recording.

**Note:** If your name or title is changed in the system, review your recordings on the IVR for accuracy.

**Call 1-866-KELLY-38 if you experience technical difficulties using the system, or if you have forgotten your ID or PIN. This guide is a condensed version of the *Frontline Employee Guide* on [kellyeducationalstaffing.com](http://kellyeducationalstaffing.com), intended for quick reference only.**