



# Absence Management

## SIGNING IN

Go to [app.frontlineeducation.com](http://app.frontlineeducation.com). Enter your username and password and click **Sign In**. Or, if applicable, use the Organization SSO link.

## LOGIN SUPPORT

If you cannot recall your credentials, use the recovery options or click the “**Having trouble signing in?**” link for additional troubleshooting details.

### Sign in with a Frontline ID

Frontline Username

Frontline Password

**Sign In with Frontline ID**

[Forgot Username](#) | [Forgot Password](#)

**Having trouble signing in?**  
[Click here for more information](#)  
[Or Sign In with Organization SSO](#)

## 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**.

The screenshot shows the 'Absence Management' interface for 'Victoria County School District'. At the top, it displays the user's name 'Amy Pond' and role 'Employee'. Below this are three calendar views for June 2023, July 2023, and August 2023. The main section is titled 'Create Absence' and includes three tabs: 'Scheduled Absences' (0), 'Past Absences' (2), and 'Denied Absences' (0). The 'Create Absence' form is active, showing a date selection calendar for June 2023 with the 13th selected. The form fields include:

- Substitute Required:** Yes
- Absence Reason:** Select One (dropdown menu)
- Time:** Full Day (dropdown menu), with a time range of 07:00 AM to 03:00 PM.
- Notes to Administrator:** (not viewable by Substitute)
- Notes to Substitute:**
- FILE ATTACHMENTS:** A section for 'DRAG AND DROP FILES HERE' with a 'Choose File' button. It shows a 'Shared Attachments' section with a file named 'Seating Chart.docx'.

At the bottom of the form, there are 'Cancel' and 'Create Absence' buttons.

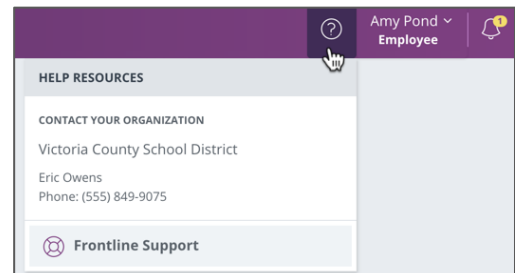
## MANAGING YOUR PIN AND PERSONAL INFORMATION

Use the “Account” option in the side navigation to manage personal information, change your PIN, upload shared attachments (lesson plans, classroom rules, etc.), manage your preferred substitutes, and more.

<b>Personal Info</b>	<b>Personal Info</b>
<b>Phone Credentials</b>	<b>General Information</b>
<b>Shared Attachments</b>	<b>Name:</b> Amy Pond
<b>Preferred Substitutes</b>	<b>Phone:</b> <input type="text" value="6735553747"/>
	<b>Email Address:</b> <input type="text" value="apond@edu.com"/>

## GETTING HELP AND RESOURCES

If you have questions, click **Help Resources** in the top purple bar of your application. View your Organization Admin’s contact details or select **Frontline Support** to access learning resources.



## MOBILE OPTIONS

### Mobile App

You have access to the Frontline Education mobile app. This *free* app provides increased accessibility to absence creation, Leave Balance recognition, and multiple absence tracking tools. Search “Frontline Education” via the app store to download it and use your system username and password to sign in.

To call the Absence Management system, dial **1-800-942-3767**. You will be prompted to enter your ID number (followed by the # sign) and then your PIN number (followed by the # sign).

<p>Over the phone you can:</p> <ul style="list-style-type: none"> <li>• Create an absence (within the next 30 days) – <b>Press 1</b></li> <li>• Review upcoming absences – <b>Press 3</b></li> <li>• Review a specific absence – <b>Press 4</b></li> <li>• Review or change your personal information – <b>Press 5</b></li> </ul>
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## ADDITIONAL RESOURCES

Sign in and search for the following topics in the Learning Center for next steps:

• <a href="#">Getting Started</a>	• <a href="#">Popular Questions</a>	• <a href="#">Frontline Mobile App</a>
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