FRONTLINE EDUCATION: ABSENCE MANAGEMENT

This is the system that will connect you with substitute jobs. Please review the instructions for creating your account. Once your account is created, you can personalize features to fit how and when you want to sub.

When you have questions about Frontline, contact the District Administrator first:

Kathy Carriveau, 920-832-6110 or carriveaukathl@aasd.k12.wi.us

Office Hours: 6:00-3:00 Monday-Friday throughout the school year

WHAT IS FRONTLINE EDUCATION?
Frontline Education is School Administration software used by the Appleton Area School District for Absence Management and Professional Growth.

LOGIN AS AN EMPLOYEE
Frontline Education has been configured to use your district network login. The username and password will be the same as you use to log into a district computer.

There are 3 ways to get to the link you need:

1. Log into Classlink and click the Frontline Education icon

2. Go to the district website (www.aasd.k12.wi.us) and click the Frontline Education link under the heading "Working in the AASD". You will then use the link to Login using an AASD Account.

3. Go to this web address - https://login.frontlineeducation.com/sso/appletonasd
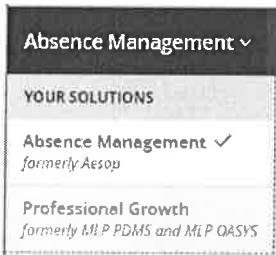
Once logged in, you can choose the application you need (Absence Management or Professional Growth). At any time, you can use the application switcher in the upper left corner to go to the other system.

LOGIN AS A CO-CURRICULAR, HOURLY OR SUBSTITUTE
AASD will send an invitation to your personal email address to create an account. You will choose a username and password that you can remember.

After your account is created, there are 2 ways to get to the link for future logins:

1. Go to https://app.frontlineeducation.com/

2. Go to the district website (www.aasd.k12.wi.us) and click the Frontline Education link under the heading "Working in the AASD". You will then use the link to Login using a Personal Account.

BUT I AM BOTH AN EMPLOYEE AND A SUBSTITUTE
For those individuals who may have a regular position in the district and also take substitute jobs, you will have two different accounts and be logging in using both methods shown above. Your employee account will also contain your professional growth account and training records. Please use your personal email address in the email field on the account creation form for your substitute account.

Receiving an Email Invitation for a Frontline Application as a Substitute

Once your district upgrades to the Frontline Insights Platform, you will receive an email invitation to create a Frontline ID account. This new username and password will replace any former login credentials and allow you to access all your Frontline applications with a single username and password.

In a rush? Reference this brief, printable QuickStart Guide to quickly review the account creation process.

Receiving an Invitation

Those who receive an email invitation must make the proper selections to either set up a new Frontline ID account or to sign in with an existing account.

Hello, Amy.

Phoenix Insights School District has invited you to access **Absence Management.**

A Frontline ID account is required to access your Frontline solutions.

Create a Frontline ID

Already have a Frontline ID account? Sign In with your Frontline ID
Note: This is different than the Aesop ID.

Important: please do not forward this email.

Create a New Account

To access the new functionality associated with your application(s), you will need to create a new Frontline ID account in accordance with Frontline requirements.

This new account replaces your former login credentials and allows you to collectively access all your different

Frontline applications via a single username and password.

Select **Create a Frontline ID** within the invitation email. This selection takes you to a login page where you must create new login credentials.

Your new username must contain 1 alphabet character and at least 4 total characters. The password must have 1 alphabet character, 1 number or special character, and 8 total characters.

Include an email address for password recovery and click **Create Frontline ID** once you are finished.

Phoenix Insights School District

Create a Frontline ID

First Name

Amy

Last Name

Pond

Create a Username

✔ Apond

Create a Password

✔ .... Show

Email Address

✔ apond@education.com

☑ I accept the terms and conditions.

🖻 Create Frontline ID

Already have a Frontline ID? Sign In

The system signs you in with your new username and password and activates the enhancements associated with the Insights Platform. These new upgrades incorporate features such as application switching and a single url sign-on page (go to app.frontlineeducation.com).

Sign in with Existing Account

The "Sign In with your Frontline ID" option is only applicable in special circumstances (such as having to provide access to a multi-district user, etc.) In such cases, you will have already received this email invitation in the past and created a Frontline ID account.

If this applies, select **Sign In with your Frontline ID** and enter the Frontline ID account you previously created from the prior invitation email.

As a general rule, users will primarily receive an invitation email to create a new Frontline ID account and not to sign in with an existing one.

With the creation of your new account, you can begin to utilize all the improved functionality associated with the Insights Platform.

Recently viewed articles

Finding Available Jobs

In absence management, finding and accepting available jobs is as easy as pie! From your home page, there are two places you can click to access a list of jobs that you are qualified and available to fill. Available jobs will show up in the side navigation under "Available Jobs" and on the **Available Jobs** tab.

The fastest way to find jobs is the "Available Jobs" section on the home page below the calendar. Here, you'll see a list of jobs that you are qualified and available to accept.

Viewing the Job Details

All the important job details are here, like the name of the employee you will be subbing for, the location of the job, the date and time of the job, and more.

There are other details about the job (notes, attachments, and multi-day jobs) that will show here too.

View the Job's Notes

The icon that looks like a sheet of paper indicates that this job has notes associated with it. These could be

important notes from the teacher letting you know information about the job. Click the **icon** to view the notes.

The notes for this job will pop up for you to view. To exit the notes, click the **X** in the top right corner of the pop-up.

Multi-Day Jobs

Some jobs in your available jobs list may be multi-day jobs. Multi-day jobs will be indicated by a circle icon with a plus inside it.

On multi-day jobs, you won't see an "Accept" button right away. To view the individual days, click the **See Details** button.

1 Available Jobs	1 Scheduled Jobs	1 Past Jobs	0 Non Work Days

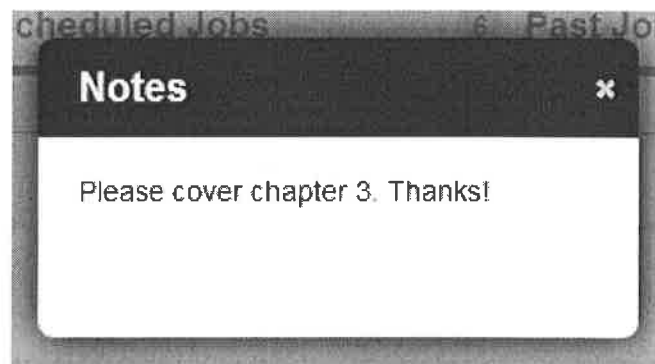| Date	Time	Duration	Location		
Banner, Robert Physics Professor ▤ ⊙				✗ Reject	⩔ See Details
Fri, 10/28/2016 - Mon, 10/31/2016	6:00 AM - 3:00 PM	ⓘ Full Day	Victoria County Community Schools		📞 📍

This will reveal each individual day for the job, as well as a new button, **Accept Multi-Day**.

1 Available Jobs	1 Scheduled Jobs	1 Past Jobs	0 Non Work Days

Date	Time	Duration	Location			
Banner, Robert Physics Professor ▤ ⊙				✗ Reject	✓ Accept Multi-day	⩓ Hide Details
Fri, 10/28/2016	6:00 AM - 3:00 PM	ⓘ Full Day	Victoria County Community Schools			📞 📍
Mon, 10/31/2016	6:00 AM - 3:00 PM	ⓘ Full Day	Victoria County Community Schools			📞 📍

Phone Number and Map

In each job listing, there will be an icon for the school's phone number as well as a map to the school.
Click on the **green phone icon** to have the school's phone number pop up. If the icon is gray, that means the school's phone number is not available.

Banner, Robert Physics Professor ▤ ⊙				✗ Reject	✓ Accept Multi-day	⩓ Hide Details
Fri, 10/28/2016	6:00 AM - 3:00 PM	ⓘ Full Day	Victoria County Community Schools			📞 📍
Mon, 10/31/2016	6:00 AM - 3:00 PM	ⓘ Full Day	Victoria County Community Schools			📞 📍

Click the **orange map icon** to open Google Maps with directions to the school's location.

Accepting or Rejecting Jobs

Now that you have seen the job details, you are ready to accept or reject the job.

Rejecting a Job

To reject a job, all you have to do is click the **Reject** button on the right side of the job listing. Rejecting a job will make it disappear from your available jobs and you will not see it again. Only click the reject button if you are absolutely sure that you will not want to come back to this job later.

Accepting a Job

To accept a job click the green **Accept** button on the right side of the job listing.

Once you have accepted the job, you will receive a pop-up at the top of your screen showing you the confirmation number. If there is a file attached to the absence, you will also see a link to view the attached file. This pop-up will stay on your screen until you dismiss it. Dismiss it by clicking the **x** next to "Dismiss Message".

Absence Management

✓ **Assignment Accepted. Your confirmation number is #226641786**   ✗ Dismiss Message
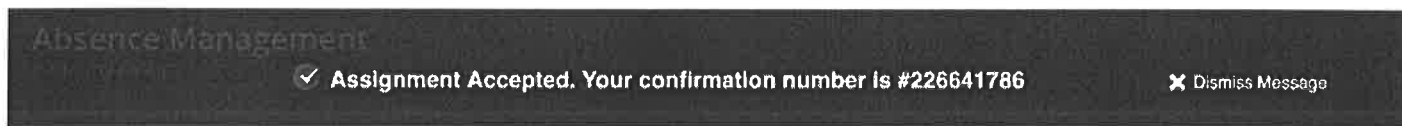
Optional way to
get sub jobs –
This a free App
you can download
however, there is a
small monthly fee.

Calling In

If you receive phone calls from Absence Management or call 1-800-942-3767 to create absences/accept jobs, enter your 10-digit phone number as your ID and your 4, 5, or 6-digit numeric PIN.

Using Absence Management on the Phone

Not only is absence management available on the web, but you can also find and accept available jobs, manage personal information, change your PIN number, and more, all over the phone.

When You Call Absence Management

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).
When calling absence management, you can:

- Find available jobs - **Press 1**
    - To accept a job - **Press 1**
    - To hear the information again - **Press 2**
    - To reject a job - **Press 3**
    - To listen to the next job - **Press 4**
    - To replay the skipped job - **Press 5**
    - To return to the main menu - **Press 6**
- Review or cancel upcoming jobs - **Press 2**
    - To hear the information again - **Press 2**
    - To review an assignment in the next 7 days - **Press 3**
    - To listen to the next job - **Press 4**
    - To return to the main menu - **Press 6**
- Review or cancel a specific job - **Press 3**
    - Enter the confirmation number followed by the # sign.
    - To cancel a job - **Press 3**
    - To listen to the next job - **Press 4**
- Review or change your personal information - **Press 4**
    - To change the name recording - **Press 1**
    - To change the PIN number - **Press 2**
    - To change the phone number - **Press 3**
    - To return to the main menu - **Press ***

When Absence Management Calls You

If an available job has not been filled by another substitute two days before the absence is scheduled to start, the system will automatically start calling substitutes in an effort to fill the job. Keep in mind, when absence management calls you, it will be calling about one job at a time, even if you're eligible for other jobs. You can always call into absence management to hear a list of all available jobs.

When the system calls you, be sure to say a loud and clear "Hello" after answering the call. This will ensure that the system knows you picked up the call.

When you receive a call from absence management, you can:

Adding Non-Work Days

If you have days or partial days when you are not able to substitute, you can create "Non-Work Days" so the absence management system will not offer you jobs on those days. Click the **Non-Work Days** tab to view your non-work days and to create new ones. The tab will have a number on it indicating how many Non-Work Days you have scheduled.

6 **Available Jobs**	3 **Scheduled Jobs**	5 **Past Jobs**		2 **Non Work Days**	

This list shows non-work days for the past 30 days. View more by clicking the History tab   ⊕ Add Non-Work Day

Date	Time	Reason	
Fri, 4/11/2014	All Day		✖ Remove
Fri, 4/25/2014	All Day		✖ Remove

To create a new Non-Work Day click the **Add Non-Work Day** button. This will bring up a window where you can enter your Non-Work Day info.

To create a single Non-Work Day...

- **Date** - Type the date into the box or use the calendar icon to select the date.
- **From/to** - Enter the start and end times for when you can't work. You must un-check the "All Day" box to edit the times.
- **Reason** - Enter the reason for your non-work day. This info is not required.

Click the **Save** button when you are ready to save the Non-Work Day.

Add Non-Work Day   ✖

Date 4/1/2014 📅

Repeat ☐

From [　　　] ☑ All Day

to [　　　]

Reason [　　　　　]

Cancel   Save

Repeating Non-Work Days

You can also create a Non-Work Day that will repeat. For example, maybe you can't work on Tuesdays for the entire month. When creating the Non-Work Day, click the check box for "Repeat" (shown below).

Then, mark the circle for Tuesday, put in the end date you want this to repeat until, and click the **Save** button to save the repeating Non-Work Day.

Removing a Non-Work Day

In your "Non-Work Days" tab, you will see a Remove button for any Non-Work Days that are still in the future. Click the **Remove** button for the specific Non-Work Day you want to remove.

You will receive a confirmation pop-up. Click **Remove** to confirm (or if you would like to close the window without removing the Non-Work Day, click Cancel).

Remove Non-Work Day ✖

Are you sure you want to remove this day? This action cannot be undone.

Cancel ✖ Remove
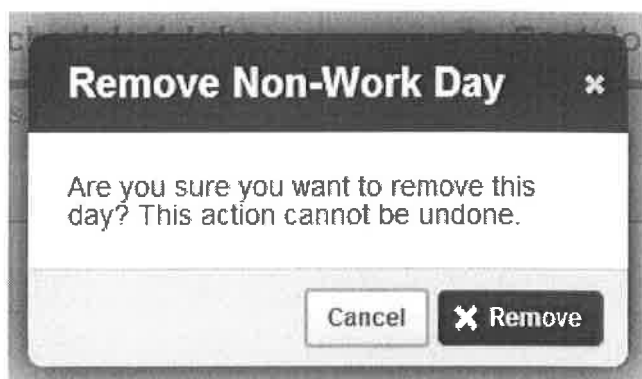
Choosing Preferred Schools

You can create a preference list within your absence management application to identify the locations where you do and do not want to work.

New substitutes will see jobs at all schools by default. You do *not* have to make any changes if you wish to maintain full visibility.

To view the "Preferred Schools" list, click **Preferences** in the side navigation.
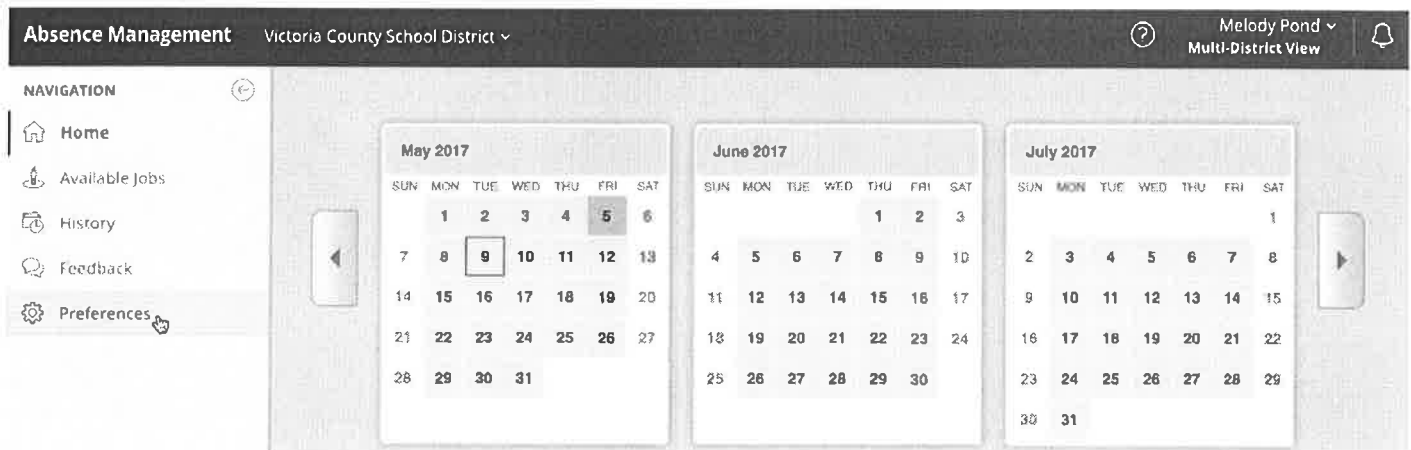
Then, locate and select **Schools** in the side bar.
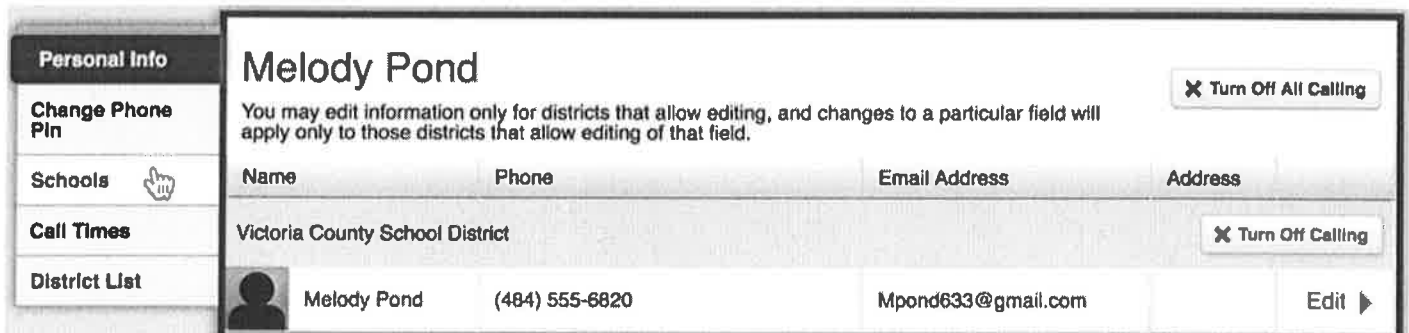
The "Schools" section includes two options at the top of the page. The first option will allow you to select all the locations where you wish to see assignments. The second list indicates the places where you do *not* want to see jobs. Click the radio button to alternate between these two lists.

Personal Info

Change Pin

Schools

Call Times

District List

Schools

⦿ Show me assignments at the schools selected below.
⦿ I don't want to see assignments at the schools selected below.

Select All | None

☑ Victoria County Community Schools
  ☑ Administration Building
  ☑ Beacon School
  ☑ VC Elementary Schools

You can now add or remove the necessary locations.

Click the checkboxes to identify the individual schools that you do or do not want to see (or click the **All** or **None** button to collectively add/remove all the locations in your list).

In the example below, the substitute does not want to see jobs from elementary schools.

Schools

○ Show me assignments at the schools selected below.
◉ I don't want to see assignments at the schools selected below.

Select [All] [None]

☑ Victoria County Community Schools

    ☑ Administration Building

    ☑ Beacon School

    ☑ VC Elementary Schools

        ☑ Coal Hill School

        ☐ Columbia Elementary School

        ☑ Duquesne Elementary School

        ☑ Jaspers Elementary School

    ☑ VC High Schools

        ☑ Hamner High School

        ☑ Vanderbilt High School

        ☑ Williams High School

    ☑ VC Middle Schools

        ☑ Dell Middle School

        ☑ Walker Middle School

Once you are finished, click **Save** to record your changes.

Managing Visibility Options as a Multi-District Sub

(If you already sub in other districts who use Frontline)

You will receive an invitation email to create a Frontline ID account if one (or all) of your districts upgrade to the Frontline Insights Platform. This upgrade provides unique enhancements to your application such as a single username/password to access all Frontline applications, a side navigation bar, etc.

Visibility

During the creation of this Frontline ID account, some users may inadvertently create more than one username/password to access their application(s).

This may cause an issue with your district visibility, and if this occurs, please reference the troubleshooting options below.

Keep in mind, these options only apply to multi-district substitutes who may have created more than one Frontline ID account during the district transition to the Insights Platform.

Multi-District View

You will first want to select the option to view your page as a multi-district sub to ensure you can collectively see your different applications and your districts' job-related details. The "Multi-District View" informs the system that you have multiple accounts and prompts the application to provide you with the option to perform a merge (if needed).

Select your name in the top right corner of the page and click **Multi-District View**, or select the prompt that says **Click here** on the homepage.
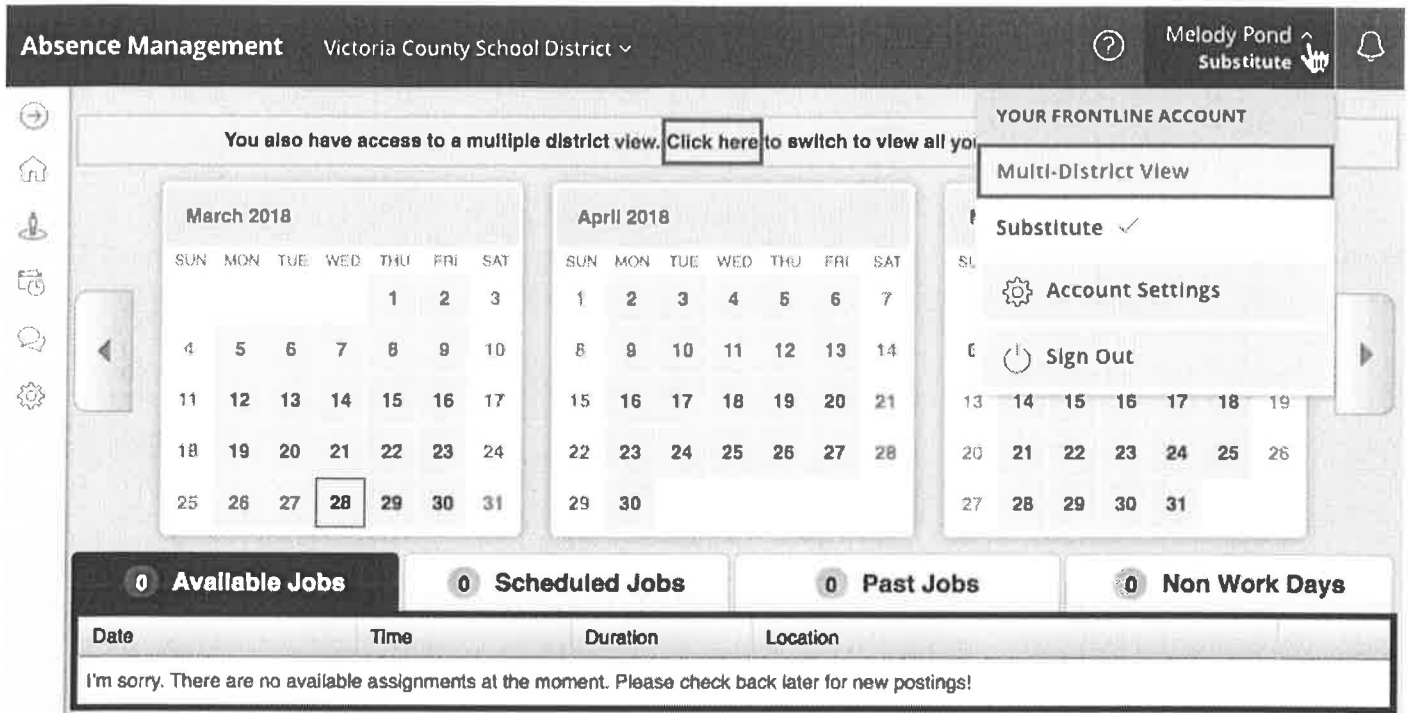
Either option switches your account to a multi-district view.

Once you select this option, you can begin to determine whether all your different districts and applications are available to you. If a problem persists, consider one of the two following scenarios:

- You may need to add a district to your multi-district view.
- You may still need to associate former login credentials with your single Frontline ID account. (The creation of additional usernames/passwords may have occurred when your district prompted you to create a single account for all your applications.)

District List

If you need to add a district or to merge different accounts, you can click the **Preferences** (gear wheel) icon in the side navigation and select **District List**.
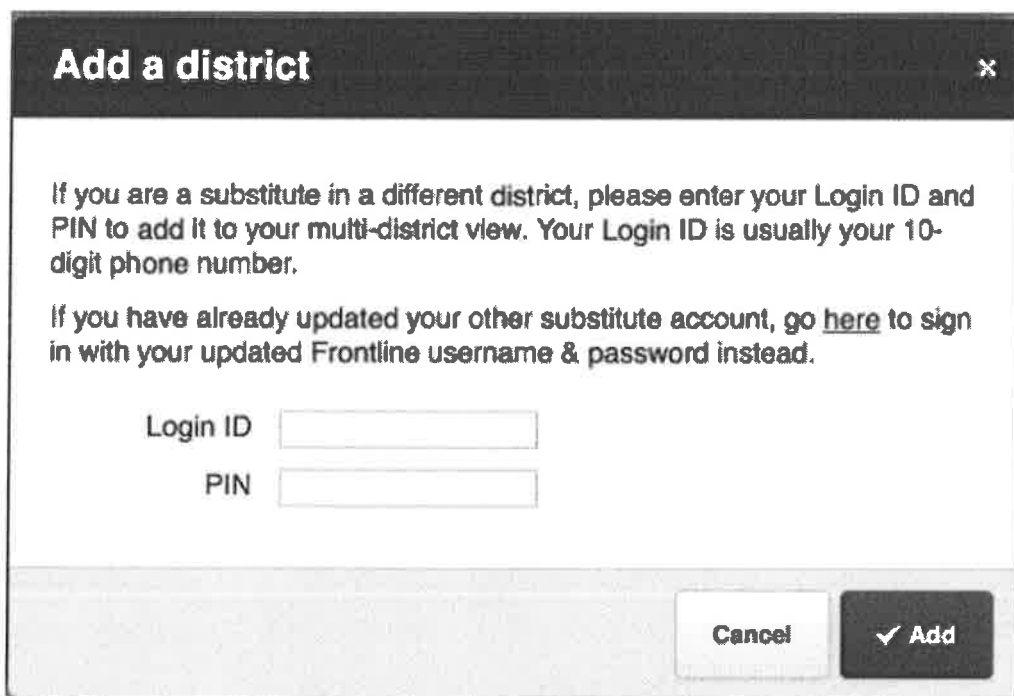
Two options will appear.

Add a District

Select **Add a district** if you need to associate an additional district to your multi-district view. Then, enter the ID and PIN associated with this district and click **Add**. This action associates the additional account (and its data) with your current account, and you can view both within your single application. If you cannot recall your credentials for a district, contact your system administrator for that district.

Take note, it is possible that you may work for one district that uses the Frontline Insights Platform and for another district that does not have the platform. This "Add a District" option still allows you to combine the non-platform account with the platform account and collectively view details for both.

Merge Frontline Accounts

In the process of creating a Frontline ID account, you may have accidentally created more than one username/password, and the "Merge Frontline Accounts" option allows you to combine any additional accounts into a single sign in.

Once you select **Merge Frontline Accounts**, the system provides an entry for the username/password of your additional account.

Simply enter the credentials and click **Verify & Add Account**. This action associates the additional account (and its data) with your current account, and you can view the information within your single application.

Merge a Frontline ID Account

This tool merges your information into one account. When successful, the other account will close.

Please verify the credentials of an account you'd like to merge.

Frontline Username

Frontline Password

Show

Cancel   Verify & Add Account

District Selection

Once you link your districts, the system will always prompt you to make a district selection when you first log in.

Melody Pond ∨

frontline
education

Absence Management
Select an Organization

Gallahorn School District

Victoria County School District

Keep in mind that no matter which option you choose, you will still see jobs for *all* your districts (provided you have the multi-district view enabled).

The only reason you must choose a specific district is so you can view account information (such as job history, etc.) that is specific to that district. But again, you will still see jobs for *all* your districts no matter which selection you make.

Should you need to view another district's account details, simply choose that alternate district during the login process or via the "district switcher" at the top of your homepage.
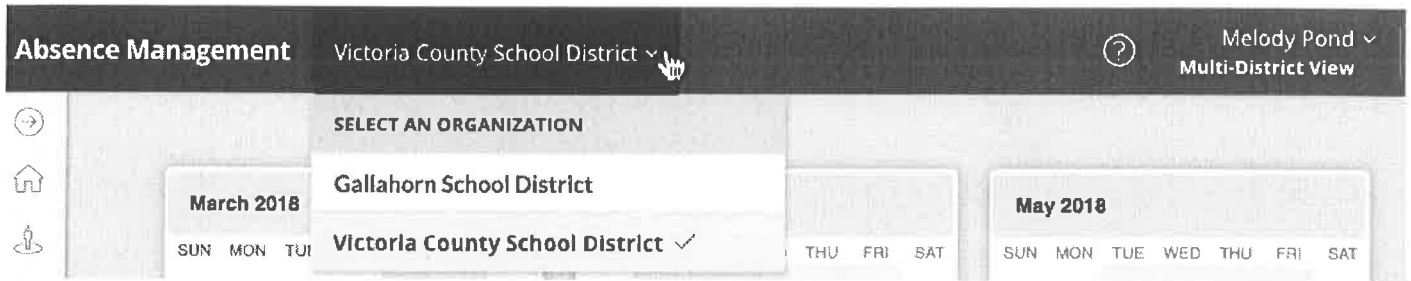
If these scenarios do not provide an adequate solution, consider contacting your district administrator for further assistance. You can also learn more about using the Insights Platform as a multi-district sub in this article.

Setting and Changing Call Times

By default, absence management calls you for jobs during the time period set up by your school district. You can customize these times or turn off calling altogether.

If you wish to edit your options, simply click the **Preferences** tab on the home page.

Now, click the **Call Times** option in the "Preferences Menu."
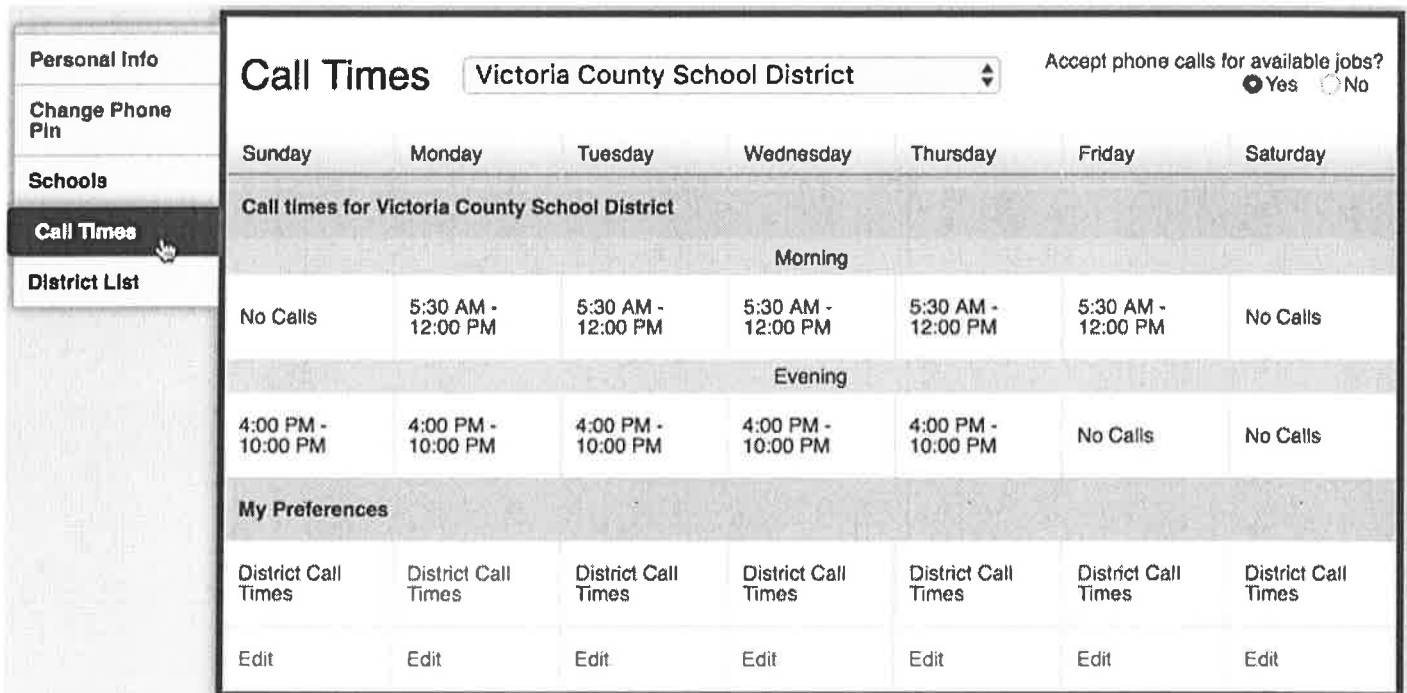
Absence management displays your district's default morning and evening call times. Click the **Edit** button to change your call time settings and edit each day as needed.

Call Times

Victoria County School District ⬍

Accept phone calls for available jobs?
◉ Yes ○ No

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Call times for Victoria County School District						
Morning						
No Calls	5:30 AM - 12:00 PM	5:30 AM - 12:00 PM	5:30 AM - 12:00 PM	5:30 AM - 12:00 PM	5:30 AM - 12:00 PM	No Calls
Evening						
4:00 PM - 10:00 PM	4:00 PM - 10:00 PM	4:00 PM - 10:00 PM	4:00 PM - 10:00 PM	4:00 PM - 10:00 PM	No Calls	No Calls
My Preferences						
District Call Times	District Call Times	District Call Times	District Call Times	District Call Times	District Call Times	District Call Times
Edit	Edit	Edit	Edit	Edit	Edit	Edit

This actions brings up a window where you determine daily call times.

Your Call Time Preferences for Sunday ✕

District Call Times

Morning: 5:30 AM to 12:00 PM

Evening: 4:00 PM to 10:00 PM

My Preferences

○ Don't Call Me

◉ Call me during the district call times

○ Call me between _____ and _____

Cancel   Apply To All   Apply only to Sunday

- **Don't Call Me** - Choose this option for absence management to not call on the selected weekday.
- **Call me during the district call times** - Make this selection to return call times to the district's default setting.

- **Call me between** - Enter the earliest and latest times absence management can send a call notification.

Once you pick your settings, you have two options:

- **Apply to All** - This setting applies these particular settings to every day of the week.
- **Apply only to** - This option only applies your settings to the selected workday.

Turning Off Calling

The system provides two additional call time options in the top right corner of the page. You can either continue to accept incoming calls or disable the feature.

| Call Times | Victoria County School District ⬍ | | Accept phone calls for available jobs? ⦿ Yes ◯ No |

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Call times for Victoria County School District						
			Morning			

Determine your preferences and select the "No" option if you wish to completely turn off calls from absence management.

A pop-up box will appear. click **OK** in the confirmation box to confirm this change.

Confirm ✕

You will not receive any further phone calls from Victoria County School District

Cancel   OK

This action causes absence management to no longer call with job offers but you can still search for jobs online.

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