



Absence Management

Sign In

ID or Username

PIN or Password

Sign In

[I forgot my ID or username](#) [I forgot my PIN or password](#)

[Having trouble signing in?](#)

SIGNING IN

Type aesoponline.com in your web browser's address bar or go to app.frontlineeducation.com if you have a Frontline Account.

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**.

Absences Closed Day In-Service Day

Create Absence 3 Scheduled Absences 1 Past Absences 0 Denied Absences

Please select a date

Need more options? Advanced Mode

April 2018

SUN MON TUE WED THU FRI SAT

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

Helpful Hint:
You can select multiple days individually or click-and-drag to select a range of dates

Substitute Required Yes

Absence Reason

Time
Please enter a valid time range using the HH:MM:AM format
Full Day
07:00 AM to 03:00 PM

Notes to Administrator (not viewable by Substitute)

Notes to Substitute

FILE ATTACHMENTS

DRAG AND DROP FILES HERE

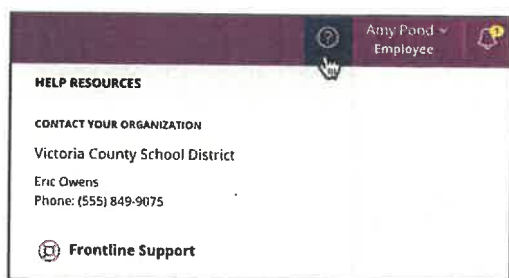
Choose File No file chosen

Shared Attachments

Cancel

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.



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 and 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) and 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.



Frontline Login Information

When you set up your new Frontline ID account, you will create a *single* username and password to access *all* your roles in *all* Frontline applications. This means you can use your Frontline ID account to log into the web applications for Absence Management, Time and Attendance, and any other Frontline applications provided to you by your district.

When to Use Phone/PIN Numbers

Your district has already recorded your phone number in the system and assigned you a 4-or-5-digit numeric PIN.

The Frontline ID account only applies when logging into a Frontline, web-based application. It will not change or replace your phone/PIN combination when calling in.

You will use the phone/PIN combination to accept phone calls from Absence Management, to call in to create absences or look for jobs.

Logging In

To log in to a Frontline web application such as Absence Management, go to app.frontlineeducation.com and enter the Frontline ID username and password you chose for your Frontline ID account. These credentials will also allow you to access the Frontline mobile app.

The username and password must each include at least one alphabet character.

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.

Sign in with a Frontline ID

Frontline Username

MSmith

Frontline Password



Sign In with Frontline ID

[Forgot Username](#)

[Forgot Password](#)

[Or Sign in with Organization SSO](#)

