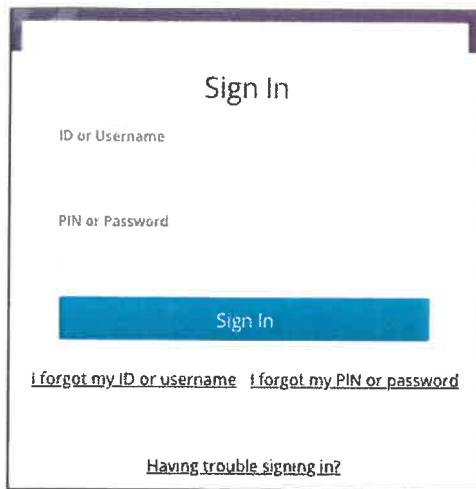




# Absence Management



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](https://aesoponline.com) in your web browser's address bar or go to [app.frontlineeducation.com](https://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**.

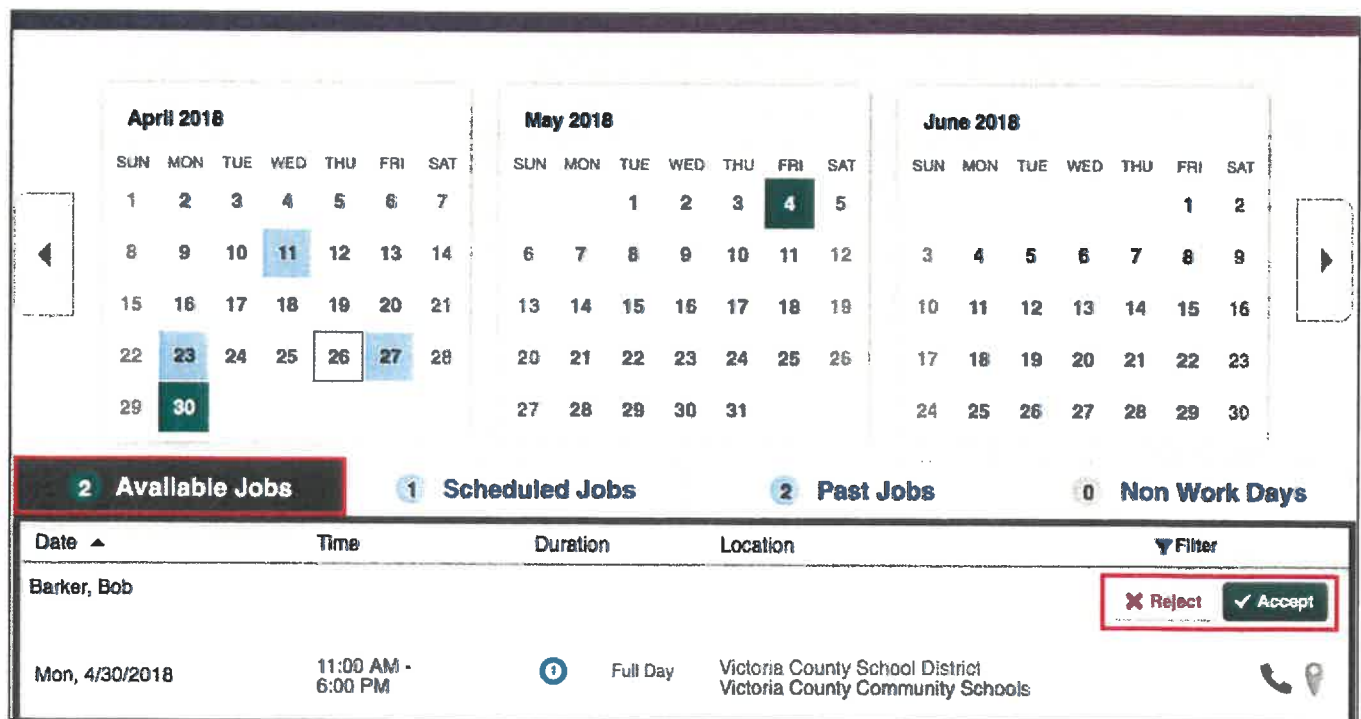
## RECOVERING CREDENTIALS

If you cannot recall your credentials, use the recovery options or click the **"Having trouble signing in?"** link for more details.

## SEARCHING FOR AVAILABLE JOBS

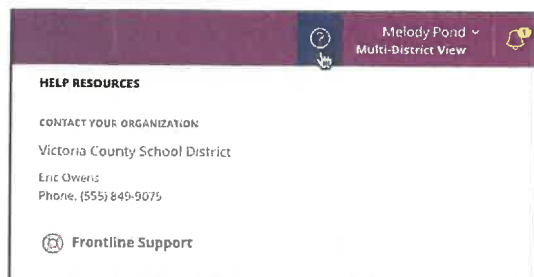
You can review available jobs directly on the homepage. These potential jobs appear in green on the calendar and in list form under the "Available Jobs" tab.

To accept a job, click the **Accept** button beside the absence (or click **Reject** to remove a job from the list).



The calendar shows three months: April 2018, May 2018, and June 2018. Available jobs are highlighted in green on the calendar. Below the calendar, there are four tabs: **2 Available Jobs**, **1 Scheduled Jobs**, **2 Past Jobs**, and **0 Non Work Days**. The **Available Jobs** tab is selected, showing a list of jobs for Barker, Bob.

Date	Time	Duration	Location	Filter
Barker, Bob				
Mon, 4/30/2018	11:00 AM - 6:00 PM	1 Full Day	Victoria County School District Victoria County Community Schools	<input type="button" value="Reject"/> <input type="button" value="Accept"/>



## GETTING HELP AND TRAINING

If you have questions, want to learn more about a certain feature, or want 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 find and accept available jobs, manage personal information, change your PIN number, and more, all on the phone.

### When You Call into Absence Management

To call, 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 the Absence Management system, you can:

- Find available jobs – **Press 1**
- Review or cancel upcoming jobs – **Press 2**
- Review or cancel a specific job – **Press 3**
- Review or change your personal information – **Press 4**

### When the Absence Management System 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 begin to call substitutes and try to fill the job.

Keep in mind, when the system calls you, it will call about one job at a time, even if you're eligible for other jobs. You can always call in (see "When You Call into Absence Management" section above) to hear a list of all available jobs.

**Note:** When the system calls, 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, you can:

- Listen to available jobs – **Press 1**
- Prevent Absence Management from calling again today – **Press 2**
- Prevent Absence Management from ever calling again – **Press 9**

If you are interested in the available job, **Press 1**. You will be asked to enter your PIN number (followed by the # sign). The Absence Management system will list the job details, and you will have the opportunity to accept or reject the job.



# 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](http://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

