

# Frontline™ Absence Management Solution Employee Guide



# Frontline Education's Absence Management Solution Reference Guide for School District Employees

## Table of Contents

### First Things First

[Section A:](#) Verify Your Name and Title Recordings

### Internet Feature

[Section B:](#) Accessing the System  
[Section C:](#) Home Page  
[Section D:](#) Recording an Absence  
[Section E:](#) Viewing Your Absence History  
[Section F:](#) Modifying an Absence  
[Section G:](#) Preferred Substitutes  
[Section H:](#) Changing Your Profile

### IVR Telephone Feature

[Section I:](#) Accessing the System  
[Section J:](#) Recording an Absence  
[Section K:](#) Reviewing Upcoming Absences  
[Section L:](#) Reviewing a Specific Absence  
[Section M:](#) Reviewing or Changing Personal Information

### Mobile Web Feature

[Section N:](#) Accessing Frontline's Mobile Web  
[Section O:](#) Home Page  
[Section P:](#) Upcoming Assignments  
[Section Q:](#) Absence Balances  
[Section R:](#) Create an Absence  
[Section S:](#) Assigning a Substitute  
[Section T:](#) Notifications  
[Section U:](#) Web Alerts  
[Section V:](#) Frequently Asked Questions (FAQ)

### General Information

[Section W:](#) Need Help?

# **Frontline Education's Absence Management Solution Reference Guide for School District Employees**

## **Welcome!**

Kelly Educational Staffing® is pleased to present Frontline Education's Absence Management Solution. The system is available through the Internet or telephone (via Interactive Voice Response system - IVR) creating an easy-to-use system for absence management. Among several other available features, you can use the system to communicate and report on employee absences. For your convenience, the system is available 24 hours a day, 7 days a week. This guide details the functionality for both the Internet and telephone features.

## **Guide Content**

In this guide you will learn how to:

- Access the system via the Internet, telephone, and Mobile Web
- Record an absence
- View your schedule
- Change your profile and update personal information
- View your absence history
- Obtain assistance

# First Things First

## A: Verify Your Name and Title Recordings

You must verify your name and title recordings regardless of whether you use the Internet or the IVR system. Your recorded name and title are used during the scheduling process to provide assignment information to the substitutes.

To verify your name and title recordings, have your ID number and PIN ready. **Your ID number and PIN have been provided by your school administrator.**

**Step 1:** Call 1-800-942-3767.

**Step 2:** Enter your ID number followed by the # sign.

**Step 3:** Enter your PIN followed by the # sign.

**Step 4:** Press **5** from the Main Menu to review or change your personal information.

**Step 5:** Press **1** to hear your current recording (or your name spelled if you have not recorded your name). If you wish to change your recording:

- If you wish to update your recorded name and title, proceed to **Step 6**.
- Press **2** to leave your recording as is and return to the main menu (skip remaining steps).

**Step 6:** Press **1** and the system will prompt you to record your name and title. Please record your name, grade, and the subject you teach.

**Step 7:** After recording, the system will provide the following options:

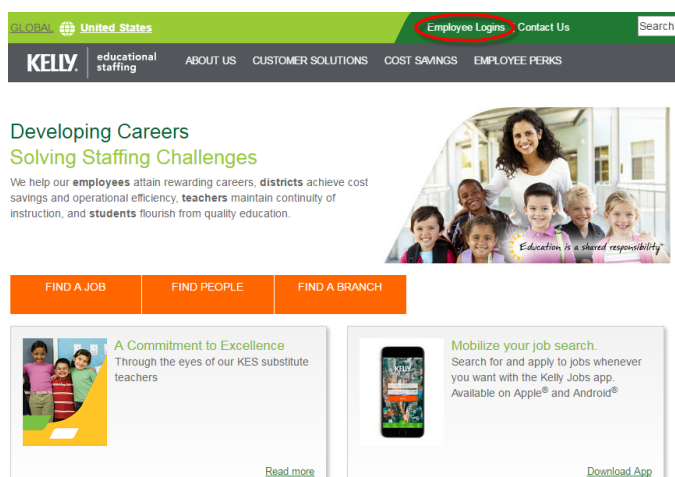
- Press **1** to save the recording.
- Press **2** to erase and re-record your name and title.
- Press **3** to return to the Change Personal Information Menu without saving.

For more information on reviewing and updating your personal information, refer to Section N: Reviewing or Changing Your Personal Information.

# Internet Feature of the System

## B: Accessing the System

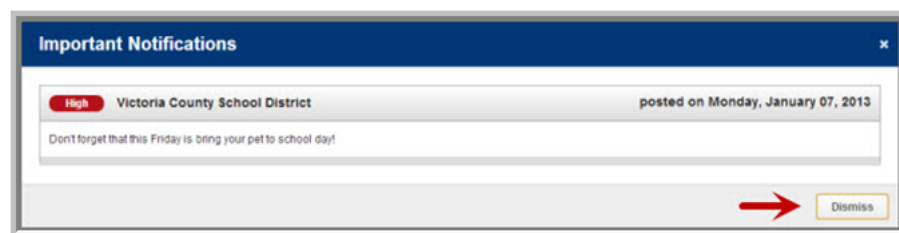
- Step 1:** Log on to the Kelly Educational Staffing Web site on the Internet at [kellyeducationalstaffing.com](http://kellyeducationalstaffing.com).
- Step 2:** Click on the **Employee Login** link and select **Frontline Login**.
- Step 3:** Enter your ID number and PIN in the appropriate fields. **Your ID number and PIN have been provided to your school administrator.**
- Step 4:** Click **Sign In**. This will log you on to the System and take you to your customized home page.



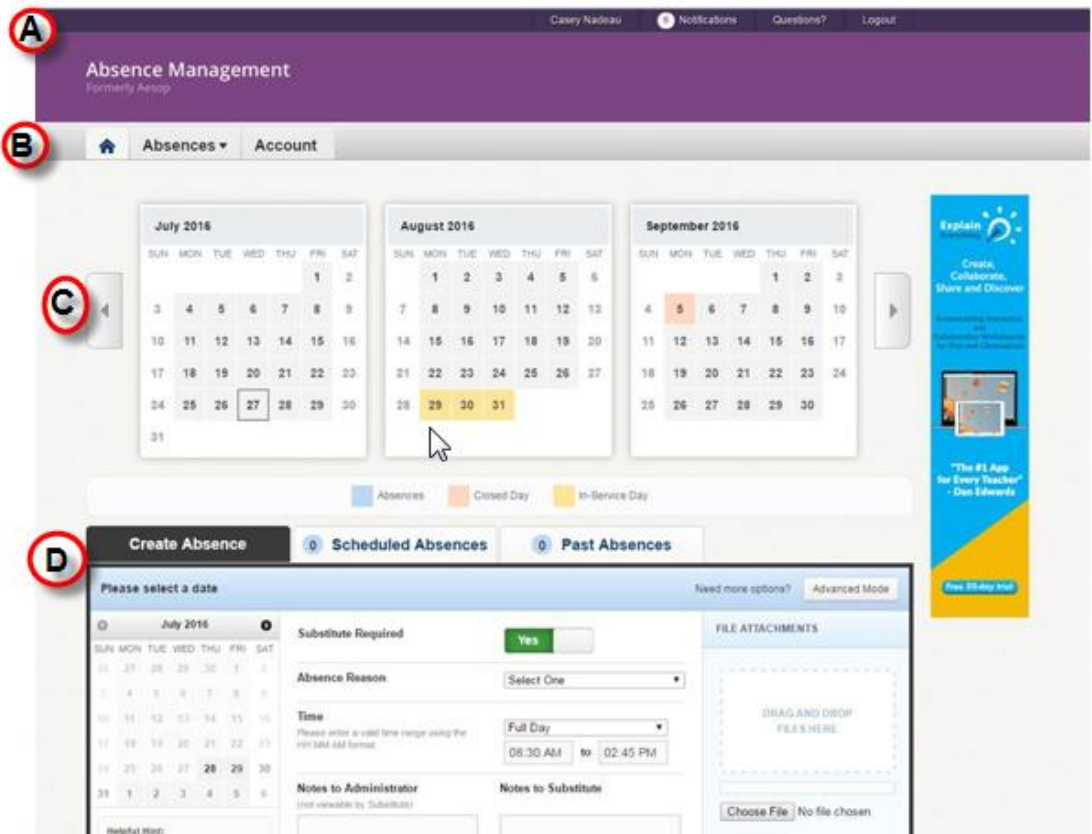
## C: Home Page

### Web Alerts

When logging in, important notifications may pop up. Notifications are used by your Kelly Educational Staffing office or KAST Center to notify you of important information. This information can be re-visited by clicking **Notifications** on the Top Bar.



Once you have dismissed your Web Alerts you will be able to view your home page.



## A: Top Bar

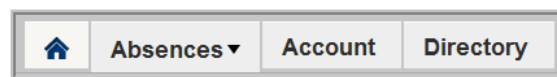
At the very top of your home page you will see a black bar with four different buttons you can click on.



- **Name:** Takes you to your Account tab where you can change things like your personal info, PIN, and your preference list.
- **Notifications:** View web alerts from your Kelly Educational Staffing office or KAST Center.
- **Questions:** Contains your Kelly Educational Staffing office or KAST Center contact information.
- **Logout:** To log out of the system and be taken back to the login page.

## B: Main Tabs

The Main Tabs will help you navigate quickly to the different areas in the system.



- **Home (house icon):** Takes you back to your home page.
- **Absence:** Takes you to the absence creation page.

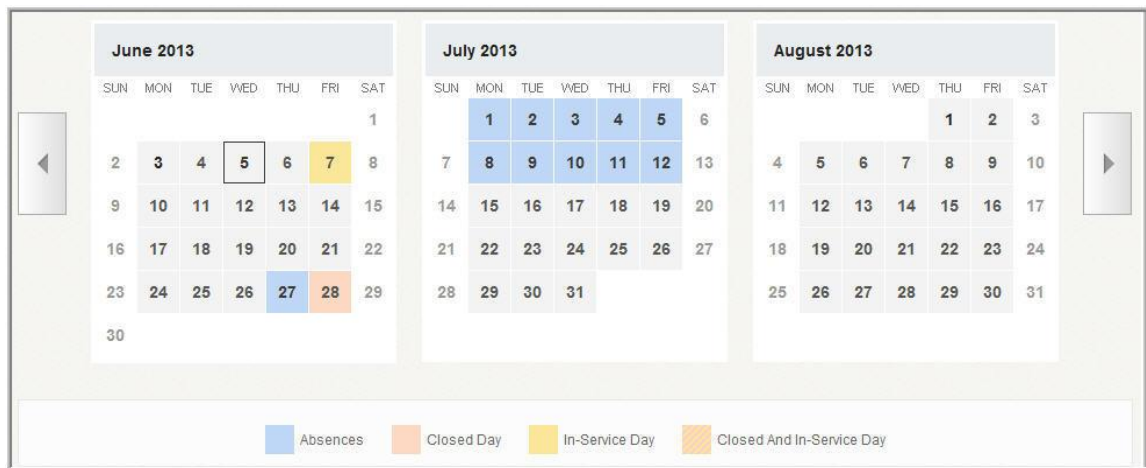
- **Account:** Takes you to where you can change your personal info, change your PIN, and view your preference list.
- **Directory:** View your absence approvers (if applicable).

## C: Calendar

Just below the main tabs is your calendar. The calendar is color coded to show the dates you are scheduled to be absent and the dates your school is closed.

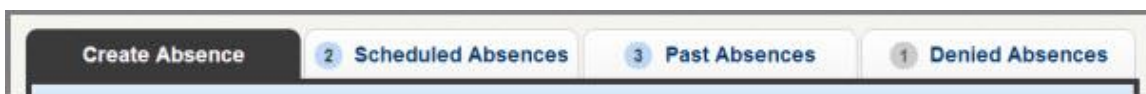


You can view the details for a specific day by clicking on the date. You can scroll to another month by clicking the right/left arrows on either side of the calendar.



## D: Absence Tabs

Below the calendar are the Absence Tabs. These tabs allow you to create a new absence, view scheduled and past absences and view denied absences (if applicable).



- **Create Absence:** Create a basic absence right from the Home Page.
- **Scheduled Absences:** View a list of upcoming absences that you have already scheduled.
- **Past Absences:** View your past absences for the past 30 days.
- **Denied Absences:** View any absence requests that were denied by your approver (if applicable).

## D: Recording An Absence

To record an absence, you will need the absence date(s), absence reason(s), and the absence start and end times. Your default start and end times were provided by your school administrator.



**Note:** If you are attempting to create an absence for today after your school's cutoff time (typically within one hour of the school's scheduled start time), the system will not allow you to record the absence. Please contact your Kelly Educational Staffing office or KAST Center to enter the absence.

**Step 1:** Scroll down to the **Create Absence** tab on your home page.

**Step 2:** Update the following absence information:

- **Dates:** Using the calendar, select the day(s) you will be absent.
  - If the absence is longer than five consecutive days, please contact your Kelly Educational Staffing office or KAST Center directly to record the absence.
- **Substitute Required:** Toggle the **Sub Required** slider to No if you do not require a substitute.
- **Absence Reason:** Select the appropriate Absence Reason from the drop-down list.
- **Time:** Select the type of absence from the drop-down list (Full Day, Half Day AM, Half Day PM, or Custom).
- **Notes:** You have the ability to leave notes for the sub, such as the location of the lesson plan.
- **File Attachments:** To attach a Word, Excel, or PDF file to the absence, click the Browse button and locate the file you want to attach. Once you select your file, click the Open button. If you would like to include a description, type the name of the file in the Description field.

**Step 3:** Save the absence by selecting one of the following options:

- **Create Absence:** Click the Create Absence button to save the absence and allow the system to find a substitute for you (if one is required).
- **Create Absence and Assign Sub (if applicable):** Click the Create Absence and Assign Sub button to save the absence and assign a pre-agreed upon substitute. Use the search box to search for subs that are qualified and available to fill your absence. Once you start typing in a last name into the search box, matches will drop down below the box.



- When assigning a specific substitute, you must first contact the substitute directly to verify their availability. When a substitute is manually assigned, they are not notified by the system, so it is imperative they are directly contacted.

Once the absence is saved you will see a message at the top of your screen which will include the confirmation number. The confirmation number ensures that you completed the process correctly, and can be used later to retrieve the absence details.



## E: Viewing Your Absence History

The system will keep a list of your absences from the past 30 days under the **Past Absences** tab on your home page.

Create Absence

1 Scheduled Absences

3 Past Absences

0 Denied Absences

This list shows absences for the past 30 days: [View More...](#)

Date	Reason	Location	Duration	Time
CONFIRMATION # <a href="#">109245693</a> ABRAMS, WILLIAMS FRANCIS / UNAPPROVED <a href="#">View Details</a>				
30 Apr 2013	Illness	Old British School	Full Day	7:30 AM - 2:30 PM
CONFIRMATION # <a href="#">109245644</a> ACKERLY, AMANDA / UNAPPROVED <a href="#">View Details</a>				
13 May 2013	Personal Day	Meadow Creek Elementary School	Full Day	7:30 AM - 2:30 PM
CONFIRMATION # <a href="#">109245645</a> UNFILLED / UNAPPROVED <a href="#">View Details</a>				
14 May 2013	Job Injury Cert	Old British School	Full Day	7:30 AM - 2:30 PM

**Step 1:** Click the **Past Absences** tab on your home page.

**Step 2:** Click on the Confirmation # or the View Details button to view the absence.

If you need to see your absence history from more than 30 days ago you can click the **View More** link at the top of the list.

## F: Modifying An Absence

The number of fields you are able to modify is dependent on the status of the Absence:

- If the absence has a substitute assigned (the absence is Filled), you can only change the Absence Reason and Notes fields.
- If the absence does not have a substitute assigned (the absence is Unfilled), you can change the Date(s), Absence Reason, Absence Type, and Start and End times.

**Note:** If you need to change any other field not listed above, or you need to cancel or change the absence after the start date, please contact your Kelly Educational Staffing office or KAST Center.

**Step 1:** Click **Scheduled Absences** on your home page's **Absence Tabs**.

**Step 2:** Click the confirmation number of the future absence you want to modify. Past absences cannot be modified.

**Step 3:** Click the **Edit this Absence** button.

**Edit Absence**

Mon, Jun 3rd Meadow Creek Elementary School

School: Meadow Creek Elementary School

Absence Reason: Personal Day

Time: Full Day 07:30 AM to 02:30 PM

Substitute Required: Yes

Monday, Jun 3, 2013  
Meadow Creek Elementary School  
7:30 AM - 2:30 PM  
Personal Day

Notes & Attachments

Notes to Administrator (Viewable only by Administrator and Employee): None

Notes to Substitute (Viewable by Administrator, Employee, and Substitute): None

File Attachments

Uploaded Files: Related Files

**Edit Absence**

**Step 4:** Click **Save** to finish modifying the absence.

## G: Preferred Substitutes

The Preferred Substitutes feature is an optional feature that gives you a measure of control over which substitutes are offered the opportunity to fill in for you when you are absent. Substitutes who are included on your Preferred Substitutes list are given preferential treatment by Kelly Educational Staffing when attempting to find a substitute for an absence that you register.

Your ability to view and edit the Preferred Substitutes list is determined by your school district. Please contact your school district or Kelly Educational Staffing office if you have questions regarding your ability to view or edit the Preferred Substitutes list.

### Viewing Your Preferred Substitutes List

**Step 1:** Click **Account>Preferred Substitutes** from your home page to display your preferred substitutes.

**Preferred Substitutes List**

Substitutes included on this list will be given preferential treatment by Aesop when attempting to fill your absences. You can order up to five subs as your top favorites. If they are qualified and available, Aesop will notify them immediately when you register an absence...

Note: The number of favorites you can select and how they are notified may vary based on your school district's preferences

☒ Add Substitute to List

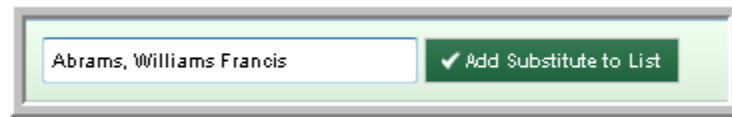
Order	Substitute	Actions
	Ackley, Amanda	
	Baldwin, Melissa	
	Augusta, Christi	

**Note:** Including a substitute on this list does not guarantee that the substitute will be assigned to your absence, only that they will be the first substitutes to be contacted by the automated IVR system and the KAST Center.

## Adding a Substitute to the Preferred Substitutes List

**Step 1:** To add a new substitute to your preferred list, start typing the name of the sub in the search box.

**Step 2:** Once the desired substitute is found, click **Add Substitute to List**.

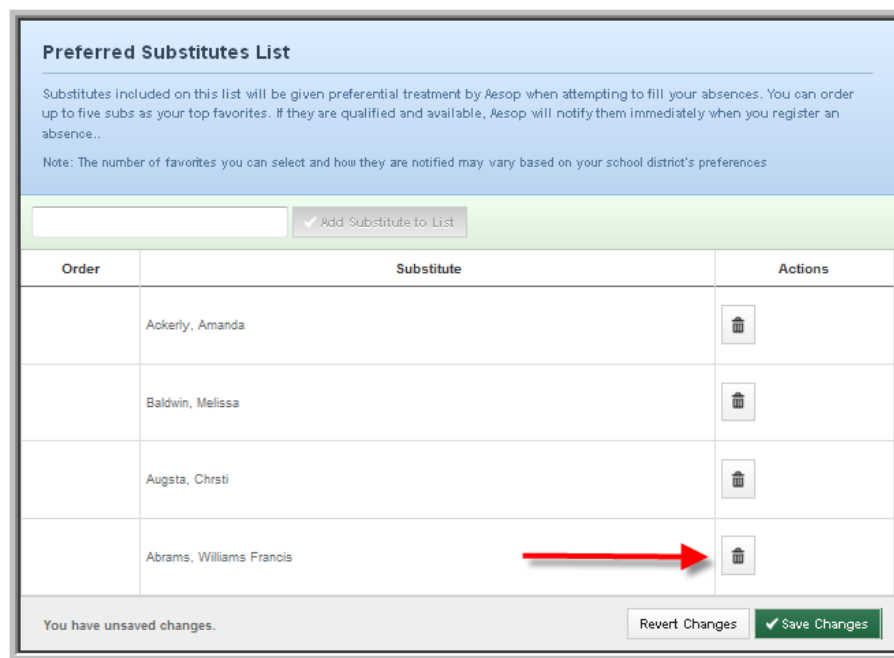


A search box containing the text "Abrams, Williams Francis" and a green button with a checkmark and the text "Add Substitute to List".

**Step 3:** Click the **Save Changes** button to add the substitute to your list.

## Removing a Substitute from the Preferred Substitutes List

**Step 1:** Click on the **Trash Can** icon to the left of the substitute you would like to remove.



The screenshot shows the "Preferred Substitutes List" interface. At the top, there is a search box and a green "Add Substitute to List" button. Below this is a table with three columns: "Order", "Substitute", and "Actions". The table contains four rows of substitutes. A red arrow points to the trash can icon in the "Actions" column for the substitute "Abrams, Williams Francis". At the bottom of the interface, there is a status bar that says "You have unsaved changes." and two buttons: "Revert Changes" and a green "Save Changes" button.

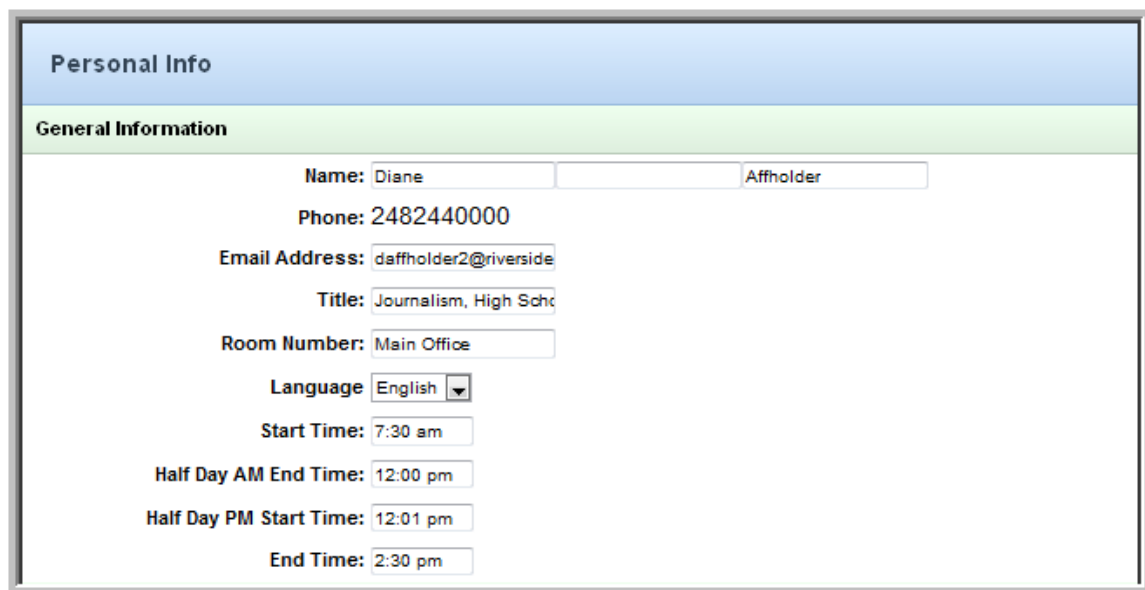
Order	Substitute	Actions
	Ackerly, Amanda	
	Baldwin, Melissa	
	Augsta, Chrsti	
	Abrams, Williams Francis	

**Step 2:** Click on the **Save Changes** button to remove the substitute from your list.

## H: Changing Your Profile

From the **Account Tab** you can perform the following functions:

### View and Modify Your Personal Information



**Personal Info**

**General Information**

Name:

Phone:

Email Address:

Title:

Room Number:

Language:  ▼

Start Time:

Half Day AM End Time:

Half Day PM Start Time:

End Time:

**Step 1:** From your home page, click **Account>Personal Info**. The system will display your current information.

**Note:** If you change your name and/or title on the web, you must also verify their recordings in the IVR system to ensure that the recordings are updated as well. (Refer to Section N for instructions)

**Step 2:** Once your changes have been made, click **Save**.

### Change your PIN

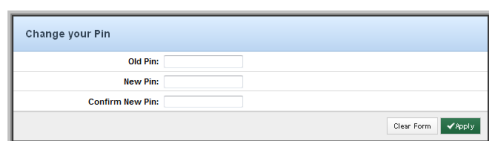
**Step 1:** From your home page, click **Account>Change Pin**.

**Step 2:** Enter your existing PIN in the **Old Pin** field.

**Step 3:** Enter your new PIN in the **New Pin** field.

**Step 4:** Retype your new PIN in the **Confirm New Pin** field.

**Step 5:** Click **Apply** to save your changes



**Change your Pin**

Old Pin:

New Pin:

Confirm New Pin:

# IVR Telephone Feature of the System

The system is also accessible through IVR telephone technology. You will need a touch-tone telephone to use the IVR system. If you do not have a touch-tone telephone, please contact your Kelly Educational Staffing office or KAST Center for assistance.

- **Note:** The IVR numerical options may change at any time. Please listen carefully before making a selection. Pressing the \* key will take you back one menu level at any point.

## I: Accessing the System

**Step 1:** Call 1-800-942-3767.

**Step 2:** Enter your ID number followed by # sign.

**Step 3:** Enter your PIN followed by the # sign.

**Note:** Your ID number and PIN have been provided to your school administrator.

**Step 4:** Once you are logged on to the system, you will hear the following options:

- Press **1** to create an absence (see Section J).
- Press **3** to review upcoming absences (see Section L).
- Press **4** to review a specific absence (see Section M).
- Press **5** to review or change personal information (see Section N).

For all other functions, please contact your Kelly Educational Staffing office, log on to the system via the Internet, or contact the KAST Center for assistance.

## J: Creating an Absence

**Step 1:** Press **1** from the Main Menu to record an absence.

- Press **1** to enter an absence for today.
  - This option is only available before your school's cutoff time (typically one hour before school starts). The system will not allow you to record an absence for today after the cutoff time. Please contact your Kelly Educational Staffing office or KAST Center to record the absence.
- Press **2** to enter an absence for tomorrow.
- Press **3** to enter an absence for another day. The system will prompt you to enter the day of the month on which your absence begins.
  - This option will only allow you to record absences for the next 30 days.
- Press **4** to record an absence for Monday.
  - This option is only available when you are logged in on Fridays and Saturdays.

**Step 2:** Enter the number of days for the absence.

- If the absence is longer than five days, please contact your local Kelly Educational Staffing office or KAST Center.

**Step 3:** Enter a start and end time for the absence by selecting one of the following:

- Press **1** for a full day absence (your default start and end times were provided by your school administrator).
- Press **2** for a half day AM.
- Press **3** for a half day PM.
- Press **4** to enter specific start and end times.

**Step 4:** Select the reason for the absence.

**Step 5:** The system will confirm the details of the absence and provide the following options:

- Press **1** if correct.
- Press **2** to erase and re-enter.
- Press **3** to cancel.

If the absence is a multi-day absence, the system will prompt you to enter a date for the next day of the absence, or you may accept the default date.

- Press **1** if the details are the same as the previous date.
- Press **2** to change some of the details.
- Press **3** to change all of the details.

**Step 6:** (If this step does not apply, you will be automatically forwarded to Step 8). Before saving the absence, the system will confirm the details of the absence and provide the following options:

- Press **1** to assign a specific substitute.
- Press **2** to allow the system to locate a substitute.

**Note:** In order to assign a specific substitute, you must first contact the substitute directly to verify their availability and to request their 10-digit phone number.

**Step 7:** Enter the substitute's 10-digit telephone number including area code and press #. Confirm the telephone number you entered by pressing 1. Select the appropriate substitute name by pressing the appropriate number.

**Step 8:** The system will save the absence and give you a confirmation number. The confirmation number ensures that you completed the process correctly, and can later be used to retrieve the absence details.

## **K: Reviewing Upcoming Absences**

**Step 1:** Press **3** from the Main Menu to review upcoming absences.

**Step 2:** You will hear the following options if you have absences scheduled:

- Press **1** for absences scheduled for today.
- Press **2** for absences scheduled for tomorrow.
- Press **3** for absences scheduled for the next 30 days.

**Step 3:** After the system has played the details of your absence, you will have the following options:

- Press **1** to hear more about the absence if it is a multi-day absence.
- Press **2** to hear the information again.
- Press **4** to listen to the next absence, if applicable.
- Press **4** to return to the Main Menu.

## **L: Reviewing a Specific Absence**

**Step 1:** Press **4** from the Main Menu to review a specific absence.

**Step 2:** Enter the confirmation number of the absence you wish to review.

**Step 3:** The system will repeat the confirmation number you entered and provide the following options:

- Press **1** if the confirmation number is correct. The system will read the absence details.
- Press **2** to re-enter the confirmation number.

**Step 4:** After you hear the information, the system will provide the following options:

- Press **1** to hear more about the absence if it is a multi-day absence.
- Press **2** to hear the information again.
- Press **5** to return to the previous menu.

## **M: Reviewing or Changing Personal Information**

Press **5** from the Main Menu to review or change your personal information. You will hear the following options:

- Press **1** to change your name and title recording.
- Press **2** to change your PIN.

### **Changing Your Name and Title Recording**

**Note:** If you change your name and title recording, you must also update your title in your Web profile. (Refer to Section H for instructions)

**Step 1:** Press **1** to hear your current recording (or your name spelled if you have not recorded your name).

- Press **1** to change your recording.
- Press **2** to leave the recording unchanged.

**Step 2:** Press **1** and the system will prompt you to record your name and title. Please record your name, grade, and the subject you teach.

**Step 3:** After recording, the system will provide the following options:

- Press **1** to save the recording.
- Press **2** to erase and re-record your name and title.
- Press **3** to return to the Change Personal Information Menu without saving.

### **Changing Your PIN**

**Step 1:** Press **2** to hear your current PIN.

- Enter a new PIN followed by the **#** sign.
- Press **\*** to leave your PIN unchanged.

**Step 2:** The system will repeat the PIN you entered.

- Press **1** if the PIN is correct. The system will save your new PIN.
- Press **2** to re-enter your PIN.



# Frontline's Mobile Web Feature

## N: Accessing Frontline via Mobile Web

**Step 1:** To open the Mobile Web site type [mkelly.aesoponline.com](http://mkelly.aesoponline.com) in your mobile device browser.

**Note:** Some images in this document may vary from your mobile device depending on the device and web browser being used.

**Step 2:** Enter your Login ID and PIN in the appropriate fields. **Your Login ID and PIN are provided by your local Kelly Educational Staffing Office.**

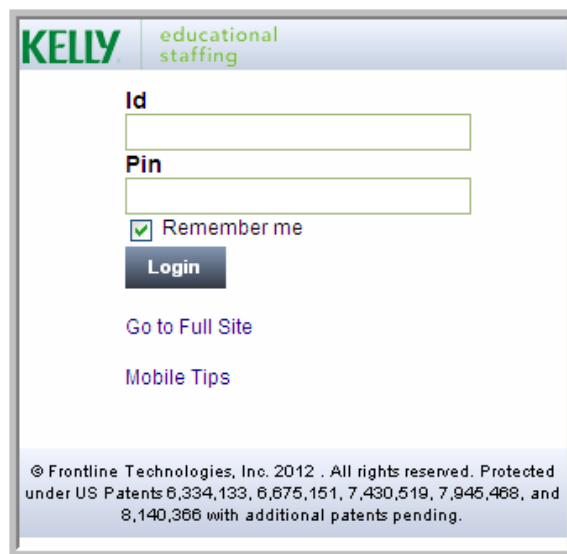
If you want the system to remember your login information, check the **Remember Me** box.

You can also create a shortcut icon to the Mobile Web on your device's Home Screen. For instructions on how to do this refer to your Mobile Device's manual.

**Step 3:** Click **Login**. This will log you on to the system and take you to the customized home page.

There are two links below the login button:

- **Go to Full Site** – If you would like to bypass the Mobile website and use the full website, click the "Go to Full Site" link.
- **Mobile Tips** – View some tips on how to set up your device to work correctly with the Mobile Web.

The screenshot shows the mobile login interface for Kelly Educational Staffing. At the top, the logo "KELLY educational staffing" is displayed. Below it are two input fields labeled "Id" and "Pin". A checkbox labeled "Remember me" is checked. A "Login" button is positioned below the fields. At the bottom, there are two links: "Go to Full Site" and "Mobile Tips". A footer contains copyright information: "© Frontline Technologies, Inc. 2012. All rights reserved. Protected under US Patents 6,334,133, 6,675,151, 7,430,519, 7,945,468, and 8,140,366 with additional patents pending."

## O: Home Page

Once you are logged into the Mobile Web, you will be directed to the Home Page.

At the top of the page there will always be the following options:

- (A) **Kelly Educational Staffing** logo – selecting this will always take you to the Home Page
- (B) **Menu** – selecting this will open a menu giving you options to go to the Home Page, Full Site, or Logout
- (C) **Logout** – selecting this will log you out of the system

The following options will be available on the Home Page:

- (D) **Upcoming Assignments**
- (E) **Absence Balances** (This option will display regardless if your district is using Absence Balance Tracking or not. For more information, see section D below.)
- (F) **Create an Absence**
- (G) **Notifications**
- (H) **WebAlerts**

The screenshot shows the mobile home page for Kelly Educational Staffing. At the top, the logo "KELLY educational staffing" is on the left, and "Menu" and "Logout" buttons are on the right. Below the header, it says "Home: Welcome, Jane Sawyer". A list of options is displayed, each with a lettered circle icon: "Upcoming Absences" (D), "Absence Balances" (E), "Create an Absence" (F), "Notifications" (G) with a count of 2, and "WebAlerts" (H) with a count of 2. Each option has a right-pointing arrow.

## (H) Web Alerts

### P: Upcoming Assignments

Selecting **Upcoming Absences** displays a page showing absences from the past 7 days through the next 90 days.

Start Date	Confirm #	Reason	Days	
09/10/2012	89234884	Personal Day	1.00	<a href="#">Details</a>
07/30/2012	89251364	Professional Day	2.00	<a href="#">Details</a>
07/27/2012	89251359	Illness	1.00	<a href="#">Details</a>

To view a specific absence in more detail, select the **Details** button.

The details page will display the absence details, including the status of the absence & the name of the sub. If there are notes for the absence, they will be visible at the bottom of the page.

KELLY

educational  
staffing

Menu

Logout

Home

View Absence - Confirmation #  
89251359

Employee	Status	Approval
Jane Sawyer	Filled	Not Applicable

Title
Social Studies

Substitute
Amy Smith

Friday, 7/27/2012	Full Day		
Location	Shift	Start	End
Oxford Elem	Full Day	8:00 AM	3:30 PM
Reason		Illness	

More ▼

Notes
Notes Not Applicable

### Q: Absence Balances

**Absence Balance Tracking is an optional Feature. This functionality may not be available for your school district.**

Selecting **Absence Balances** displays a page showing your balances for absence reasons being tracked in the system by your district.

If this feature is not being used, a message will display when selecting **Absence Balances**: "No Absence Reason Balances Found".

Absence Reason Balance
No Absence Reason Balances Found


Absence Reason	Absence Reason Balance
Personal Leave	Current Balance 2 Days
<a href="#">More</a>	
Sick Leave (category balance)	Current Balance 16.5 Days
<a href="#">More</a>	

To see more details for a specific reason, select the **More** option. This will display Initial Balance, Time Used, & Pending Absences.

**Initial Balance** – The allowed number of days or hours that the district has given you for the absence reason

**Time Used** – The amount of time you have used since the balance "as of" date

**Pending Absences** – The number of days or hours that are used from future absences and have not been subtracted from your balance yet.

Absence Reason		Absence Reason Balance
Personal Leave		Current Balance 2 Days
<a href="#">More</a> 		
Initial Balance	Time Used	Pending Absences
2 Days	0 Days	0 Days

## R: Create an Absence

Selecting **Create an Absence** will display the absence creation page. At the top of the page your name and site will be listed. (If you are an itinerant teacher you will have the option to select the location in a drop down menu below the absence date.)

**Step 1:** Enter the **Absence Date** by selecting the calendar icon to choose the date or the forward/back arrow to move forward or back a day.

**Note: Only one day assignments can be created using the Mobile Web.**

**Step 2:** Choose the **Absence Reason** by selecting the menu arrow to see the full list of Absence Reasons available.

**Step 3:** If Substitute Requirement is optional – select if a sub is needed under **Substitute Required**. (This section will not display if your substitute requirement is set to Sub Needed or No Sub Needed.)

**Step 4:** Select the **Absence Type** – if selecting Custom, select the time boxes to change the times.

**Step 5:** Enter **Notes** on the absence (if needed) by selecting the More arrow. This will expand the screen to display the Notes area. Select the Notes box to open your mobile device's keyboard and type in the notes.

**Step 6:** Save the absence by selecting the **Save** button. (You may have the permission to Save the absence & Assign a prearranged sub. If so, the next section will cover assigning a substitute to your absence.)

After saving the absence, a new page will display showing the absence details and the associated confirmation number.

Employee	Status	Approval
Jane Sawyer	Filled	Not Applicable

**Title**  
Social Studies

**Substitute**  
Amy Smith

**Wednesday, 8/1/2012** **Full Day**

Location	Shift	Start	End
Oxford Elem	Full Day	8:00 AM	3:30 PM

**Reason** Extended Sick Leave

**Notes**  
Notes Not Applicable

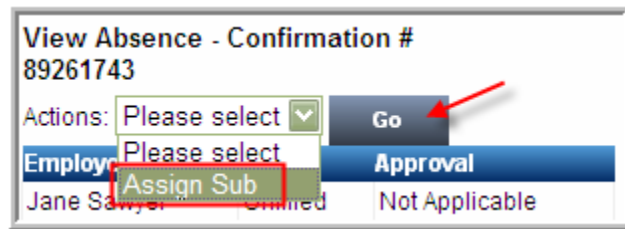
## S: Assigning a Substitute

A prearranged substitute can be assigned at the end of the absence creation process or from the absence details page.

At the end of the absence creation process, select the option to Save & Assign.



OR



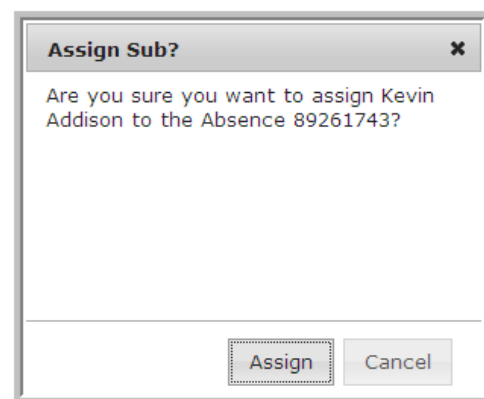
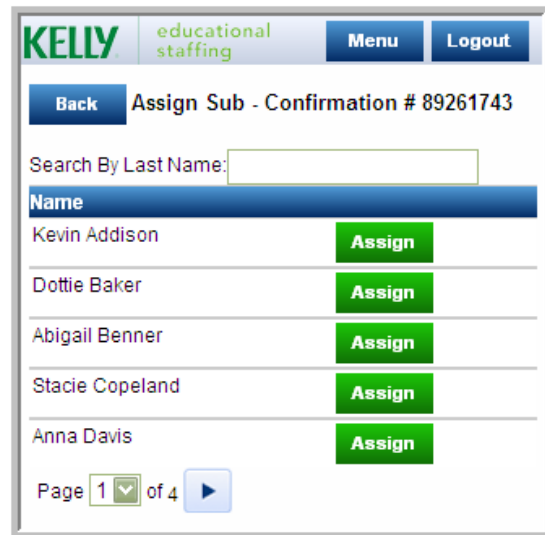
From the absence details page, select **Assign Sub** from the Actions Menu – touch **Go** to be taken to the assign page.

On the **Assign Sub** page, you can search for a sub by last name or select the green Assign button next to the name of the substitute you have spoken with. Only substitutes that are available and qualified to fill the absence will appear on the list.

**Note: By saving a substitute on an assignment, you confirm that you have already contacted and confirmed with them that they are available and can work the assignment prior to assigning them in the Mobile Web.**

Once the sub has been selected, a pop up confirmation will appear to confirm that you want to assign the selected substitute. Select **Assign** to confirm or select **Cancel** if it is the wrong substitute or you have changed your mind.


After assigning the sub you will receive a notification on your device that the assignment was saved successfully. Select **Ok**.



## T: Notifications

On the Home Page the next option is **Notifications**. On this button you will see how many notifications there are to be confirmed. Select **Notifications** to display the page of notifications.

Notifications will be broken into various categories including: **Filled Absences & Unfilled Absences**.



The screenshot shows a web interface with a 'Back' button at the top left. Below it is the heading 'Notification'. Underneath is a section titled 'Filled Absences' which contains a table. The table has four columns: 'Confirm #', 'Start Date', 'Status', and 'Substitute'. There are two rows of data. The first row has a confirm number '89251359', start date '07/27/2012', status 'Substitute Assigned', and substitute 'Amy Smith'. The second row has a confirm number '89251364', start date '07/30/2012', status 'Substitute Assigned', and substitute 'Breana Scott'. The confirm numbers are highlighted with red boxes.

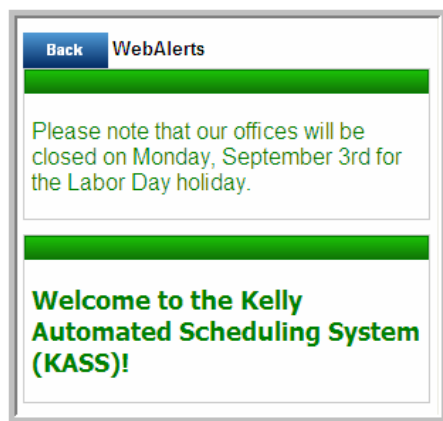
Confirm #	Start Date	Status	Substitute
89251359	07/27/2012	Substitute Assigned	Amy Smith
89251364	07/30/2012	Substitute Assigned	Breana Scott

Selecting the confirmation number link will display the absence details page.

## U: Web Alerts

On the Home Page the last option is **Web Alerts**. On this button you will see how many Web Alerts are posted.

Select **Web Alerts** to display the page of **Web Alerts**.



## V: Frequently Asked Questions (FAQ)

- **Is it an app?** No, it is not a mobile app. It is a mobile-optimized website. That means you can access it from your internet browser, and you don't need to download anything from the Apple or Google Play store. Any customer with a mobile-optimized device (smartphone, iPad, tablet, etc.) can get to it.
- **Is the mobile site the same as the full site?** Not completely. The mobile site includes critical features, including creating absences, viewing your schedule, viewing absence reason balances, and viewing notifications.
- **How do I get to it?** You go to [mkelly.aesoponline.com](http://mkelly.aesoponline.com) in the browser on your mobile device. Do not put www before the URL. You do not need to download anything and it doesn't live as an app on your device's home screen.
- **Can substitutes use it?** Currently, the Mobile Web is only for Administrator Users and Employees. The Mobile Web for subs is coming in the future.

## General Information

### **W: Need Help?**

**Contact your Kelly Educational Staffing office or KAST Center at 1-866-KELLY-98 to:**

- Cancel or modify an absence.
- Ask questions regarding Kelly Educational Staffing or the use of the system.

**Call 1-866-KELLY-38 during regular business hours if you experience technical difficulties using the automated scheduling system or if you have forgotten your PIN.**

**We look forward to providing you the convenience of Frontline Education's Absence Management Solution.  
Please share your feedback with your Kelly Educational Staffing office or KAST Center.  
Thank you!**

✂ Cut out and save these quick reference cards:

## **Kelly Educational Staffing™**

### **Via the Internet**

- Go to [kellyeducationalstaffing.com](http://kellyeducationalstaffing.com)
- Click **Employee Login** then select **Frontline Login** and enter your ID number and PIN in the appropriate fields.\*
- This feature allows you to:
  - Record an absence
  - Change your profile/update personal information
  - View your schedule
  - Obtain assistance

### **Via the Interactive Voice Response System (IVR)**

- Dial 1-800-942-3767 and log on to the system by entering your ID number and PIN.\*
- This feature allows you to:
  - Record an absence
  - Review a specific absence
  - Review upcoming absences
  - Review or change your personal information

\*Your ID number and PIN have been provided to your school administrator.

## **Kelly Educational Staffing™**

### **Frontline Education's Absence Management Solution for Employees**

- Report an absence via [kellyeducationalstaffing.com](http://kellyeducationalstaffing.com) or call 1-800-942-3767.
- For technical difficulties, or if you forgot your PIN, call 1-866-KELLY-38 during regular business hours.