

Absence Management System (formerly AESOP) Employee Web Guide

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Absence Management Website Login Troubleshooting Information

1. Manually type in your log-in credentials without having them pre-populated by your web browser. Your Username and Password were setup by you through the Frontline ID invitation email. If you did not receive this email, please contact the Substitute Office (ppssub@pps.net). If you cannot remember your Username or Password, click on “Forgot Username” or “Forgot Password” and a recovery email will be sent to the email address you listed when initially setting up your Username and Password.*
2. Clear your web browser’s cache, close your browser, and try again.
3. Avoid using a bookmarked or saved link. Open your web browser and type <https://app.frontlineeducation.com> directly into the address bar.
4. Ensure that you are using an up-to-date web browser. If using an iPad, ensure that your iPad software is up-to-date.
5. If you are using a handheld device (ex: mobile phone or tablet), make sure the web browser has cookies enabled.
6. Double check that the local computer time on your clock is configured correctly (including the time zone).
7. Avoid using Safari. Chrome is recommended.
8. If you are receiving a LDAP error, you are using the wrong web address to login. All users should manually type in <https://app.frontlineeducation.com> into the address bar.

*Please note that your username and password for the Absence Management website are different than your Login ID and Pin number for the Absence Management phone system. To utilize the Absence Management phone system, call 1-800-942-3767 and enter your Login ID (10 digit phone number) and four digit Pin number via your telephone keypad.

Getting Started

Using Absence Management Successfully

Create absences online or on the phone

Absence Management offers both phone and web services, so that you can create an absence anytime, anywhere. Online absences can be created as far as one year in advance. As soon as you register an absence, Absence Management starts finding a qualified, available substitute for you.

Manage your schedule

With Absence Management you can track how many absences you have taken and see absences you have already scheduled in the future. You can also track the types of absences you have on record, such as personal or professional development day. Absence Management offers an easy way to store all your absence information in one place.

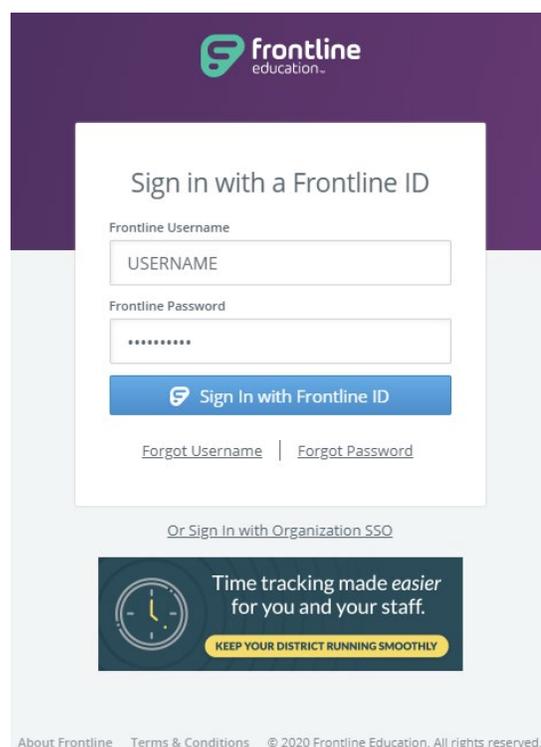
Leave notes and attachments for the substitute

By writing notes or attaching documents to your absence, you can assure that your substitute is prepared to handle your duties during your absence. Absence Management lets both the district and the employee leave notes, as well as attach Word documents and PDF's to the absence.

Log on to Absence Management

The first step to log on to Absence Management is to visit the Absence Management website. Put <https://app.frontlineeducation.com/> into your internet browser address bar and hit the **Enter** button on your keyboard.

This will take you to the Absence Management website. Use the **Username** and **Password** you created through the Frontline Invitation email. Once you have entered this info into the boxes click the **Sign In with Frontline ID** button.



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Sign in with a Frontline ID

Frontline Username
USERNAME

Frontline Password

Sign In with Frontline ID

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

[Or Sign In with Organization SSO](#)

Time tracking made *easier*
for you and your staff.

KEEP YOUR DISTRICT RUNNING SMOOTHLY

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If you are new to Absence Management you will receive an email from no-reply@frontlineed.com to your PPS email address inviting you to create a Frontline ID. If you work at another school district that utilizes Absence Management, follow the link in the email to login with your Frontline ID so that your accounts can be linked. After you have created your Username and Password, you will use those login credentials every time you sign in to the Absence Management website.

What if I forgot my PIN?

If you are unable to log in and view your phone credentials, you can request they be sent to your email from the Absence Management PIN webpage: https://www.aesoponline.com/forgot_pin.asp or contact the Substitute Office.

Pin Recovery:

Pin

Not sure what your ID is? - Try your phone number.

Click 'Email PIN' to have your PIN emailed to you.

Employee Type

Phone

First Name

Last Name

Home Page

Web Alerts

Once logged in, you may see a pop-up message that highlights important district notifications. These alerts are marked by priority (e.g. "high," "low," etc.) and contain system or organization-specific messages. You can revisit these notifications at any time via the **Notifications** bell icon in the top right corner of the application page. Once you have read the alerts, click the Dismiss button to proceed to your homepage.

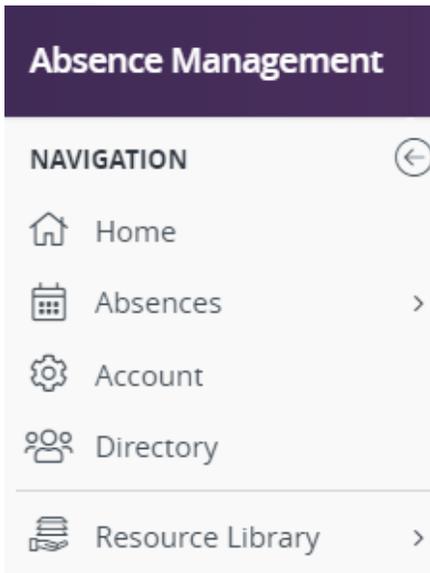
Important Notifications ✕

Low **Portland Public Schools** posted on Tuesday, June 28, 2011

Click [HERE](#) to view the Portland Public Schools QuickStart Guide for employees.
Click [HERE](#) to view additional information regarding Preferred Substitutes vs. Favorite Five Substitutes.
Questions on "Save" versus "Save and Assign"? Click [HERE](#) for more information!

Side Navigation

Your side navigation lists absence details, system preferences, and an approver directory.



Home Tab - The tab with the house icon is your Home Tab. You can click this tab from anywhere in the website to be taken back to the home page.

Absences - The Absence Tab will take you to a list that allows you to Create an Absence or view your Past Absences.

Account - The Account Tab will take you to where you can change your personal info, change your phone PIN, and edit your preferred subs.

Resource Library – Free resources and guides provided by Frontline.

Top Bar



At the very top of your home page you will see a dark purple bar with the following:

Your Name - Clicking on your name will take you to Account Settings where you can change your personal information, password, and other settings. You can also click on your name to Sign Out.

Notifications - The number of notifications (web alerts) you have will be displayed in the yellow circle next to the bell icon. Clicking on this option bring up a list of your current web alerts.

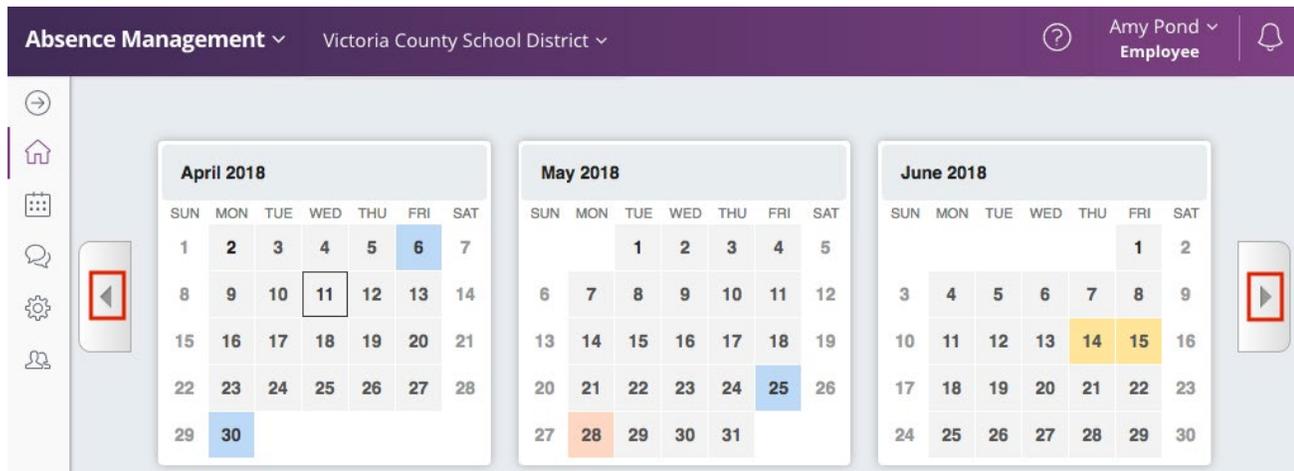
“?” Help Resources - Clicking the question mark button will show you the Substitute Office contact information and a link to the Frontline Support web page.

Calendar

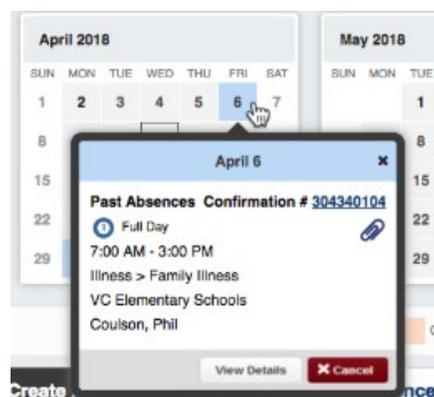
Just below the main tabs is your calendar. The calendar is color coded to show the different types of days with the day that has a black outline around it signifying the current day.



You can use the arrows on either side of the calendar to view previous or future months.



You can also click on an individual day within the calendar to view details for that specific date. If there is an absence on that day, you can take action on that absence right from the pop-up (including viewing more details, canceling the absence, or viewing attached documents).



Absence Tabs

Locate the "Absence" tabs directly beneath the calendar. These tabs allow you to quickly create new absences as well as view upcoming, past, and denied absences.

The screenshot displays the 'Create Absence' form in a web application. At the top, there are four tabs: 'Create Absence' (highlighted in black), '3 Scheduled Absences', '1 Past Absences', and '0 Denied Absences'. Below the tabs is a header bar with the text 'Please select a date' and a link for 'Advanced Mode'. The main form area is divided into several sections:

- Calendar:** A calendar for April 2018 with the 11th selected. A 'Helpful Hint' box states: 'You can select multiple days individually or click-and-drag to select a range of dates.'
- Substitute Required:** A dropdown menu set to 'Yes'.
- Absence Reason:** A dropdown menu set to 'Select One'.
- Time:** A dropdown menu set to 'Full Day', with a time range of '07:00 AM to 03:00 PM'. A note below reads: 'Please enter a valid time range using the HH:MM AM format.'
- Notes to Administrator:** A text area with a '255 character(s) left' indicator. A note below reads: '(not viewable by Substitute)'. The text area is currently empty.
- Notes to Substitute:** A text area with a '255 character(s) left' indicator. The text area is currently empty.
- FILE ATTACHMENTS:** A section with a dashed box containing the text 'DRAG AND DROP FILES HERE'. Below it is a 'Choose File' button and the text 'No file chosen'.
- Shared Attachments:** A section currently empty.

At the bottom right of the form, there are two buttons: 'Cancel' and 'Create Absence' (with a checkmark icon).

Create Absence - Here you can create a basic absence right from the Home Page.

Scheduled Absences - This tab lists any upcoming absences that you have already scheduled. Depending on your permissions, you may also be able to cancel absences from here. The number on the tab represents how many scheduled absences you have.

Past Absences - This tab allows you to view your absences for the past 30 days. The number on the tab represents how many past absences you have within that 30 day range.

Denied Absences - This tab shows any absence requests that were denied by your approver. The number on the tab represents how many denied absences you have.

Absence Creation

There are many things you can do and see on the Absence Management website, but as an employee one of the most important things is the ability to create an absence.* We have made it easy for you to do this right from your Home Page. (*Please note: You should only create an absence in Absence Management if you need a substitute to cover your position for the date(s) you will be absent. If you will not need a substitute to cover your absence **do not** enter and absence into Absence Management; instead contact your school's secretary to record your absence in PeopleSoft for you).

Basic Absence Creation

To start the absence creation process scroll down to the **Create Absence** tab on the Home Page.

The screenshot shows the 'Create Absence' form with the following sections:

- Navigation:** 'Create Absence' (active), '0 Scheduled Absences', '0 Past Absences', '0 Denied Absences'.
- Date Selection:** 'Please select a date' with a calendar for April 2020. The date '15' is selected.
- Substitute Required:** 'Yes'.
- Absence Reason:** 'Select One' dropdown menu.
- Time:** 'Full Day' dropdown, '08:15 AM' to '03:40 PM' input fields.
- Notes to Administrator:** (not viewable by Substitute) with a 255 character text area.
- Notes to Substitute:** with a 255 character text area.
- File Attachments:** 'DRAG AND DROP FILES HERE' area, 'Choose File' button, 'No file chosen' status, and 'Shared Attachments' section.
- Buttons:** 'Cancel', '✓ Create Absence & Assign Sub', '✓ Create Absence'.

Most absence scenarios can be created right here from the home page.

Date Selection

When selecting your absence date, simply click on the single day and it will be highlighted in blue.

You can also click on multiple days to create a multi-day absence and the days do not have to be consecutive.

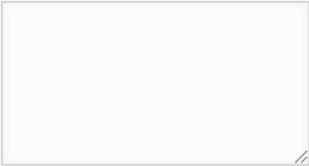
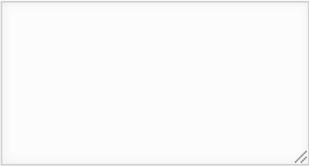


Helpful Hint:

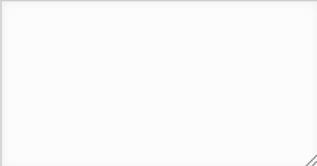
You can select multiple days individually or click-and-drag to select a range of dates.

Absence Details

The next step is to fill in the absence details.

Substitute Required	Yes
Absence Reason	Select One
Time Please enter a valid time range using the HH:MM AM format.	Full Day 08:15 AM to 03:40 PM
Notes to Administrator (not viewable by Substitute)	Notes to Substitute
 255 character(s) left	 255 character(s) left

Absence Reason - Choose your absence reason from the dropdown list. Please choose the correct reason for your absence. (Please note, absence reasons such as “Leave of Absence” are not on your list as they can only be entered by your school’s secretary or the Substitute Office. If you will be on a leave, please contact one of these parties to enter the absence for you so that a substitute may be found to cover your leave).

Absence Reason	Select One Select One COURT WITNESS Emergency FAMILY ILLNESS FIELD TRIP FUNERAL LEAVE INSERVICE - DISTRICT INSERVICE - SCHOOL JURY DUTY MILITARY LEAVE PERSONAL PROFESSIONAL LEAVE SICK/ ILLNESS UNION BUS - DISTRICT UNION BUS - UNION UNPAID ABSENCE WORKERS COMPENSATION
Time Please enter a valid time range using the HH:MM AM format.	
Notes to Administrator (not viewable by Substitute)	
 255 character(s) left	

Time - Choose what type of absence this is. Is it a Full Day Absence? Is it a Half Day Absence? Depending on your district's setup, you may have the option to choose a custom absence as well.

Time Please enter a valid time range using the HH:MM AM format.	Full Day Full Day Half Day AM Half Day PM Custom
Notes to Administrator	

If you do need to enter custom times, choose **Custom** from the dropdown and then enter the custom times in the boxes provided.

Time Please enter a valid time range using the HH:MM AM format.	Custom 08:00 AM to 04:00 PM
---	--------------------------------

Optional Details

The system also provides a few optional entries (e.g. notes to Admin, notes to Sub. etc.) to further support those who will review and fulfill your absence.

Notes - You have the ability to leave notes for your administrator and for the sub who will be filling in for you. The notes you leave for the administrator **will not** be visible by the sub. The notes you leave for the sub **will** be visible to the administrator.



The image shows two side-by-side text input fields. The left field is titled "Notes to Administrator" with the subtext "(not viewable by Substitute)" and shows "255 character(s) left". The right field is titled "Notes to Substitute" with the subtext "(viewable by Admin & Substitute)" and contains the text "Please don't forget to feed the hamster." with "214 character(s) left".

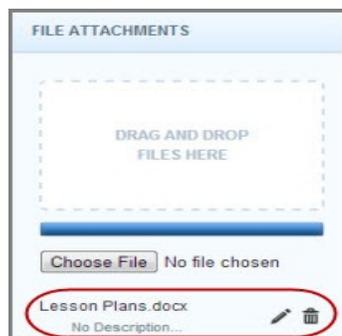
Attach a File - Absence Management allows you to attach Word, Excel, and/or PDF files for your substitute to reference. (These documents might include lesson plans, seating charts, etc.)



The image shows a section titled "FILE ATTACHMENTS" with a dashed box containing the text "DRAG AND DROP FILES HERE". Below the box is a "Choose File" button and the text "No file chosen".

To attach a file, click the **Choose File** button and browse your computer for the file you want to attach. If you are using a web browser like Chrome or Safari, you may also be able to drag the file right into the drop area, as seen in the example above.

Once a file is added, it will appear in the File Attachments section. Select the **pencil** icon to describe the attachment or click the **trash can** icon to delete it, if needed.



The image shows the "FILE ATTACHMENTS" section with the "DRAG AND DROP FILES HERE" area. Below the box is a "Choose File" button and the text "No file chosen". A file named "Lesson Plans.docx" is listed with the text "No Description..." and a pencil icon to its right. A red circle highlights the file name and the pencil icon.

Saving the Absence

Once you have filled in all the required fields, click either the **Create Absence** button or the **Create Absence & Assign Sub** button at the bottom right corner.

Full Day
08:15 AM to 03:40 PM

Notes to Substitute

Please don't forget to feed the hamster.

215 character(s) left

DRAG AND DROP FILES HERE

Choose File No file chosen

Lesson Plans.docx

No Description...

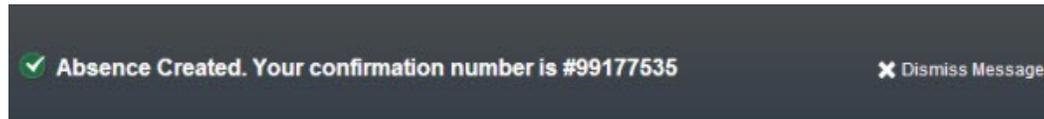
Share Attachments

Cancel Create Absence & Assign Sub Create Absence

Create Absence & Assign Sub – Used when you have already spoken to a substitute and that substitute has agreed to take the assignment and cover your absence. Clicking this option will take you to an additional screen to search and assign the substitute who has agreed to cover your absence. (There will be more information on how to assign substitutes later in this guide).

Create Absence – Used when you do not have a substitute who has already agreed to take the absence. In this case, your absence will be open in the system for an available substitute to pick up.

Once the absence is saved you will see a message at the top of your screen which will include the confirmation number. The absence will also show up under the **Scheduled Absences** tab.



Advanced Mode – Add Variation(s)

There may be times when you need to create an absence that is a little more complicated. For example, let's say you need to account for a family illness as day 1 of the absence and you want to take a personal day for day 2 of the absence. For these unique situations, you can use the **Advanced Mode** of the absence creation tool.

In the **Create Absence** tab on the home page, click the **Advanced Mode** button.

Create Absence 2 Scheduled Absences 2 Past Absences 0 Denied Absences

Please select a date

Need more options? **Advanced Mode**

January 2020

SUN MON TUE WED THU FRI SAT

29 30 31 1 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 31 1

Substitute Required Yes

Absence Reason Select One

Time Full Day

Please enter a valid time range using the HH:MM AM format.

07:00 AM to 03:00 PM

Notes to Administrator (not viewable by Substitute)

Notes to Substitute

255 character(s) left

255 character(s) left

FILE ATTACHMENTS

DRAG AND DROP FILES HERE

Choose File No file chosen

Shared Attachments

Cancel Create Absence

Advanced mode is basically the same as the normal absence creation except for one major difference, and that is the ability to add Variations. What is a Variation? Well, let's walk through it.

Let's say you want to create an absence similar to the one we described above (a different absence reason on each of two days). While in Advanced Mode, fill out the top section as if you were creating an absence just for the first day.

Once this has been completed, click the button **+ Add New Variation**.

The screenshot shows the 'Absence' creation interface. At the top, there are 'Create Absence' and 'Cancel' buttons. The main section is titled 'January 16 at VC Elementary Schools'. On the left, a calendar for January 2020 has the 16th highlighted. The 'Absence Reason' is set to 'Illness > Family Illness' and the 'Time' is 'Full Day' from 07:00 AM to 03:00 PM. On the right, the 'NEXT STEPS' section shows 'Status: Unfilled' and the 'ABSENCE SUMMARY' section shows 'Substitute Required: Yes' and details for Thursday, January 16, 2020. A red box highlights the '+ Add New Variation' button at the bottom left.

This will expand the absence creation area with a new section called "Variation #2". In this new area, you can enter the information for the second day of the absence. This allows you to use one absence reason for the first day and a completely different absence reason for the second day.

The screenshot shows the 'Absence' creation interface with two variations. The first variation is for 'January 16 at VC Elementary Schools' with an absence reason of 'Illness > Family Illness' and a full-day absence from 07:00 AM to 03:00 PM. The second variation is for 'January 17 at VC Elementary Schools' with an absence reason of 'Personal Day' and a full-day absence from 07:00 AM to 03:00 PM. The 'ABSENCE SUMMARY' on the right now lists both variations: 'Variation #1' for Thursday, January 16, 2020, and 'Variation #2' for Friday, January 17, 2020. The '+ Add New Variation' and 'Delete This Variation' buttons are visible between the two variation sections.

See the image below for another example of how **Advance Mode** could be used. In this example, you have a five-day absence where Mon, Wed, Fri are Half Day AM and Tue, Thur are Half Day PM.

The screenshot displays the 'Create Absence' interface for 'Sei Charter School'. It features two variation cards. Each card includes a calendar for April 2020, an 'Absence Reason' dropdown set to 'PERSONAL', and a 'Time' field with a dropdown for 'Half Day AM' and 'Half Day PM', and two input boxes for the time range. The first variation is for dates 20, 22, and 24, with a time range of 08:15 AM to 12:00 PM. The second variation is for dates 28 and 30, with a time range of 11:55 AM to 03:40 PM. On the right side, there is an 'ABSENCE SUMMARY' section showing the status as 'Unfilled' and listing the dates and times for each variation. At the bottom, there are buttons for '+ Add New Variation', 'Delete This Variation', and 'Notes & Attachments'. The top and bottom of the interface have buttons for 'Create Absence', 'Create Absence & Assign Sub', and 'Cancel'.

You can add as many Variations as needed to account for your unique situation. Once you have finished adding Variations, you can also add notes and attachments. When you are ready to save the absence click either the **Create Absence** or **Create Absence & Assign Sub** button.

Assigning Substitutes

Employees have the ability to assign a sub to their absence when they create it. You will see a **Create Absence & Assign Sub** button at the bottom of the Absence Tab.

This screenshot shows the 'File Attachments' section of the interface. It includes a dashed box labeled 'DRAG AND DROP FILES HERE' under the heading 'Uploaded Files'. Below this is a 'Choose File' button and the text 'No file chosen'. At the bottom of the section, there are three buttons: 'Create Absence', 'Create Absence & Assign Sub', and 'Cancel'. A red arrow points to the 'Create Absence & Assign Sub' button.

Assign a Sub During Absence Creation

Once your absence details are entered, click the **Create Absence & Assign Sub** button. This selection will open a new window where a sub can be chosen (Note: You do not have to immediately assign a substitute. The system allows you to create your absence and assign a sub at a later time, however your absence will then be open for another available substitute to potentially assign themselves to your absence).



It is your responsibility to communicate with a substitute and confirm their willingness to accept a job prior to the completion of this assignment process. **The system will not automatically notify the substitute.**

When you click the **Create & Assign Sub** button, a window will open. In the pop-up window that appears, you can use the search option to locate a substitute by their last name or browse a list of available substitutes, then click on the substitute you are searching for, and click **Assign to Selected Sub**. You can also choose a sub from your Preferred Substitutes list. Click the radio button beside the substitute you want to assign and click **Assign to Selected Sub** to complete the process (If the person's named is grayed out or not on the list, it means they are not currently available to be assigned).

Assign Substitute for #395420734

Search for Substitute

or **Select from Preferred List:** [View List of Substitutes](#)

<input type="radio"/>	Baker, Tom (555) 555-1138	Available ★★★★★	<input checked="" type="radio"/>	Chan, Alice (555) 555-6360	Available ★★★★★
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After you click the Assign button you will get a notification at the top of your screen indicating that the substitute was assigned successfully



Assigning a Sub to an Existing Absence

To view a list of your currently scheduled absences, click the **Scheduled Absences** tab on the home page. If you did not already assign a sub (and an available substitute did not already pick up the job), you will see the **Assign Sub** option beside the absence you would like to assign the sub to. Click this button to complete the absence assignment process (as outlined above).

Create Absence		3 Scheduled Absences	0 Past Absences	0 Denied Absences
Date	Reason	Location	Duration	Time
CONFIRMATION # 395420734 UNFILLED / UNAPPROVED				<input checked="" type="button" value="Assign Sub"/> <input type="button" value="View Details"/>
16 Dec 2019	Personal Day	Jaspers Elementary School	Full Day	8:00 AM - 3:00 PM

Managing Absences

Once you have created absences in Absence Management you will be able to view them and even modify them when needed.

Scheduled Absences

Any upcoming absences that you have created in Absence Management can be found under the **Scheduled Absences** tab on your home page. The number on the tab indicates how many absences you have scheduled.

Create Absence	2 Scheduled Absences	2 Past Absences	0 Denied Absences		
Date ▲	Reason	Location	Duration	Time	
CONFIRMATION # 400391502 COULSON, PHIL / APPROVED    View Details					
20 Jan - 21 Jan 2020	Personal Day	VC Elementary Schools	 Full Day	7:00 AM - 3:00 PM	
CONFIRMATION # 396507552 BAKER, TOM / UNAPPROVED   View Details					
31 Jan 2020	Personal Day	VC Elementary Schools	 Full Day	7:00 AM - 3:00 PM	

Each absence is represented by two lines. The top line shows the confirmation number, fill status, and approval status. The second line shows the date of the absence, absence reason, and the times of the absence.

If the absence is a multi-day absence, you can expand it to view the individual days by clicking the **expand icon**. Once the absence is expanded, you will be able to see each day on its own line. Collapse the absence by clicking the **collapse icon** (shown below).

Create Absence	2 Scheduled Absences	2 Past Absences	0 Denied Absences		
Date ▲	Reason	Location	Duration	Time	
CONFIRMATION # 400391502 COULSON, PHIL / APPROVED    View Details					
20 Jan 2020	Personal Day	VC Elementary Schools	 Full Day	7:00 AM - 3:00 PM	
21 Jan 2020	Personal Day	VC Elementary Schools	 Full Day	7:00 AM - 3:00 PM	
CONFIRMATION # 396507552 BAKER, TOM / UNAPPROVED   View Details					
31 Jan 2020	Personal Day	VC Elementary Schools	 Full Day	7:00 AM - 3:00 PM	

Notes and Attachments

You can view any notes that are on this absence by clicking the **paper icon**. You can view any file attachments by clicking the **paper clip icon**.

2 Available Jobs | 2 Scheduled Jobs | 2 Past Jobs | 3 Non Work Days

Date	Time	Duration	Location	
Braveheart, Barbara 1st Grade Report to: Main Office CONFIRMATION #389726270				
Fri, 11/22/2019	8:00 AM - 3:30 PM			
Banner, Robert Report to: Main Office CONFIRMATION #390777835 Cancel				
Mon, 11/25/2019	6:00 AM - 3:00 PM	1 Full Day	Victoria County School District Gallahorn Middle School	

Notes (Pop-up window): Please review chapter 5. Thank you!

2 Available Jobs | 2 Scheduled Jobs | 2 Past Jobs | 3 Non Work Days

Date	Time	Duration	Location	
Braveheart, Barbara 1st Grade Report to: Main Office CONFIRMATION #389726270				
Fri, 11/22/2019	8:00 AM - 3:30 PM			
Banner, Robert Report to: Main Office CONFIRMATION #390777835 Cancel				
Mon, 11/25/2019	6:00 AM - 3:00 PM	1 Full Day	Victoria County School District Gallahorn Middle School	

Files (Pop-up window): Lesson Plan.docx

Cancel an Absence

Another permission you may have been given is the ability to cancel an absence that you have created in Absence Management (Not all absences will have the option to cancel. These restrictions might occur if an absence is too close to its start time, etc.). If you *can* cancel an absence, you will see a red **Cancel** button. Please contact the Substitute Office if you require assistance.

2 Available Jobs | 2 Scheduled Jobs | 2 Past Jobs | 3 Non Work Days

Date	Time	Duration	Location	
Braveheart, Barbara 1st Grade Report to: Main Office CONFIRMATION #389726270				
Fri, 11/22/2019	8:00 AM - 3:30 PM	1 Full Day	Phoenix School District Rohirrim High School	
Banner, Robert Report to: Main Office CONFIRMATION #390777835 Cancel				
Mon, 11/25/2019	6:00 AM - 3:00 PM	1 Full Day	Victoria County School District Gallahorn Middle School	

When you click **Cancel**, a pop-up window will prompt you to confirm the cancellation and to provide an optional reason for your decision. Choose a reason from the dropdown, if desired, and click **Yes, Cancel Job** to confirm (An absence cannot be recovered once it has been cancelled so please ensure you do not want the job prior to completing this process).

Cancelling Job ✕

Are you sure you want to cancel job #390777835?

Choose a Cancellation Reason (optional)

None Selected ⌵

No **Yes, Cancel Job**

Once this selection is made, a pop-up message will confirm that the absence has been successfully cancelled. Click “x” to dismiss the pop-up. When you cancel an absence, Absence Management will notify the substitute in the job if a sub had already been assigned.

Edit an Absence

Absence Management will allow you to make changes to an absence if the absence has not started yet and if it is still unfilled. To edit an absence, click the **View Details** button under the **Scheduled Absences** tab on your home page.

Create Absence		1 Scheduled Absences		1 Past Absences		1 Denied Absences		
Date	Reason	Location	Duration	Time				
CONFIRMATION # 280493733		UNFILLED / UNAPPROVED				<input type="button" value="Assign Sub"/>	<input type="button" value="Delete"/>	<input type="button" value="View Details"/>
24 Nov 2017	Personal Day	Victoria County Community Schools	1 Full Day	11:00 AM - 6:00 PM				

Note, you also have the option to delete an absence, if needed. Select **Delete** beside the **View Details** button or within the absence editor (see red buttons in the screenshots above and below).

To edit the absence, click the **Edit Absence** button on the absence details page, this button can be found in the top left corner of the page.

View Absence # 280493733 - Barker, Bob Status: Unfilled / Unapproved (Details)
 November 24 Hours Per Day: 7 | Created: 11/22/2017 9:16 AM | Last Update: 11/22/2017 9:19 AM

Absence		Available Subs																																											
<input type="button" value="Edit Absence"/>		<input type="button" value="Delete"/>																																											
November 24 at Victoria County Community Schools		NEXT STEPS																																											
Absence Reason: Personal Day Time: Full Day 11:00 AM to 06:00 PM		Status: Unfilled <input type="button" value="Assign Sub"/>																																											
November 2017 Calendar: <table border="1"> <tr><td>SUN</td><td>MON</td><td>TUE</td><td>WED</td><td>THU</td><td>FRI</td><td>SAT</td></tr> <tr><td>29</td><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td></tr> <tr><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td></tr> <tr><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td></tr> <tr><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td></tr> <tr><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> </table>		SUN	MON	TUE	WED	THU	FRI	SAT	29	30	31	1	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	ABSENCE SUMMARY Substitute Required: Yes Friday, November 24, 2017 11:00 AM - 6:00 PM Personal Day	
SUN	MON	TUE	WED	THU	FRI	SAT																																							
29	30	31	1	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																																							
Notes & Attachments																																													

Once you are in edit mode you will be able to:

- Change the date range** - Click the day(s) on the calendar to indicate a new absence timeframe. (You can click on one or multiple days, and the days do not have to be consecutive.)
- Change the absence reason** - Reference the "Absence Reason" dropdown to select a new reason from the list provided.
- Change the absence time** - Review the "Time" dropdown to choose an absence type (Full Day, Half Day, etc.). Based on your district setup, you may have the option to choose a custom absence as well.
- Add a new variation ([click here for more on variations](#))
- Add, remove, or change notes** - You have the ability to leave notes for your administrator and for the

substitute who will fill in for you. The notes you leave for the administrator will *not* be visible to the substitute, but the notes you leave for the substitute *will* be visible to the administrator.

6. **Remove or upload documents** - You also have the option to attach files to your absence for the substitute to see, such as lesson plans or seating charts. Click **Choose File** to attach Word, Excel, and/or PDF files.

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

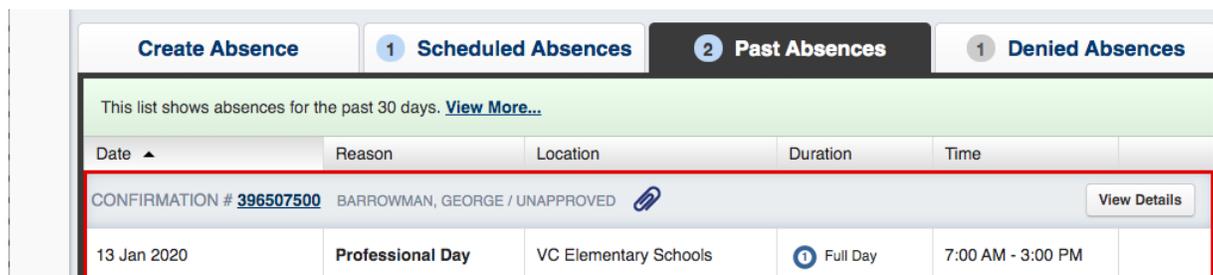


You can also delete an absence while in edit mode by clicking the red **Delete** button. To save your changes, click the green **Save Absence** button.

Past Absences

Recent History

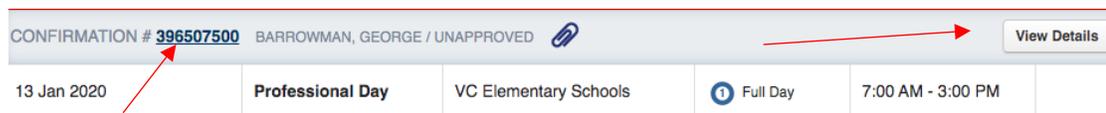
You can track your previous absences within Absence Management. The system displays this information in one of two places, based on the timeframe you want to reference. The **Past Absences** tab on the home page retains a list of absences that have occurred within the past 30 days.



The screenshot shows the "Past Absences" tab selected in a navigation bar. Below the tabs, a message states "This list shows absences for the past 30 days. [View More...](#)". A table lists absences with columns for Date, Reason, Location, Duration, and Time. A red box highlights the first row of the table.

Date	Reason	Location	Duration	Time
13 Jan 2020	Professional Day	VC Elementary Schools	Full Day	7:00 AM - 3:00 PM

You can review the basic details of each absence (e.g. location, duration, etc.) at a glance here, or if you would like to see more details for a specific absence, click the **Confirmation Number** or the **View Details** button beside an absence.

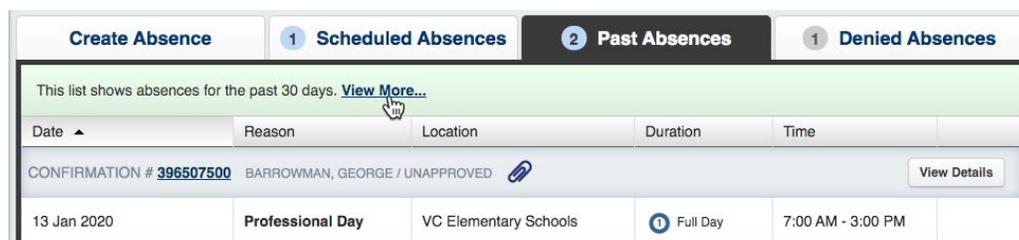


A close-up of the first row of the table from the previous image. A red arrow points to the "View Details" button, and another red arrow points to the "Confirmation Number" link.

CONFIRMATION # 396507500	BARROWMAN, GEORGE / UNAPPROVED		View Details	
13 Jan 2020	Professional Day	VC Elementary Schools	Full Day	7:00 AM - 3:00 PM

Longer Than 30 Days Ago

If you need to see your absence history from more than 30 days ago, click the **View More** link at the top of the **Past Absences** list or navigate to **Absences > Past Absences** in the side navigation.



The screenshot shows the "Past Absences" tab with the "View More..." link highlighted by a mouse cursor. The table below shows the same data as the previous image.

Date	Reason	Location	Duration	Time
13 Jan 2020	Professional Day	VC Elementary Schools	Full Day	7:00 AM - 3:00 PM

This selection opens a history of past absences. From here, you can filter timeframes from the last

60 days to the last 90 days, 120 days, and beyond. Simply select a timeframe option at the top of the page.

Past Absences from 10/7/2019 to 2/4/2020

Select a date range: Last 60 days Last 90 days **Last 120 days** This School Year Last School Year Custom

3 Past Absences

Date	Reason	Location	Duration	Time
CONFIRMATION # 396826083 UNFILLED / NO APPROVAL REQUIRED View Details				
31 Dec 2019	Illness > Family Illness	VC Elementary Schools	1 Full Day	7:00 AM - 3:00 PM
CONFIRMATION # 396507500 BARROWMAN, GEORGE / UNAPPROVED View Details				
13 Jan 2020	Professional Day	VC Elementary Schools	1 Full Day	7:00 AM - 3:00 PM

Note that you can even create a custom date range and search for absences that occurred within a specified period of time. Simply click the **Custom** option and choose a calendar date in the “From” and “To” boxes. You can then select **Go** to perform the search.

Past Absences from 10/7/2019 to 2/4/2020

Select a date range: Last 60 days Last 90 days Last 120 days This School Year Last School Year **Custom**

From 10/7/2019 to 2/4/2020 **Go**

3 Past Absences

Date	Reason	Location	Duration	Time
CONFIRMATION # 396826083 UNFILLED / NO APPROVAL REQUIRED View Details				
31 Dec 2019	Illness > Family Illness	VC Elementary Schools	1 Full Day	7:00 AM - 3:00 PM

Preferred Substitutes

Your district may have given you the ability to select a list of the subs you consider reliable, experienced, and preferred to fill your absences. The substitute placement feature will attempt to contact these substitutes first when you create an absence.

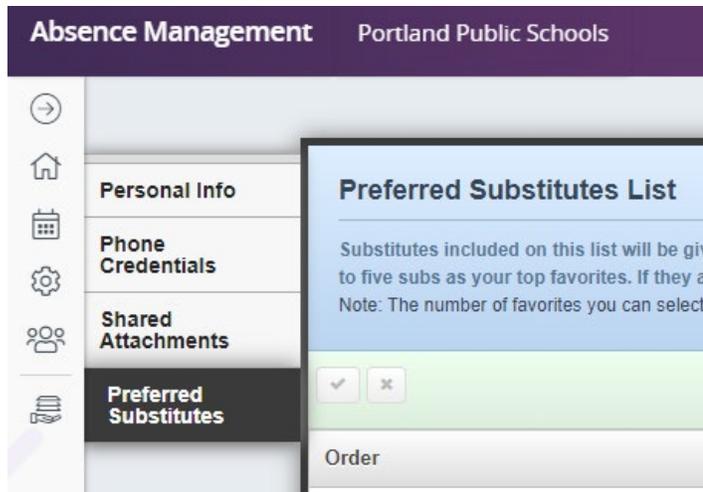
Create Your Preferred Sub List

To access the **Preferred Substitutes** page, click the **Account** option in the side navigation.

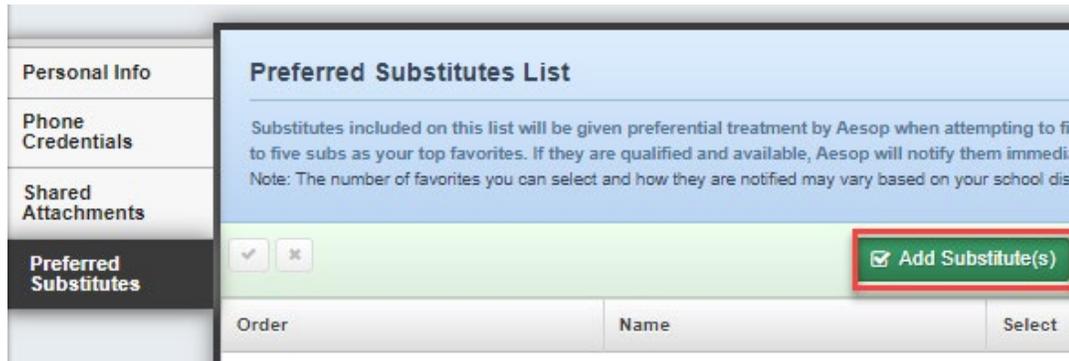
NAVIGATION

- Home
- Absences
- Account**
- Directory
- Resource Library

Now, click on the **Preferred Substitutes** tab.

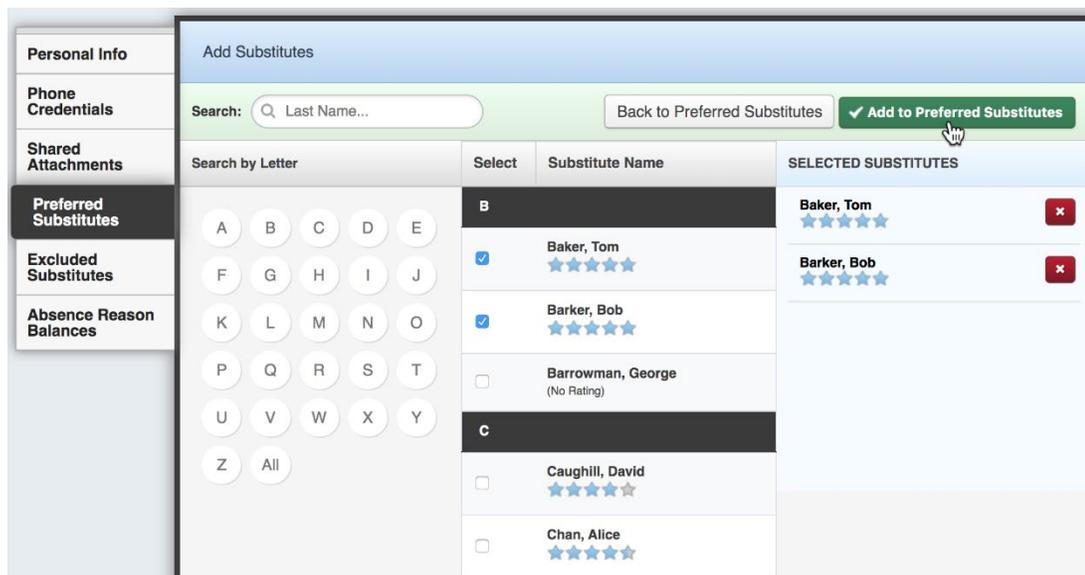


From here, you can click the **Add Substitute(s)** button to update your list.



This opens the substitute selection page. Here, you can find the substitute(s) you want by using one of the search options provided. (You can search by last name via the search bar, filter by the first letter of the substitute's last name, or browse the complete list.)

Check the box beside the substitute(s) you want to add to your list and click **Add to Preferred Substitutes** to complete the process.



You can continue to add as many subs as you would like to your list this way though it is recommended not picking many more than five.

Removing Substitutes from Preferred List

To remove a substitute from your Preferred Substitutes list, click the check box beside the individual you want to remove. The **Remove Selected Substitute(s)** button will appear, and you can select it to remove the sub in question.

Order	Name	Select
	Baker, Tom ★★★★★	<input type="checkbox"/>
	Barker, Bob ★★★★★	<input type="checkbox"/>
	Coulson, Phil (No Rating)	<input checked="" type="checkbox"/>

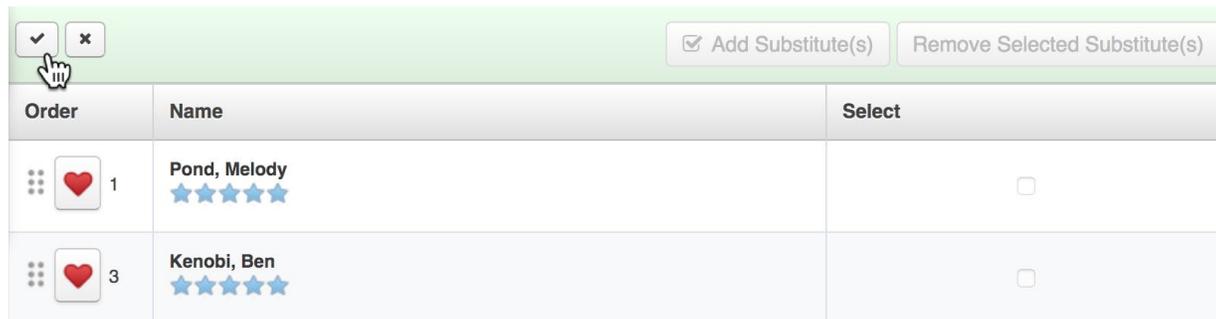
Favorite Five – Choosing Favorite Subs

Once you have added a number of substitutes to your preferred substitutes list, you can select up to five of them to be your **Favorite Five**. The Favorite Five will get even more of an advantage when attempting to fill your absences. Substitutes that are marked as favorites (and who are considered "qualified and available" at the time the absence is created) will be notified instantly by email when you create an absence that needs a sub. The system will also begin calling the Favorite Five subs during the next evening's call period, up to 120 nights before the absence.

To mark someone as a favorite, you will need to reference the **Preferred Substitutes** tab via the **Account** option in your application's side navigation. Once opened, simply click the heart icon beside the substitute in question. The heart will turn red indicating that this substitute has been added to your Favorite Five list.

Order	Name	Select
1	Barker, Bob ★★★★★	<input type="checkbox"/>
	Baker, Tom ★★★★★	<input type="checkbox"/>
	Chan, Alice ★★★★★	<input type="checkbox"/>
	Kenobi, Ben ★★★★★	<input type="checkbox"/>
	Pond, Melody ★★★★★	<input type="checkbox"/>

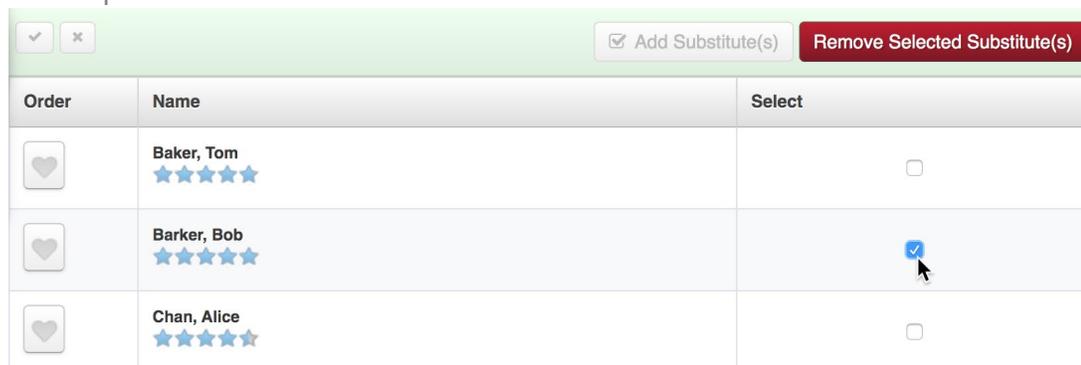
Once you have marked your favorites, you can order them by dragging a name up or down in the list by clicking the drag icon (to the left of the heart icon) and dragging the substitute into the position you want them. The order of your Favorite Five subs determines the order in which the system will attempt to contact them when making calls. Once you are finished, click the **Check Mark** button to save your changes.



Order	Name	Select
1	Pond, Melody ★★★★★	<input type="checkbox"/>
3	Kenobi, Ben ★★★★★	<input type="checkbox"/>

Favorite Five – Removing Subs from Favorites

To remove a substitute from your Favorite Five list, click the check box beside the substitute you want to remove. The **Remove Selected Substitute(s)** button will appear and you can select it to remove the sub in question.

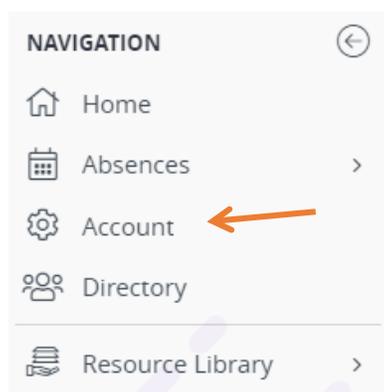


Order	Name	Select
	Baker, Tom ★★★★★	<input type="checkbox"/>
	Barker, Bob ★★★★★	<input checked="" type="checkbox"/>
	Chan, Alice ★★★★★	<input type="checkbox"/>

Account

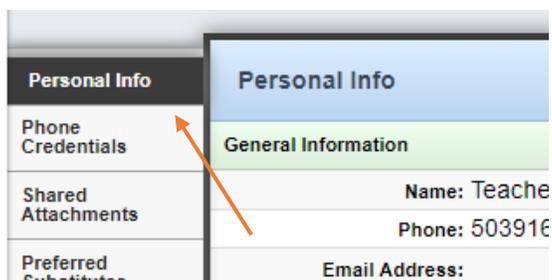
The Account section is where you can go to edit some of your personal settings. You will be able to edit your PIN Phone Credentials, view the personal information in the system for you (name, phone number, email address, title, address, and location's substitute report times), add shared attachments, and edit your preferred substitutes list.

To access the Account section click the **Account** tab on your home page.



Personal Info

To view your personal info click the **Personal Info** option in the left menu.

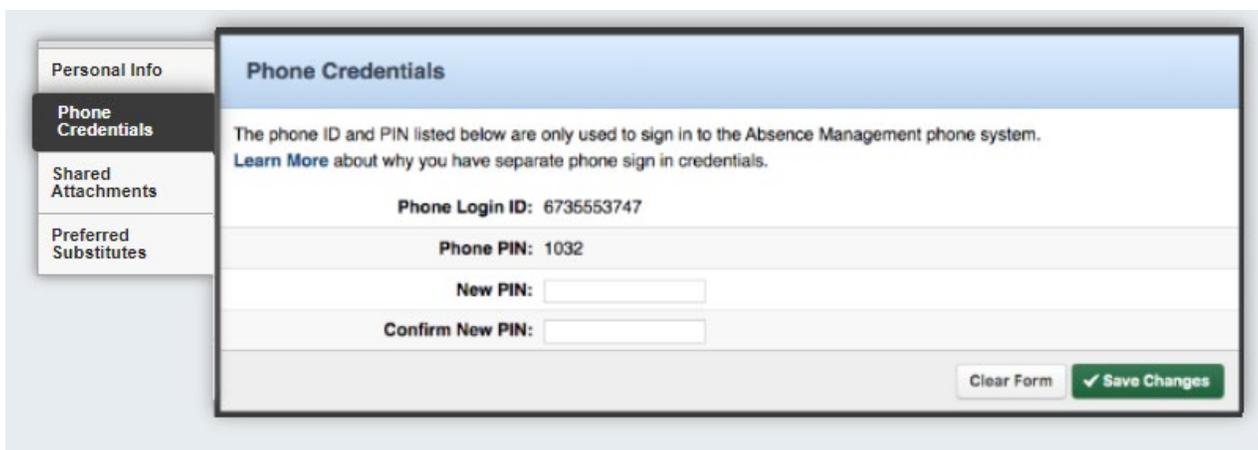


The screenshot shows a web interface with a left-hand navigation menu and a main content area. The navigation menu includes 'Personal Info', 'Phone Credentials', 'Shared Attachments', and 'Preferred Substitutes'. The 'Personal Info' option is selected, and an orange arrow points to it. The main content area is titled 'Personal Info' and contains a 'General Information' section with the following details: Name: Teache, Phone: 503916, and Email Address: (blank).

Once you open this page you can view the information your district has on file for you. If you notice that your information is incorrect, please ensure that you have updated the information in Employee Self Service as this is the location the Absence Management system pulls your personal information from. If you have further questions, please contact the Substitute Office.

Change Phone PIN

The next option in your Account menu is to change your Phone PIN in the **Phone Credentials** tab. This is the PIN you use to log into the Absence Management phone system.

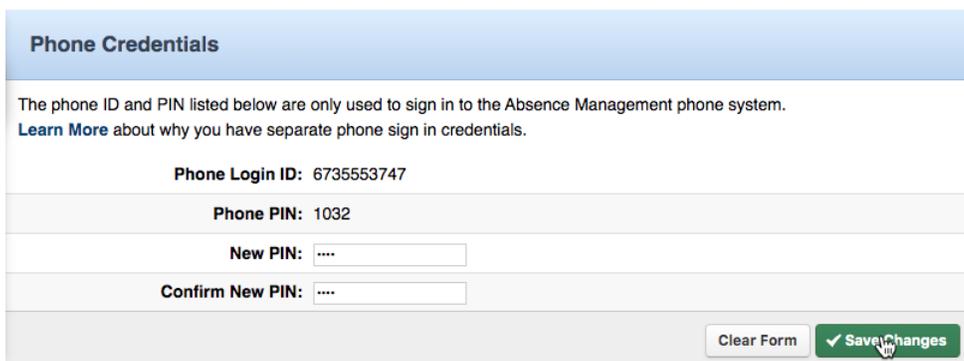


The screenshot shows the 'Phone Credentials' page. The left navigation menu is visible, with 'Phone Credentials' selected. The main content area has a blue header 'Phone Credentials' and a sub-header 'General Information'. Below the header, there is a message: 'The phone ID and PIN listed below are only used to sign in to the Absence Management phone system. Learn More about why you have separate phone sign in credentials.' The current 'Phone Login ID' is 6735553747 and the 'Phone PIN' is 1032. There are two input fields: 'New PIN:' and 'Confirm New PIN:'. At the bottom right, there are two buttons: 'Clear Form' and 'Save Changes'.

The system will provide your phone login ID as well as your current PIN and the option to change it. If you need to change the current PIN:

1. Enter the new numerical sequence in the “New PIN” entry box
2. Re-enter it in the “Confirm New PIN” entry box
3. Click **Save Changes**

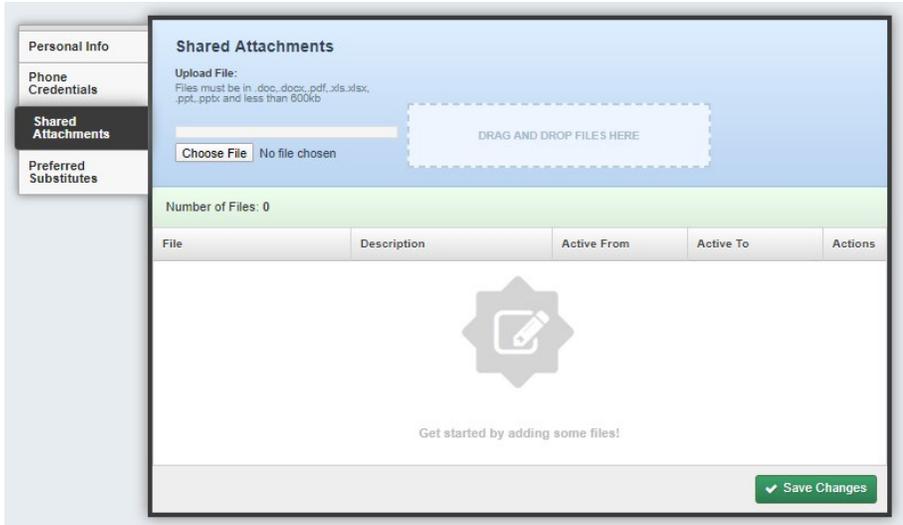
Note: Pins must be 4 or 5 digits long and can only be numerical.



This is a close-up view of the 'Phone Credentials' form. It shows the 'New PIN:' and 'Confirm New PIN:' input fields, both of which contain four asterisks (****). The 'Save Changes' button is highlighted with a mouse cursor.

Shared Attachments

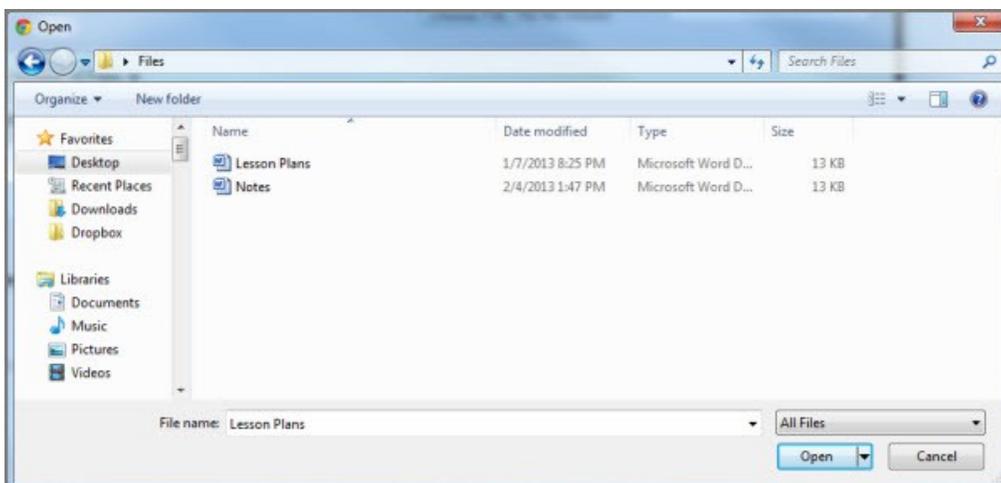
You can upload files (e.g. seating charts, classroom rules, etc.) to any absence you create within Absence Management. Rather than regularly repeating this step, you can optionally perform a one-time upload to your Absence Management account and have the system automatically attach the file(s) to any absence you create (once uploaded, you can determine what date range these files will be active).



In the **Shared Attachments** tab, the system will indicate any previous files that were uploaded and it includes an option to perform a new upload. Click the **Choose File** button to begin the upload process.



This selection will open your computer's file system where you can choose a file to upload.



Files must be in .doc, .docx, .pdf, .xls, .xlsx, .ppt, or .pptx format and no larger than 600kb.

Once you have uploaded the file, you will see it in the file list. Here you can give it a description and choose the file's active to-and-from dates. This date range controls when the files will be visible to substitutes who take your jobs.

File	Description	Active From	Active To	Actions
Notes.docx	<input type="text" value="Notes for subs"/>	3/11/2013	5/31/2013	
				<input type="button" value="Save"/>

Click the **Save Changes** button to save the file(s) once you are finished.

You will then see the attachment(s) within the **Notes and Attachments** section during the absence creation process.

February 04 at VC Elementary Schools

February 2020

SUN	MON	TUE	WED	THU	FRI	SAT
26	27	28	29	30	31	1
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

Notes & Attachments

Notes to Administrator
(Viewable only by Administrator and Employee)

255 character(s) left

Notes to Substitute
(Viewable by Administrator, Employee, and Substitute)

255 character(s) left

Absence Reason

Time
Please enter a valid time range using the HH:MM AM format.

to

File Attachments

Uploaded Files

DRAG AND DROP FILES HERE

No file chosen

Related Files

- Seating Chart.docx
Seating Chart

Itinerant Employees

If you are an employee that works at multiple district buildings, your absence creation process will be completed through a unique four-step process. These steps can be completed through the **Create Absence** tab on your home page or via the **Absences** option in your side navigation.

To start the process click the **Create Absence** tab on your home page.

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
1	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

Substitute Required Yes

Absence Reason Select One

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

Notes to Administrator (not viewable by Substitute) 255 character(s) left

Notes to Substitute 255 character(s) left

FILE ATTACHMENTS

DRAG AND DROP FILES HERE

Choose File No file chosen

Shared Attachments

Cancel Create Absence

Step 1 - Absence Dates

In the first step, you will indicate important details such as the date(s) of the absence and the absence reason. In some cases, you may also have to select whether a substitute is needed, provided your district has given you this permission.

To select a timeframe, just click the day(s) in the calendar. (The system will highlight your selected date(s) in blue). You can also select the dropdown to choose a reason and click the “Yes” or “No” button to indicate the substitute requirements.

1 Absence Dates | 2 Location(s) & Times | 3 Additional Details | 4 Absence Review | Switch to Advanced Mode

Please select the day(s) you will be absent:

February 2013

SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29	30	31	1	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	1	2

Sub Required Yes

Absence Reason Personal Day
Note: Separate reasons per day can be configured on Step 2.

SELECTED DATES
Wednesday, Feb 27, 2013

Next Step: Set Location(s) and Time

To move on to the next step click the **Set Location(s) and Time** button at the bottom of the page.

Note: Some absence details are required before you can proceed. If you do not complete these mandates, the system will issue an error message that prompts you to complete the required field(s).

Step 2 – Setting Locations(s) & Times

On this next step, you will indicate the school(s) from which you will be absent. If you are going to be absent from multiple school locations, just pick the first school for now. Variations will be explained in the section below.

With a location selected, you will then see the day(s) of the week you previously chose. Leave all the days highlighted if the reason and time applies across all days for this location. Or, if your times will be different on different days, click on a specific day to deselect that option. You will be able to add those alternate days in a later step.

The screenshot shows the 'Create Absence' interface with four steps: 1. Absence Dates, 2. Location(s) & Times (current), 3. Additional Details, and 4. Absence Review. A 'Switch to Advanced Mode' button is visible. The main form area contains the following fields:

- I will be absent from:** Vanderbilt High School
- Absence Reason:** Personal Day
- Time:** Full Day
- On the following days:** Sun, Mon, Tue, Wed, **Thu**, Fri, Sat

Below these fields is a '+ Add New Variation' button. At the bottom, navigation buttons show 'Previous Step: Select Dates' and 'Next Step: Add Additional Details'. On the right side, a summary panel shows 'SELECTED DATES' (Thursday, Jan 30, 2020; Friday, Jan 31, 2020) and 'LOCATION(S) AND TIME' (Vanderbilt High School, 8:00 AM - 3:00 PM, Thu).

You can then adjust the “Time” section, as needed, to account for the absence that will occur at this location, on the indicated day(s). In this example, the employee has chosen a specific location for Thursday and will now adjust the Time to “Half Day.”

This close-up shows the 'Absence Reason' dropdown set to 'Personal Day' and the 'Time' dropdown set to 'Half Day AM'. Below the 'Time' dropdown, a time range is displayed as '07:00 AM to 12:00 PM'.

*Note, the previously selected absence reason(s) can also be edited, if needed. It is important that you select whatever absence reason applies to the school, day(s), and time you just selected. For example, if you are going to be absent from one school for the first half of the day and a different school for the second half of the day, you will only have to select the first school’s times here. You will add the next school and its times later.

Add a Variation

Now that you have entered the info for the first part of your absence, you can add a “Variation.” A Variation is a tool that will allow you to enter any number of data combinations to make the absence fit your schedule. To add a variation click the **Add New Variation** button in the bottom left.

Please add the school(s) and times affected by this absence:

I will be absent from:

Vanderbilt High School

On the following days:

Sun Mon Tue Wed **Thu** Fri Sat

Absence Reason

Personal Day

Time

Please enter a valid time range using the HH:MM AM format.

Half Day AM
08:00 AM to 11:30 AM

[+ Add New Variation](#)

Previous Step: **Select Dates**

Next Step: **Add Additional Details**

There are many variations you could add to an absence. In the example below, the employee has entered an absence for Vanderbilt High School on Thursday morning and for Williams High School on Thursday afternoon.

I will be absent from:

Vanderbilt High School

On the following days:

Sun Mon Tue Wed **Thu** Fri Sat

Absence Reason

Personal Day

Time

Please enter a valid time range using the HH:MM AM format.

Half Day AM
08:00 AM to 11:30 AM



I will be absent from:

Williams High School

On the following days:

Sun Mon Tue Wed **Thu** Fri Sat

Absence Reason

Personal Day

Time

Please enter a valid time range using the HH:MM AM format.

Half Day PM
11:31 AM to 03:00 PM



[+ Add New Variation](#)

With this complete, you can create as many variations as needed to account for any additional dates, times, and/or reasons. In this example, we've added one additional variation to account for an absence that also occurs on Friday.

Note: You can delete a Variation at any time by clicking the  **delete icon** next to that variation.

When you have finished entering the absence information, click the **Add Additional Details** button.

Step 3 – Adding Additional Details

In this step you will be able to add notes to the absence. These include:

Notes to Administrator - These notes will be visible to the administrator(s) at the school(s) but not visible to the substitute.

Notes to Substitute - These notes will be visible to the substitute as well as the administrator(s).

The screenshot shows the 'Create Absence' form in Step 3: Additional Details. The form is divided into four main sections: 1. Absence Dates, 2. Location(s) & Times, 3. Additional Details, and 4. Absence Review. A 'Switch to Advanced Mode' button is visible in the top right. The 'Additional Details' section contains two text areas: 'Notes to Administrator' (viewable only by Administrator and Employee) and 'Notes to Substitute' (viewable by Administrator, Employee, and Substitute). The 'Notes to Substitute' area contains the text: 'I've left the seating chart in the top drawer, if needed. Thanks so much!'. Below the text areas are two buttons: 'Set Location(s) and Time' (Previous Step) and 'Review Absence Summary' (Next Step). On the right side, there are sections for 'SELECTED DATES' (Thursday, Jan 30, 2020; Friday, Jan 31, 2020), 'LOCATION(S) AND TIME' (Vanderbilt High School 8:00 AM - 11:30 AM, Thu; Williams High School 11:31 AM - 3:00 PM, Thu; Vanderbilt High School 8:00 AM - 3:00 PM, Fri).

When you have finished entering the notes, click the **Review Absence Summary** button to move to the last step.

Step 4 - Absence Review

In this last step you can review the absence details and attach files if needed. Once you are satisfied with the data that is entered, click the **Create Absence** button to complete the process.

The screenshot shows the 'Create Absence' form in Step 4: Absence Review. The form is divided into four main sections: 1. Absence Dates, 2. Location(s) & Times, 3. Additional Details, and 4. Absence Review. A 'Create' button is visible in the top right. The 'Absence Review' section contains a summary of the absence details, including a calendar view for January 2020, a 'Substitute Required' dropdown set to 'Yes', and a list of variations. The first variation is for 'Vanderbilt High School' on 'Personal Day' from Thursday, January 30, 2020, to Friday, January 31, 2020, from 8:00 AM to 11:30 AM. The second variation is for 'Williams High School' on 'Personal Day' from Thursday, January 30, 2020, to Friday, January 31, 2020, from 11:31 AM to 3:00 PM. The third variation is for 'Vanderbilt High School' on 'Personal Day' from Thursday, January 30, 2020, to Friday, January 31, 2020, from 8:00 AM to 3:00 PM. Below the variations is a 'Notes & Attachments' section. At the bottom, there are two buttons: 'Add Additional Details' (Previous Step) and 'Create Absence'.