

BPS Employees - Absence Management System Account

Belmont Public Schools uses an automated service that greatly simplifies and streamlines the process of recording and managing absences and finding substitutes. This service is called Absence Management (formerly known as Aesop). It is a nationwide internet-based system maintained by a commercial vendor, Frontline Education. The Absence Management system will be available to you 24 hours a day, 7 days a week, and can be accessed via internet and telephone.

The system tracks the number of days employees have for sick, personal, and vacation (for 52 week employees). You can always check your past absences, future Scheduled Absences, and the number of leave days you have in the system.

How do I interact with Absence Management?

1. You can interact with Absence Management on the internet at <https://app.frontlineeducation.com>. Here, you will be able to enter absences, request a substitute, check your absence schedule, check your day balances, update personal information, and exercise other features such as uploading your lesson plans for substitutes to view online.
2. Frontline Education has also developed an app which allows you to easily access your account and enter absences from your smartphone. To obtain the app, search the App Store for "Frontline Education". You will be asked for a 4-digit code: enter **7354**.
3. You can also access the Absence Management system by dial telephone, by calling toll free at **1-800-942-3767**. Simply follow the voice menu to enter and manage absences and access other features.

Login Information:

INTERNET

You will receive a personal invitation email from no-reply@frontlineed.com with the subject line: "Belmont Public Schools has invited you to Absence Management". If you have an existing Frontline ID account (e.g., from a former district), click "Sign in with your Frontline ID." Otherwise, click the blue "Create a Frontline ID" button. Create a username, password, and email address for password recovery, and check "I accept the terms and conditions." Then click "Create Frontline ID" and you are in!

- To edit your Frontline Education login account credentials: log in and then click on your name in the upper right corner. Select "Account Settings" from the drop-down menu. To change your username or password, select Frontline ID from the left margin.
- To access your account information (e.g., Sick and Personal day balances): log in and then click on "Account" in the left margin. To see day balances, click on the Absence Reason Balances tab at the left side of the information display box.
- To switch between roles (e.g., Employee to Campus User, or Employee to Substitute), click on your name in the upper right.
- To switch between applications (e.g., Absence Management to Recruiting & Hiring), click on the application name in the upper left.

TELEPHONE

Your ID and PIN numbers for accessing Absence Management via telephone are as follows:

- ID Number: 4444444444 (**PLEASE CHANGE to your own phone number as soon as you access your account**)
- PIN Number: **PIN**

The phone number that has been entered is a placeholder (4444444444) and the PIN is random. Before you access the system by telephone **you must change the phone number and PIN** to numbers that are familiar to you. You can do this by logging into app.frontlineeducation.com, going to the "Account" tab as described in the INTERNET section above, then selecting "Change PIN".

When you call into the phone system for the first time, press Option 5 to record your name and title.

PLEASE SEE REVERSE for important notes on entering your absences into the system.

Important Notes when entering absences:

When entering an absence, please wait until you receive a confirmation number before you close your internet browser window or terminate the phone call. Your transaction is not complete until you receive a confirmation number.

If you do not need a substitute or if your position does not require one, please make sure "No Substitute Required" is checked.

If you do need a substitute:

When you save an absence requiring a substitute using the "Create Absence" button, the absence will immediately post to the system to be viewed and accepted by subs in the daily substitute pool. Many substitutes have the Jobulator app which allows them to see and accept your absence on their smartphone within seconds after you save it.

Once a substitute accepts your absence, you will not be able to cancel it. Please contact the Substitute Coordinator (see contact info below) or your school admin staff for assistance if you need to cancel an absence with an assigned sub.

If you have already arranged for a preferred substitute to cover your absence, use the "Create Absence and Assign Substitute" button instead of the "Create Absence" button. This will allow you to directly assign your arranged substitute, without the assignment becoming visible to the daily sub pool. (NOTE: Do not assign a substitute to an absence without obtaining the substitute's prior agreement via phone or email.)

Early Releases: If you are absent on a day where there is an early release from school, please enter this as a full day out. You are paid for a full day; therefore, it is a full day absence. If you have a substitute for the morning, please enter it as a half day am with a sub, and a half day pm without a sub.

You can access your day balances by selecting **Account** in the left margin, and then the **Absence Reason Balances** tab at the left of the information box.

There is a Help section in Absence Management that can show you videos or text on most issues or information you want to know. Click on the question mark icon in the purple menu bar at the top of the screen, and select Frontline Support.

If you have any questions or need further assistance, please contact:

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