

# Substitute Employee Guide



Frontline™ Absence Management Solution

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**Kelly Education**

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

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

## Welcome!

Kelly Education® 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 scheduling and accepting assignments. Among several other features, the system also allows you to enter your hours worked online in Kelly Web Time in Frontline. 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 in the system.

## Accessing the System

- Internet – You can access the system via the Internet to view and accept assignments and enter your time.
- Telephone – You can access the system via telephone to review and accept assignments.
  - The IVR may also contact you to offer available assignments.
- Mobile App – You can view and accept your assignments.

## Guide Content

In this guide you will learn how to:

- Access the system via the Internet and telephone
- View and accept an assignment
- Enter time worked and submit timesheets electronically
- View your schedule
- Manage your availability
- Respond when the system calls you
- Change your profile/update personal information
- Obtain assistance

# First Things First

## A: Verify Your Name Recording

You must verify your name recording in the system regardless of whether you use the Internet feature or IVR feature. Your recorded name is used during the scheduling process by the full-time employees. You will only need to verify your name one time, as this recording will be used for all of your assignments.

To verify your name recording, have your ID number and PIN ready. Your ID number is your 10-digit telephone number. If you forget your PIN, contact the Kelly Customer Support Hotline at 1-866-KELLY-38.

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

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

**Step 2:** 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:

- Press **1** to proceed.
- Press **2** to return to the Main Menu.

**Step 3:** The system will prompt you to record your name.

**Step 4:** After recording, the system will provide the following options:

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

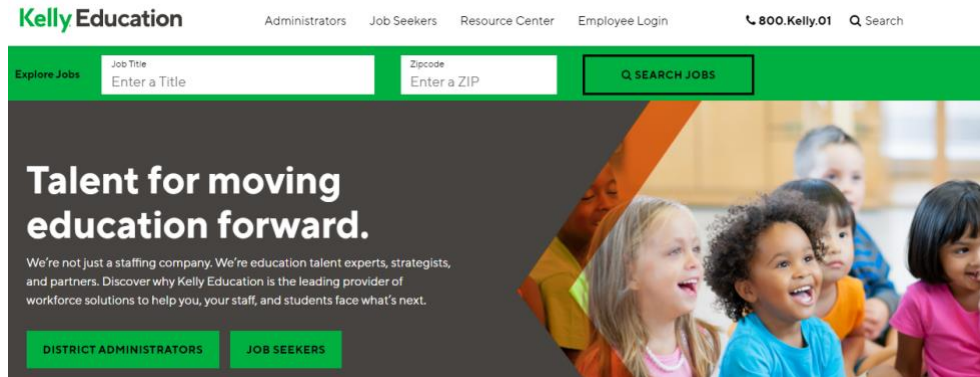
For more information on reviewing and updating your personal information, refer to **Section O: Reviewing or Changing Your Personal Information**.

# Internet Feature of the System

## B: Accessing the System

**Step 1:** Open the Kelly Education web site on the Internet at [kellyeducation.com](http://kellyeducation.com) or [mykelly.us](http://mykelly.us)

**Step 2:** Click **Employee Login** and then click on **Frontline Login**.

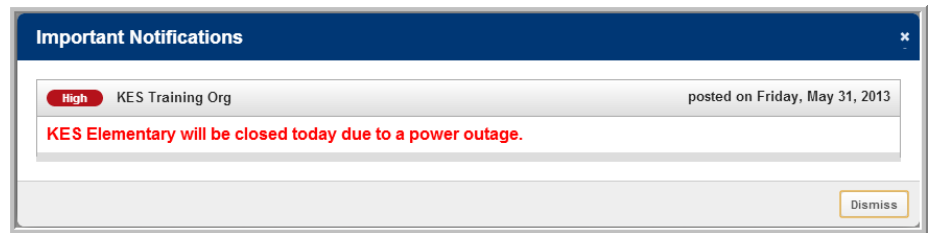


**Step 3:** Enter your Frontline ID and Password in the appropriate fields. (If you forgot your Frontline ID or Password you can click the corresponding link on the Frontline login page to recover your ID or reset your password with the email address associated to your account.)

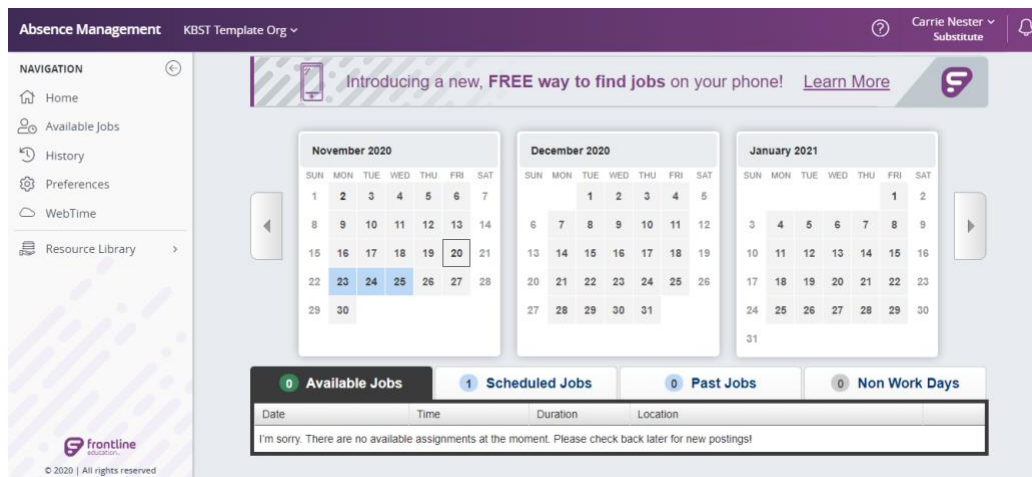
**Step 4:** Click **Sign In**. This will log you on to Frontline and take you to your customized home page.

## Web Alerts

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



Once you have dismissed or confirmed all of your notifications you will be able to view your home page.



## A: Top Bar

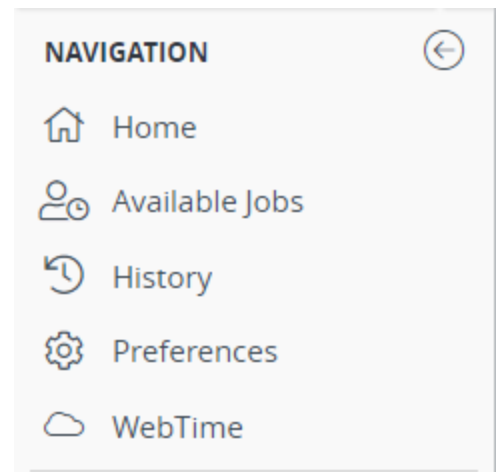
At the very top of your home page you will see a purple bar. Clicking on the arrow next to your name will allow you to view your profile settings or log out of the system. If you are in multiple Frontline organizations you will also have an option to choose a multi district view or a "substitute" view to only view a specific organization. For multi-district substitutes there will also be an arrow next to the organization name to click on to switch between organizations when in substitute view. Clicking on the bell icon displays any unconfirmed notifications.



## B: Side Navigation

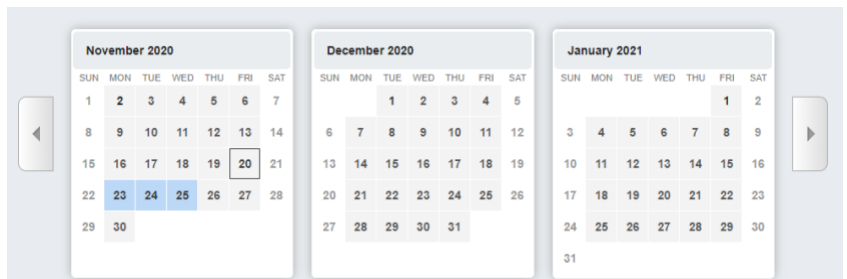
The side navigation menu will help you navigate quickly to the different areas in AESOP.

- **Home (house icon):** Takes you back to your home page.
- **Available Jobs:** Takes you to a page listing all of the current available jobs for you.
- **History:** Takes you to a page where you can view the history of your jobs and non work days.
- **Preferences:** Takes you to the preferences area of your website where you can change your personal information, PIN, preferred schools to work at, and call times.
- **Web Time:** Takes you to your time sheets to enter time for the assignments you have worked. See 'Entering Time Using Frontline Web Time' (section D) for further information.



## C: Calendar

When on the home page a three month calendar will display. It is color coded to show the different types of days. View the details for a specific day by clicking the date. You can scroll to another month by clicking the right/left arrows on either side of the calendars.



A **black box** around the date represents that it is the current day.

**Light blue** days are past or scheduled jobs.

**Green** days are days there are available jobs.

**Dark gray** represents a non-work day.



## D: Job Tabs

Below the calendars are the Job Tabs

0 Available Jobs		1 Scheduled Jobs		0 Past Jobs		0 Non Work Days	
Date	Time	Duration	Location				
I'm sorry. There are no available assignments at the moment. Please check back later for new postings!							

- **Available Jobs:** View jobs that are currently available for you. The number in parenthesis represents how many available jobs there are.
- **Scheduled Jobs:** Displays currently scheduled jobs you have already accepted. The number in parenthesis represents the number of currently scheduled jobs.
- **Past Jobs:** Displays your job history for the past 30 days. The number in parenthesis represents the number of past jobs in the last 30 days.
- **Non Work Days:** This tab will show you your upcoming non work days as well as non work days from the past 30 days. You can also create non work days from here. The number in parenthesis represents upcoming non work days and non work days from up to 30 days in the past.

## C: Viewing and Accepting Assignments

**Step 1:** Click **Available Jobs** on your home page. A list of the assignments that are currently available will display.

Date	Time	Duration	Location	
Price, Megan 2nd Grade				<input type="button" value="Reject"/> <input type="button" value="See Details"/>
Mon, 6/10/2013 - Fri, 6/14/2013	8:30 AM - 4:00 PM	■ Full Day	Pine Knob Elem	<input type="button" value="Phone"/> <input type="button" value="Map"/>
Mouse, Mickey				<input type="button" value="Reject"/> <input type="button" value="Accept"/>
Fri, 7/26/2013	8:00 AM - 3:00 PM	■ Full Day	Milton Elem	<input type="button" value="Phone"/> <input type="button" value="Map"/>





**Step 2:** To view additional details about an assignment, click **See Details** (if applicable). By doing so, you have not accepted the assignment. The system will display more information about the assignment and allow you to accept or reject the assignment. Review all assignment details to be certain you are available for all dates required.

**Note:** If a **Map Marker** icon appears to the right of the school name, you can click the icon and view a map of the assignment location.

**Step 3:** To accept an assignment, click **Accept**. You will be scheduled for the assignment and the system will provide you with a confirmation number. You may want to record this number to retrieve the assignment details at a later date.

**Note:** If you have an e-mail address recorded in the **Personal Info** page, the system will send you a reminder e-mail prior to the start date of the accepted assignment.

**Step 4:** If an absence has an attachment or notes, an icon will display to the right of the teachers name and title. Click the icons to access the information.

Date	Time	Duration	Location
Affholder, Diane Journalism, High School   <span>✖ Reject</span> <span>☑ See Details</span>			
Fri, 6/7/2013 - Mon, 6/10/2013	7:30 AM - 2:30 PM	■ Full Day	Meadow Creek Elementary School  

**Note:** Print attachments to review and bring to your assignment.








**Step 5:** To return to your home page without accepting the assignment, click the **Home** icon.

**Important:** To cancel accepted assignments, contact your Kelly Education office.

### D: Cancelling a Job

Depending on the permissions given to you in absence management, you may be able to cancel a job after you have accepted it. Not all absences will have the option to cancel. As an example, if a job is too close to its start time, absence management may not allow you to cancel it and you will need to contact the Kelly Education Scheduling Team. If you do have the ability to cancel a job, you will see a red Cancel button.

**Important: If you remove yourself from an assignment too close to its start time the system will enter a non-work day and you will not be able to accept another assignment for that same date.**

15 Available Jobs		2 Scheduled Jobs		4 Past Jobs		0 Non Work Days	
Date	Time	Duration	Location				
Jones, Amanda Grade 3   Report to: Main Office CONFIRMATION #376869861 <span>☑ See Details</span> <span>✖ Cancel</span>							
Mon, 9/16/2019 - Tue, 9/17/2019	8:00 AM - 12:00 PM	🕒 Full Day	Apple Elementary School  				
Daniels, Quentin Teacher   Report to: Main Office CONFIRMATION #376383702 <span>☑ See Details</span> <span>✖ Cancel</span>							
Mon, 10/21/2019 - Fri, 10/25/2019	7:30 AM - 3:00 PM	🕒 Full Day	J Galt Elem  				

When you click the Cancel button, you will see a pop-up window asking you if you are sure you want to cancel the absence. Choose a cancellation reason from the dropdown box provided. Then, click Yes, Cancel Job to confirm.

After you have canceled the absence, you will see a pop-up letting you know the absence has been successfully cancelled. Dismiss the pop-up by clicking the X.

**Cancelling Job** ✕

Are you sure you want to cancel job #376869861?

No
✕ Yes, Cancel Job



## E: Entering Time Using Kelly Web Time

You must enter your time into the system by Sunday, 11:59 P.M. local time for the week worked. Otherwise, your time may not be approved and paid during the same week. For your convenience, you can log time into the system at the end of each workday. You will be able to enter your time electronically for the current week and up to three previous workweeks.

If the assignment record in the system does not list the correct teacher you replaced, do not enter time for that assignment. Contact your Kelly Education office and a Kelly representative will enter the correct teacher. You can then enter time for that assignment.

If you have any technical difficulties when using Kelly Web Time, contact the Kelly Customer Support Hotline at 1-866-KELLY-38.

**Step 1:** On the home page, click **Web Time** on the top menu. Your **Time Sheet Entry** screen will display.

**Step 2:** The system will display the current week by default. Verify that the correct week ending date is selected before entering any time.

**Note:** To enter time for a previous week, click the drop down arrow above the date frame, select the appropriate week, and click **Go**.

Date	Location	Employee	Scheduled Start	Actual Start	Scheduled End	Actual End	Break Times	Break Hours	Total Hours	Units
Monday 6/3/2013	Meadow Creek Elementary School	Affholder, Diane	7:30 AM	07:30 AM	2:30 PM	02:30 PM	Start: 11:45 AM, End: 12:15 PM	0:30	6.5	1

This submission has been approved.  
 No values have been entered for this item.  
 Rejected and needs revision. If the item is not open for input, the maximum number of rejections has been reached. Please contact your administrator.  
 This submission represents time submitted for an assignment that you did not work. If you worked that day there should be a line item for the proper assignment. If that line item isn't showing please contact your administrator to reconcile your payroll.

Time Sheet Comments: Meadow Creek Elementary School

Comments are only available from the time the time sheet is saved up until it is approved.

**Step 3:** In the **Actual Start**, **Actual End**, and **Break Times** fields, enter your actual start, end, break time start and break time end in HH:MM format.

**Note:** The **Scheduled Start** and **Scheduled End** times in gray italics reflect the assignment's scheduled start and end times. If no break was taken leave both break fields blank.

**Step 4:** Verify the times you entered and click **Save**. The system will calculate the total amount of hours or units.
















**Step 5:** Once the time sheet is saved, in the **Time Sheet Comments** field, select the appropriate school and enter any notes to the approver. Any comments from the approver will also display here.

Your timesheet is now saved in the system. The designated approver will review your timesheet. If you have an e-mail address recorded, you will be informed by e-mail if your timesheet is rejected.

## F: Viewing Your Schedule

### Viewing the Details of Your Schedule

Click **Scheduled Jobs** on the absence tabs of your home page. All assignment that you are scheduled to work will display here.

0 Available Jobs		3 Scheduled Jobs		3 Past Jobs		1 Non Work Days	
Date ▲	Time	Duration	Location				
Affholder, Diane Journalism, High School    Report to: Main CONFIRMATION #109245758 							
Fri, 6/7/2013 - Mon, 6/10/2013	7:30 AM - 2:30 PM	 Full Day	Meadow Creek Elementary School				
Craft, Sarah Science  Report to: Main Office CONFIRMATION #109245615							
Mon, 6/17/2013	7:30 AM - 3:30 PM	 Full Day	Deer Valley Middle School				
Mouse, Mickey  Report to: Main Office CONFIRMATION #109245602							
Fri, 7/26/2013	8:00 AM - 3:00 PM	 Full Day	Milton Elem				

You can also add non work days (single days, multiple days, or repeating days) to your schedule for days you are unavailable to work. The system will work around your schedule to provide you assignments that do not occur on a non work day.

### Creating a Non Work Day

- Step 1:** Click **Add Non Work Day** from the **Non Work Day tab** on your home page.
- Step 2:** Select the date, the start and end times and the reason that you are unavailable for assignments. You can use the **Repeat Event** function to create a repeating non work day in your schedule.
- Step 3:** Click **Save** to save your entries and return to the Non Work Day page.

## G: Managing Your Call Times

The IVR feature of the system may contact you by telephone to offer you available assignments during pre-determined calling periods. These periods have been established to maximize your work opportunities.

### Specify Daily Call Times

- Step 1:** Click **Preferences** from the main tabs menu and then select **Call Times** on the left side of your preferences page.
- Step 2:** Click **Edit** at the bottom of the day you would like to define. Select **Don't Call Me** if you never want to be contacted by the IVR, **Call me during the district call times** to be called during the times specified by the district/school you will be working at or define your own call time.
- Step 3:** Click **Apply To All** to apply these setting to every day of the week or **Apply only to {Day of the Week}** to save your changes.

**Note:** On weekends, the IVR system will begin making outbound calls Sunday evening.

## H: Changing Your PIN & Password

### Change Your PIN

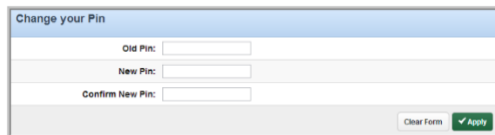
**Step 1:** Click **Change Pin** from the **Preferences Tab**.

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

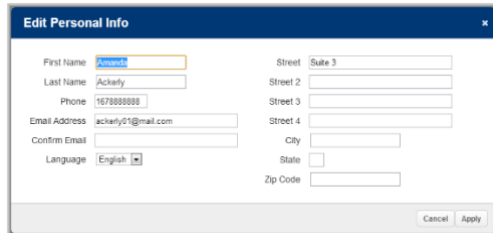
**Step 3:** Enter your new PIN in the **New Pin** field.

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

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



### View and Modify Your Personal Information



**Step 1:** Click **Personal Info** from the preferences tab. The system will display your current information.

**Step 2:** Click **Edit** at the bottom right of your profile.

**Step 3:** Change the information as necessary.

**Step 4:** Click **Apply** to save your changes.

**Note:** You may also turn off calls from the IVR from this form. To turn calls back on, define your **Call Times** from the Preferences Tab.

## I: Selecting Your Preferred Schools (If applicable)

You can create a list of preferred schools in which you are willing to work, and customize this list at any time.

**Step 1:** On your home page, click the **Preferences** from the top bar menu. Then select **Schools** page will display.

**Step 2:** Select one of the following options:

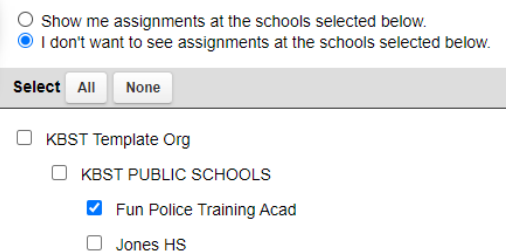
- **Show me assignments at schools selected below** – This designates the schools you are willing to work for. The system will only offer you jobs for the selected schools.
- **Do not show me assignments at schools selected below** (preferred method) – This designates the schools where you do not wish to work.

**Step 3:** Click **Apply Changes** to save your selection.

**Step 4:** To add a school to this list, select the checkbox next to that school.

**Step 5:** Click **Save** to save your changes.

### Schools





# IVR Telephone Feature

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 Education office for assistance.

**Note:** The IVR numerical options may change at any time. Please listen carefully before making a selection.

## J: Receiving Calls from the IVR System

The IVR System may contact you to offer you available assignments.

### Receiving a Call from the IVR System

**Step 1:** The system will introduce itself and offer the following options:

- Press **1** if you are interested in an assignment.
- Press **2** to prevent further calls today.
- Press **3** if you are unavailable today.
- Press **9** to prevent the system from calling in the future. Press **9** only if you are certain you do not want to be called by the system. To reverse this function, refer to **Section F: Managing Your Call Times**.

### Accepting an Assignment

**Step 1:** Press **1** from the Main Menu. You will hear the district and school name for the assignment.

**Step 2:** Enter your Phone PIN followed by the **#** sign.

**Step 3:** The system will present the details of the assignment and provide the following options:

- Press **1** to accept the assignment.
- Press **2** to hear the assignment again.
- Press **3** to reject the assignment and allow additional calls today.
- Press **4** to reject the assignment and prevent additional calls today.

**Step 4:** Press **1** to accept the assignment. The system will provide a confirmation number to you. You may want to record this number to retrieve the assignment details at a later date.

## K: Accessing the System

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

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

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

**Note:** If you have not made your name recording, press **4** and refer to **Section A: Recording Your Name**.

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

- Press **1** to hear a list of available assignments (see Section K).
- Press **2** to review upcoming accepted assignments (see Section L).
- Press **3** to review a specific accepted assignment (see Section M).
- Press **4** to review or change personal information (see Section N).

**Note:** Pressing the \* key will take you back one menu level at any point.

## **L: Reviewing and Accepting Assignments**

**Step 1:** Press **1** from the Main Menu to hear a list of available assignments. The system will ask you to hold while the available assignments are retrieved.

**Step 2:** The system will provide you with the assignment information. If it is a multi-day assignment, you must press **1** to hear all the information. After hearing the assignment details, the system will provide the following options:

- Press **1** to accept this assignment.
- Press **2** to repeat the assignment.
- Press **3** to reject this assignment and not hear it again.
- Press **4** to listen to the next assignment.
- Press **5** to replay a bypassed assignment. You will hear this only after a second assignment has been played.
- Press **6** to return to the Main Menu.

Once you have accepted an assignment, the system will provide a confirmation number to you. You may want to record this number to retrieve the assignment details at a later date. The system will return you to the Main Menu.

**Note:** The system allows you to hear a maximum of five assignments per call.

## **M: Reviewing Accepted Assignments**

**Step 1:** Press **2** from the Main Menu to review and cancel upcoming accepted assignments.

**Step 2:** You will hear the following if you have upcoming assignments:

- Press **2** for tomorrow's assignments.
- Press **3** to hear the assignments for the next seven days.

**Step 3:** If you press **2**, you will hear the assignment information and the following options:

- Press **1** to hear more about the assignment if it is a multi-day assignment.
- Press **2** to hear the assignment again.
- Press **3** to Cancel the job
- Press **6** to return to the Main Menu.

**Step 4:** If you press **3**, you will hear the assignment information and the following options:

- Press **1** to hear more about the assignment if it is a multi-day assignment.
- Press **2** to hear the assignment again.
- Press **3** to cancel the job
- Press **4** to hear the next assignment if you have more than one within the next seven days.
- Press **6** to return to the Main Menu.

## **N: Reviewing a Specific Accepted Assignment**

**Step 1:** Press **3** from the Main Menu to review a specific accepted assignment.

**Step 2:** Enter the confirmation number of the assignment you wish to review, press **#**.

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

- Press **1** if the confirmation number is correct.
- Press **2** to re-enter the confirmation number.

**Step 4:** Press **1** to hear the absence information. 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 assignment.
- Press **2** to hear the information again.
- Press **3** to cancel the job
- Press **6** to return to the Main Menu.

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

Press **4** from the Main Menu to review or change your personal information. You will hear the following options:

- Press **1** to review or change your name recording.
- Press **2** to change your PIN.
- Press **3** to change your telephone number.

### **Changing Your Name Recording**

**Step 1:** 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:

- Press **1** to proceed.
- Press **2** to return to the Main Menu.

**Step 2:** The system will prompt you to record your name.

**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.
- 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 four digit 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.
- Press **2** to re-enter your PIN.

**Step 3:** After confirming your new PIN:

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

## Changing Your Telephone Number

**Step 1:** Press **3** to hear your current telephone number.

- Enter a new ten-digit telephone number followed by the **#** sign.
- Press **\*** to leave your telephone number unchanged.

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

- Press **1** if the telephone number is correct.
- Press **2** to re-enter the telephone number.

**Step 3:** After confirming your new telephone number:

- Press **1** to save your new telephone number.
- Press **2** to erase and re-record your telephone number.
- Press **3** to return to the Change Personal Information Menu without saving.

**Important:** If you change your telephone number within the system, you must also call your Kelly Education office to complete the change.

## Frontline Mobile App

All users are able to download the free Frontline Education mobile app! The app provides increased accessibility for accepting assignments, notifications of available assignments (if notifications are turned on) and viewing upcoming assignments. (Note: cancelling from an assignment and entering timesheets will still need to be done via a web browser)

### P: Getting Started

1. Go to the App Store or Google Play and search 'Frontline Education'.
2. Download the app and open once the download is complete.
3. Click "Get Started" (this will only appear the first time you log in)
4. Enter your login credentials, including your Frontline ID and password.
5. If you don't know your password, use the forgot password button at this link to reset.

\*Once signed in, you may be prompted to select an organization.

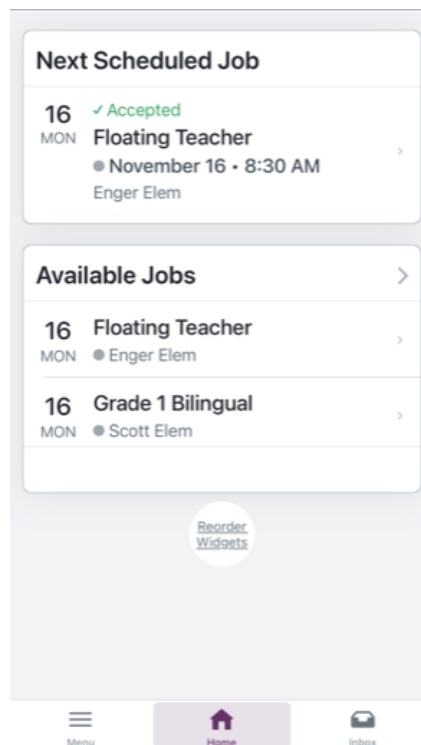




## Q: Home Page

The homepage displays information applicable to your account. In the purple header it will display what Frontline Organization you are currently logged into. If you are a multi district substitute you will also see a "Switch" link that will allow you to move between the different organizations you are currently active in. Below that, possible features include Available Jobs and Future Scheduled Jobs.

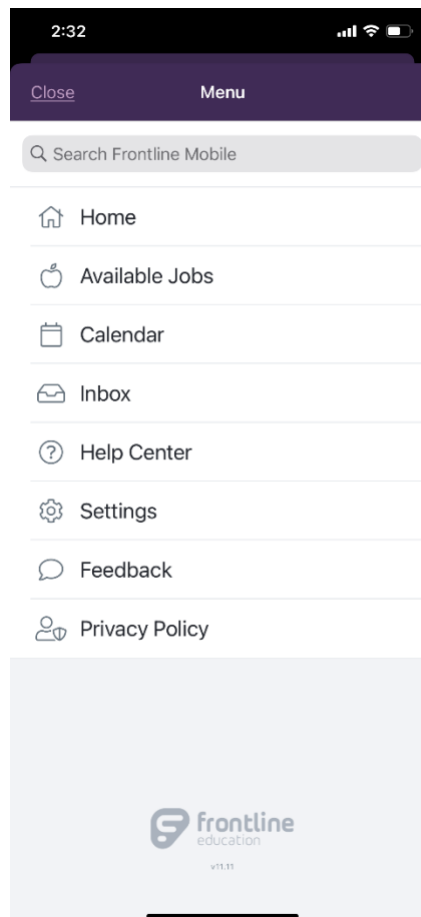
**Important:** Kelly Education Webtime is not available in the Frontline Mobile App. You will need to access Absence Management through a web browser to enter your time.



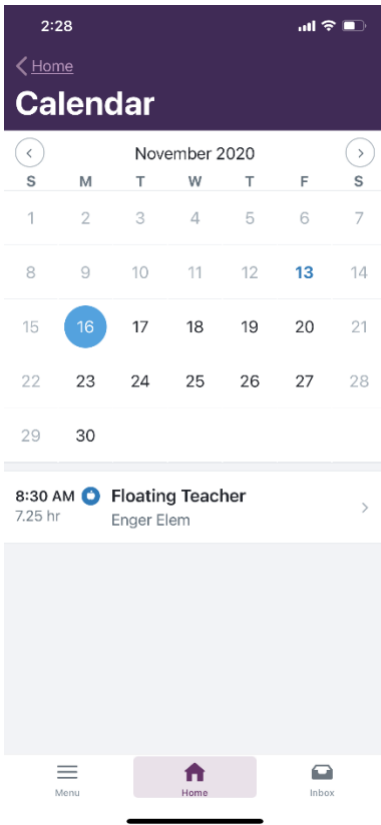
## R: Menu/Side Navigation

The Menu option options a side navigation bar where you can access the tools and settings available to you.

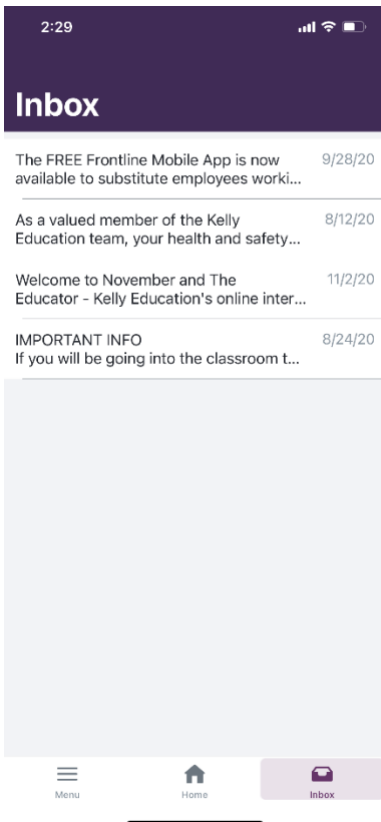
- Available Jobs: View available jobs that you qualify for
- Calendar: View any upcoming absences
- Inbox: View web alerts posted for your organization(s)
- Help Center
- Settings: View your district information or log out of the app



**Example of viewing your calendar – Click on a date to view assignment information**

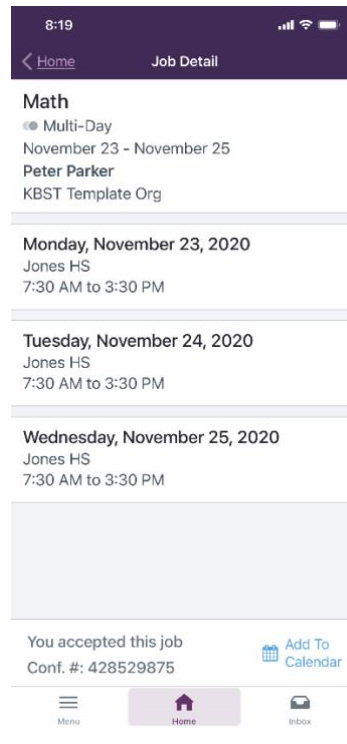
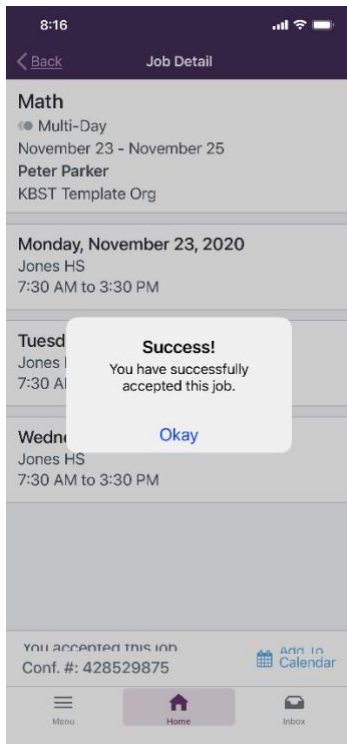
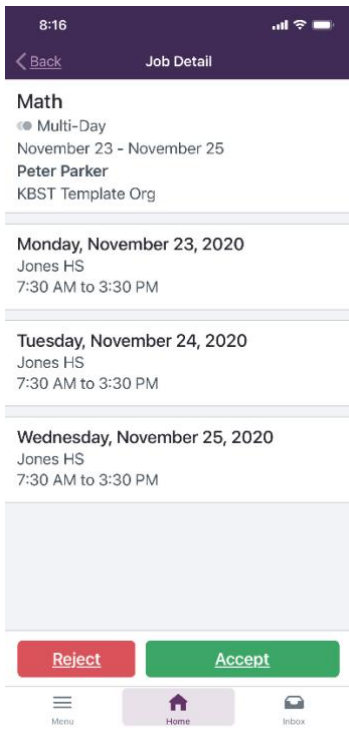
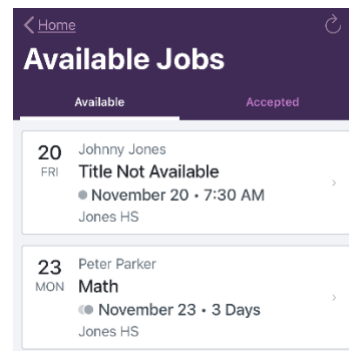


**Example of viewing your inbox/web alerts – Click on the message to view the full web alert**



## S: Accepting an Absence

- Click on Available jobs from the Home Page or the Menu and all available jobs that you qualify for will display.
- Click on the assignment you would like to view the details of. Once reviewed click Accept or Reject
- Once the assignment is accepted you can click "Add to Calendar" to add the assignment to your device's calendar.



# General Information

## T: Troubleshooting

### New Multi-Org Substitute – Creating Multi-District PIN

If you are also in another existing Absence Management org, you will receive the notification shown below to create a 6-Digit Multi-District PIN upon logging into Absence Management with your **Frontline ID & Password** (as long as your first/middle/last name, phone, and email are the same in both organizations).



Click on "Create multiple district pin".

The system will go to the District List section of your Preferences page and prompt you to create a multiple district pin. Enter a 6-digit pin in both fields and click "Create". You can then use this 6-digit PIN when calling into the IVR phone system.



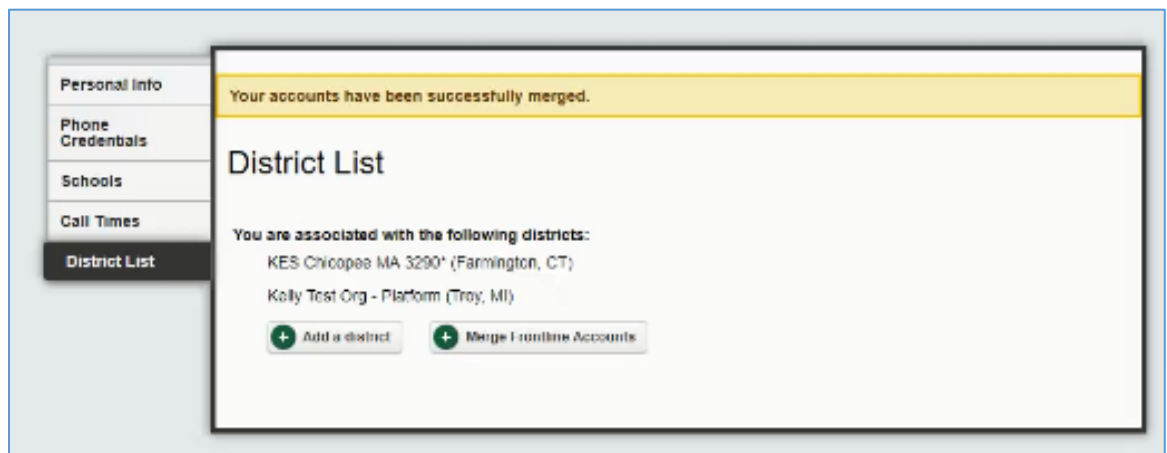
### Adding Existing Absence Management Orgs to Frontline ID

Once the multiple district pin is created, the screen below will appear. If you are trying to add an existing organization after the Multi-District PIN has been created, you must first log into the Absence Management website using your **Frontline ID & Password**, NOT your Phone and 6-digit Multi-District PIN. Once logged into your Frontline ID, go to the menu bar on the left and select – Preferences – District List.

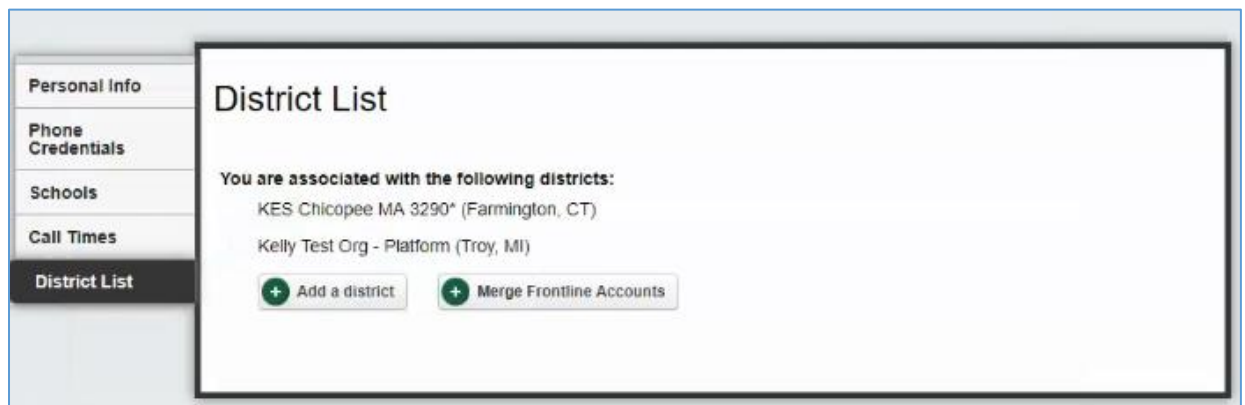
If a message appears "We think we found you in the following districts. Do you want to add them?" and the organization is automatically showing and is correct, click "add" to add that organization to your Frontline ID profile.



If that message is not automatically displayed, you can click on the “Add a District” button and proceed to enter the phone and pin associated to any other organization you want to link.

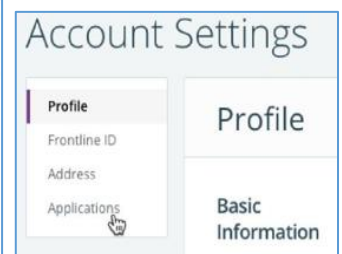
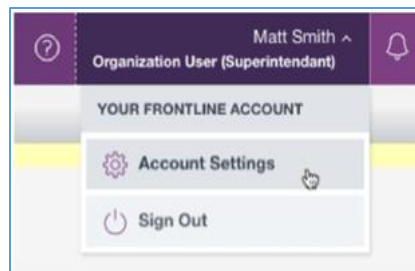


Once the organization is added it will appear on the District List



### Merging Multiple Frontline Accounts

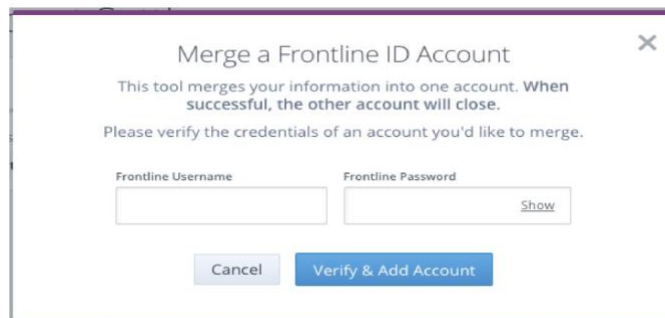
Some users may accidentally create more than one new Frontline ID account. If this occurs, you can simply sign in through one of these new Frontline ID accounts, select the dropdown beside your name in the top right corner of the page, and click **Account Settings**. Then, select the **Applications** link from the side menu.



This page lists any applications currently associated with the Frontline ID account. You can click the **merge your accounts** link to associate any additional accounts you use.



A pop-up box displays. Enter the username and password for the additional Frontline ID account(s) you created and click **Verify & Add Account**.



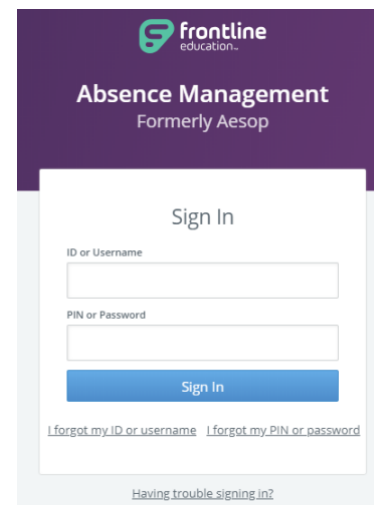
This action merges that secondary account (and the application(s) associated with that account) into this single account. Once complete, you will have the ability to switch between applications while remaining signed in.

## Recovering Usernames

Users can recover their Frontline username(s) by selecting the **"I forgot my ID or username"** link on the Frontline Absence Management login page.

You will be asked to provide the email address associated with your account, and the system will then email you a list of your usernames.

If you receive an error that your Frontline username cannot be found, go to <http://app.frontlineeducation.com> and try the "Forgot Username" link on that login page.

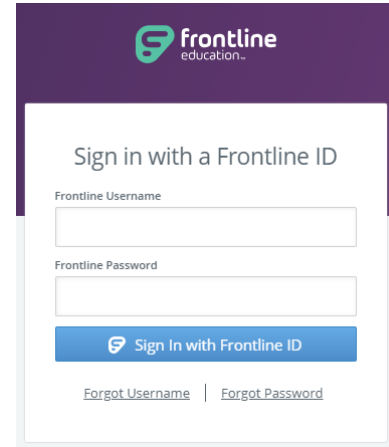


## Resetting Passwords

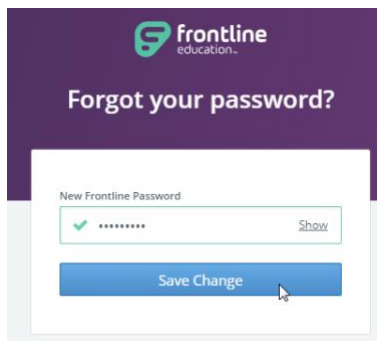
Administrators cannot view or change users' passwords. To change your password, you must select the **"I forgot my PIN or password"** link on the Frontline Absence Management login page.

You will be asked to provide your Frontline username, and the system will then email you a link to click on. The link will redirect you to a password reset page where you can create a new password.

If you receive an error that your Frontline username cannot be found, go to <http://app.frontlineeducation.com> and try the "Forgot Password" link on that login page.



The image shows the Frontline ID login page. At the top is the Frontline Education logo. Below it, the text reads "Sign in with a Frontline ID". There are two input fields: "Frontline Username" and "Frontline Password". Below the password field is a blue button labeled "Sign In with Frontline ID". At the bottom, there are two links: "Forgot Username" and "Forgot Password".



The image shows the "Forgot your password?" page. At the top is the Frontline Education logo. Below it, the text reads "Forgot your password?". There is a section for "New Frontline Password" with a green checkmark icon, a password field containing seven asterisks, and a "Show" link. Below this is a blue button labeled "Save Change".



The image shows the "Forgot your password, Bob?" page. At the top, the text reads "Forgot your password, Bob?". Below it, the text says "Please click the link below to change your password." There is a blue button labeled "Change Password". At the bottom, there is a small disclaimer: "If you did not request to change your account password, you can disregard this email. If you believe someone may have accessed your account, you should update your Account Settings."

### U: Need Additional Help?

Contact your Kelly Education office to:

- Cancel an accepted assignment when the cancel option is not available in Frontline
- Ask questions regarding Kelly Education or the use of Absence Management

**We look forward to providing you the convenience of Frontline Education's Absence Management Solution. Please share your feedback with your Kelly Education office.**

**Thank you!**

✂ Cut out and save these quick reference cards:

**Kelly Education**

**Via the Internet**

- Go to [kellyeducation.com](http://kellyeducation.com)
- Click **Employee Login** and then click on **Frontline Education Login**. Enter your Frontline ID and Password in the appropriate fields.
- The system allows you to:
  - View and accept an assignment
  - View your schedule
  - Change your profile/update personal information
  - Enter time worked and submit timesheets electronically

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

- Dial 1-800-942-3767 and log on to AESOP by entering your ID number and PIN\*.
- This feature allows you to:
  - Review and accept assignments
  - Review accepted assignments
  - Review a specific assignment
  - Review or change your personal information

\*Your ID number is your 10-digit telephone number. If you forget your PIN, contact your Kelly Education office for assistance.

**Kelly Education**

**The System for Substitute Employees**

- Review and accept available assignments via [mykelly.us](http://mykelly.us) or call 1-800-942-3767.
- For technical difficulties, call Kelly Education during regular business hours.

Phone Number	States Supported
(800) 991-5157	CT, DC, DE, IL, IN, KY, MA, MD, ME, MI, NH, NJ, NY, OH, PA, RI, VA, VT, WV
(800) 528-0049	AL, AR, FL, GA, KS, LA, MO, MS, NC, OK, SC, TN, TX
(800) 713-4439	AK, IA, ID, MN, MT, ND, NE, OR, SD, WA, WI, WY
(248) 971-1474	AZ, CA, CO, HI, NV, UT
(505) 883-6873	NM