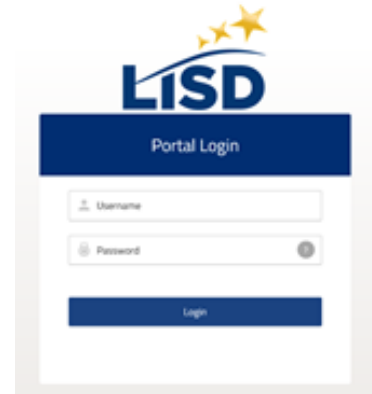


Logging in to Frontline Absence Management as a Campus User

Go to www.lisd.net. Click on **Staff** then on **Sub System**.

Click on the **Frontline logo** to navigate to the Sub System login page.



Enter your LISD **User Name** in the ID field.

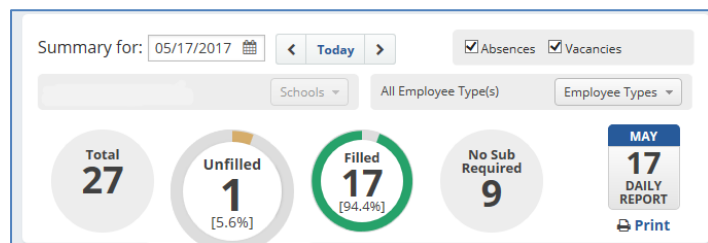
Enter your **network password** in the Pin field.

Then, click **Login**.

Choose **Campus User** to access to your campus or department dashboard. Your title will be listed below and will be your individual Employee access.

Daily Report

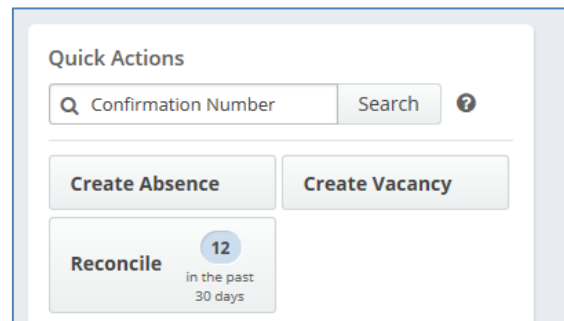
The Daily Report gives you an overview of each day's absences, substitutes, and more. Access or print the Daily Report by clicking on the Daily Report button on the home page.



Creating an Absence

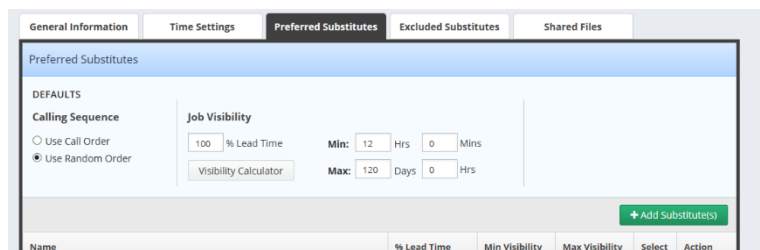
The system is designed to allow employees to enter their own absences, but as an admin there may be times that you need to enter an absence on behalf of an employee (i.e. School Business). To create an absence, click **Create Absence** on the Quick Actions panel. Alternatively, choose **Absence > Create Absence** from the side navigation bar.

Note: LISD is not currently requiring that you use Frontline to Reconcile. Absences are reviewed and approved in Kronos.



Preferred Substitutes

The system gives you the ability to create a list of substitutes that you prefer to work at your school. You can create and manage your preferred substitutes list by clicking **Settings > School > Preferred Substitutes**. Preferred Substitutes are shown unfilled jobs earlier than non-preferred substitutes.



Staff List

The Staff List Report give you a detailed list of all employees at your school or in your department. Click **Reports > Employee > Staff List** to access the report. Once you’re on the report, set the relevant criteria like employee type, status, etc., and click **Search**.

Additional Reports

User requested reports can be accessed by clicking **Reports > Other > Report Writer**. To show all available reports change the Show reports last run or created to “any time” and click Search. You can also enter a keyword in Name to shorten your search. Click Run with New Filters to change parameters or dates. Run with Saved Filters if you do not need to make changes to the standard settings.

The screenshot shows the 'Report Writer' interface. At the top, there is a search bar with a dropdown menu set to 'any time' and a 'Name:' input field. Below this is a 'Search' button. The main content area is titled 'Absence Data' and contains a table with the following data:

Name	Access	Created	Last Run	Runs	Actions
Absence Report	Public	10/4/2016 1:39 PM by:	6/5/2017 9:49 AM	219	Run with New Filters Run with Saved Filters
Absence Report with Created	Public	11/3/2016 9:38 AM by:		0	Run with New Filters Run with Saved Filters

Commonly Used Reports

- Absence Report
- Daily Absence Report (filters default to the current date)
- Substitute Lookup (search for a specific substitute)

Note: The Report Writer reports will include absence reports that show the substitute’s employee id and are used to assist with Kronos reconciliation.

Help with Frontline

Additional Help, including articles and videos, is available on the LISD Subsystem page and by clicking “? Help” and then Frontline Support option when you are logged into Frontline. Please be aware that not all features mentioned in articles and videos are used at LISD. You are also able to click Email your Aesop Administrator to send an email to subdesk@lisd.net.

The screenshot shows the 'HELP RESOURCES' section of the Frontline interface. It includes a search bar at the top with the text '... then press enter.' and buttons for 'Alerts' and 'Help'. Below the search bar, there is a section titled 'CONTACT YOUR AESOP ADMINISTRATOR' with the following information:

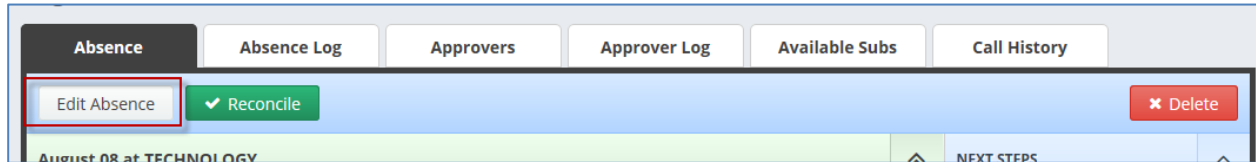
LISD Substitute Office (Lewisville Independent School District)
 Phone: (469) 948-8040
[Email your Aesop Administrator](#)

At the bottom of the section, there is a 'Frontline Support' button.

Editing Absences

You do not have to delete an absence to correct information. LISD gives Campus Users 7 calendar days to review and edit absences. From the absence details, click **Edit Absence**.

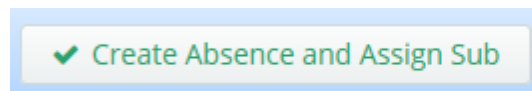
Note: Kronos pulls absence data each night. Always update Kronos after making changes in Frontline.



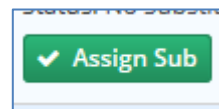
Assigning Substitutes

Campus users and Employees are able to assign available substitutes to absences. **Always communicate with a substitute before assigning them, even if they are available.** It is best to allow Frontline to show the job as available so it can be selected by an available substitute.

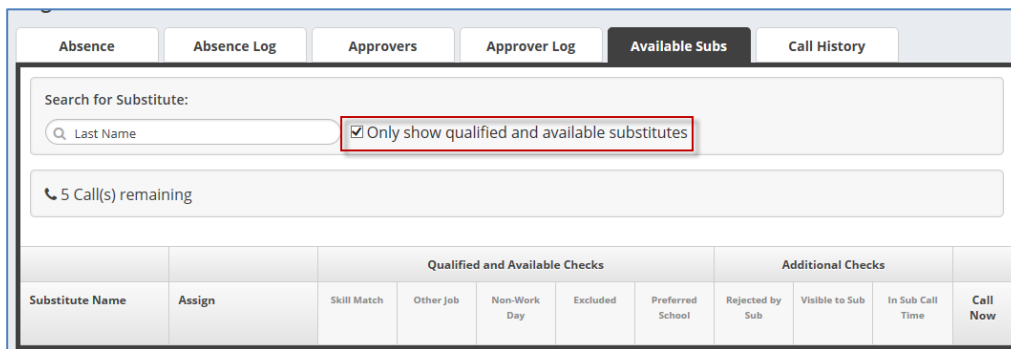
After reviewing the absence click **Create Absence and Assign Sub**.



If you are editing an existing absence click **Assign Sub**.



The **Available Subs** tab will show substitutes. Notice the check mark next to “Only show qualified and available substitutes.” This option will hide any substitutes that are not matched by skills or are working in another job. Unchecking it will show additional substitutes that are not a match for your absence. Review the column headings to see reasons a sub is not be able to be assigned to your job. Be aware of the Preferred School column. If that column has a red X than the substitute has not marked your campus as a preferred school and may be less likely to accept a job at that campus.



If you have communicated with a substitute and they are showing in your Last Name search. Click the green Assign box next to their name.



Splitting Absences

If a substitute is unable to work one day of a multiple day absence it is possible to split off the day to be able to fill that job with a different substitute. It will create a new confirmation number and link it to the original job.

Find the absence details by using the dashboard and click on the **Confirmation number**. From Absence Details, click **Split Absence**.

Summary for: 05/27/2016 Today Absences Vacancies

All Schools Schools All Employee Type(s) Employee Types

Total 7 Unfilled 4 [57.1%] Filled 3 [42.9%] No Sub Required 0 MAY 27 DAILY REPORT

4 Unfilled

Conf #	Name	School	Reason
196890547	Beasley, Pam	Coal Hill School	Jury Duty
196890548	Cody, Jeff	Hamner High School	Illness-Personal Illness
196890550	Delk, Tony Principal	Williams High School	Personal Day
196890551	Fox, Tim High School Science	Coal Hill School	Personal Day

View Absence #196890551 - Fox, Tim
May 27; May 31 - June 01

Absence Absence Log Approvers

Edit Absence Split Absence Reconcile

May 27; May 31 - June 01 at Coal Hill School

Select the day(s) you will be out:

From To Absence Reason

Custom Date Selection

Time

Budget Code

Accounting Code

June 2016

SU	MO	TU	WE	TH	FR	SA
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

This will open a new page where you can select the day(s) you would like to split. Check the boxes next to the days you would like to break off as a separate absence. If you want to split off one day as a separate absence, simply click the box beside that day. If you would like to break off multiple days, check all boxes that apply. Then, click Create Split Absence.

Note: If a substitute is assigned to the job you will see check boxes to allow you to split and remove the sub from the new absence.

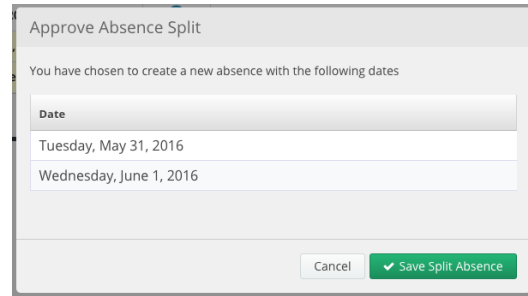
Absence Splitting Absence Log Approvers Approver Log Available Subs Call History

Cancel Create Split Absence

<input type="checkbox"/>	Date	Duration	Location
<input type="checkbox"/>	Friday, May 27, 2016	●	Coal Hill School
<input checked="" type="checkbox"/>	Tuesday, May 31, 2016	●	Coal Hill School
<input checked="" type="checkbox"/>	Wednesday, June 1, 2016	●	Coal Hill School

Cancel Create Split Absence

A pop-up window will appear, asking you to confirm splitting the absence. To proceed, **click Save Split Absence**. To cancel and keep the absence as-is, click **Cancel**.



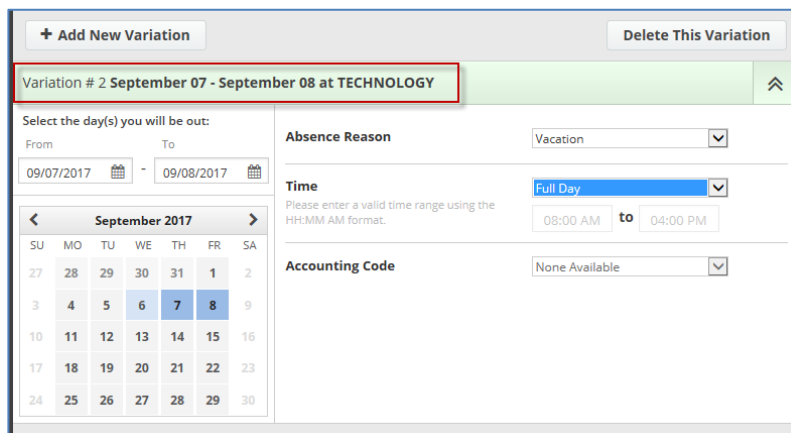
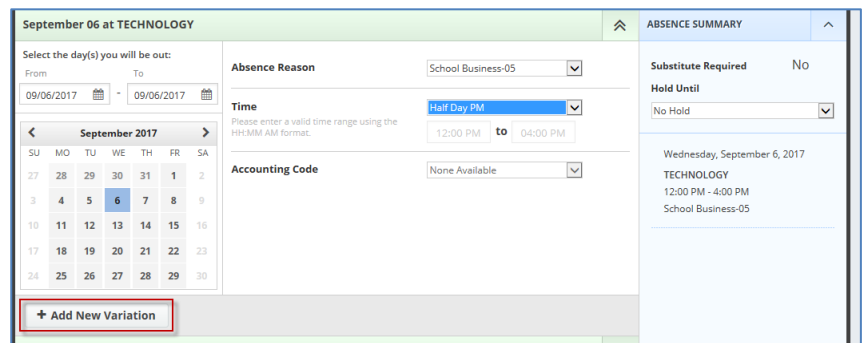
Variations

Absences aren't always as simple as an employee being absent for one day with one absence reason from a single school. Occasionally, things get a little more complex. For these complex situations, you can use what we call "Variations."

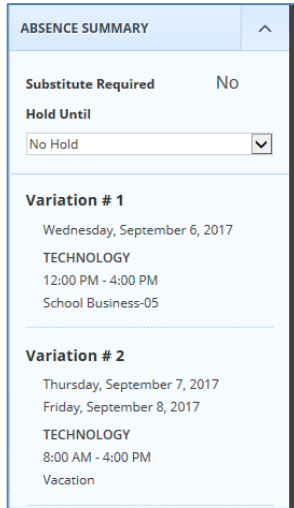
Here are a couple of examples where you would need to use Variations when creating or editing an absence:

- The employee is absent from one school in the morning and a different school in the afternoon.
- The employee is using one absence reason for one day of a multi-day absence and a different absence reason for the other days.
- The employee is taking one Half Day PM and the rest Full Day.

Start by creating your absence and add information for the first situation. Then Click Add New Variation.



A new instance for this confirmation will populate below the initial variation.

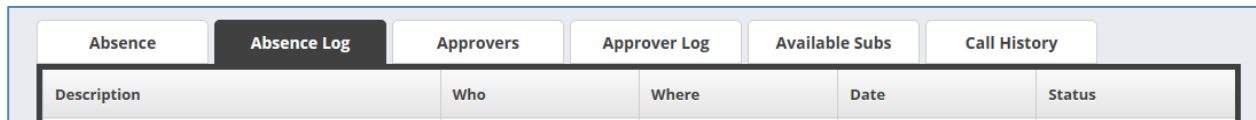


Review details on the side area. You can add additional variations or delete variations. Be sure to click complete the absence and assign substitutes, as needed.

Reviewing Absence Information

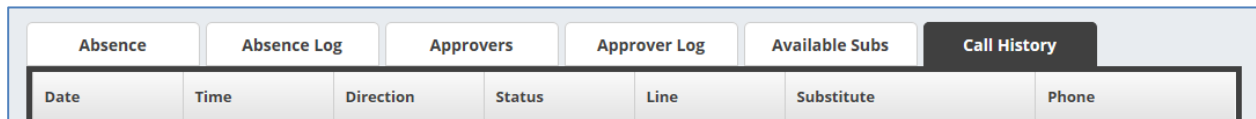
The **Absence Log** tab is available on all absences when you are viewing details. You will be able to see information on the absence including details on:

- Who created the absence
- When a substitute was assigned or removed
- Who assigned or removed the substitute



Reviewing Call History

The **Call History** tab will show any call activity for a confirmation that requires a substitute but was unassigned before the start of the absence. You will see Outbound and Inbound calls related to the absence. It will show the substitute that was called and the status of that phone call.



Status	Line	Description
Answer	Aborted	The substitutes either hung up, or the phone rang until reaching an answering machine, or the substitute entered an incorrect PIN three times in a row. No call back for 90 minutes.
No Answer	Aborted	Absence management called and the substitute did not answer. No call back for 20 minutes.
Intercept	Aborted	Absence management encountered a tone from the phone company, "We're sorry, but the number you are trying to reach has been disconnected." No call back for 60 minutes.
Error	Aborted	The call was answered, but the person did not say "hello" & absence management terminated the call. The system's phone system requires

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		a voice response. "Error" will also come up if the substitute repeatedly enters an incorrect PIN. No call back for 60 minutes.
Answer	Rejected	The substitute answered the phone, heard the available job, and rejected the specific absence / vacancy request. No call back for 16 minutes.
Answer	Rejected-End Calls	The substitute either pressed "2" for "don't call me again today," or they heard the job and elected not to allow for additional calls that day. Calls commence at the next morning call period.
Answer	Rejected-End Calls	A substitute has the option to press "9" which will end calls indefinitely. This will show as "Undefined" in the "Who" column of the sub's change log. Calls will stop forever.
Answer	Accepted	The substitute answered, heard the job details, and accepted the job over the phone. No need to call back.
Busy	Aborted	Absence management called, and the phone line was busy. No call back for 20 minutes.