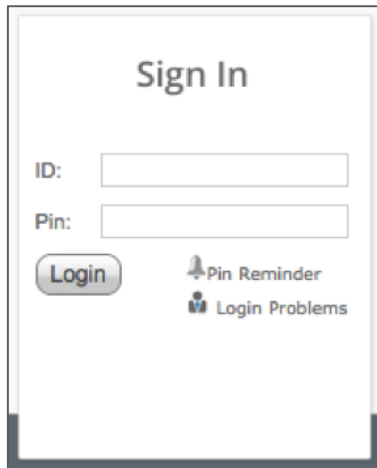


# Absence and Substitute Management



## LOGGING IN ON THE WEB

To log in to the absence management system, type [aesoponline.com](http://aesoponline.com) in your web browser's address bar.

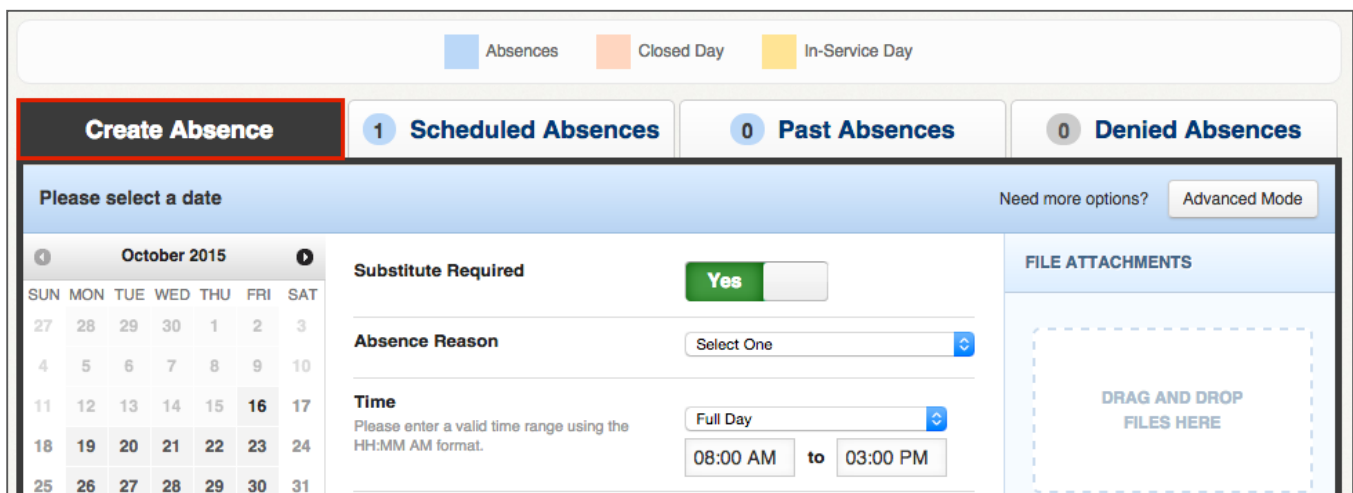
The Sign In page will appear. Enter your ID and PIN and click **Login**.

## CAN'T REMEMBER YOUR LOGIN INFO?

If you're having trouble logging in, click the **Login Problems** link next to the "Login button for more information.

## CREATING AN ABSENCE

You can enter a new absence from your absence management home page under the **Create Absence** tab.



Fill out the absence details including the date of the absence, the absence reason, notes to the Administrator or substitute, and more. You can also attach files to the absence from here.



When you're completed entering the absence details, click the **Create Absence** button.

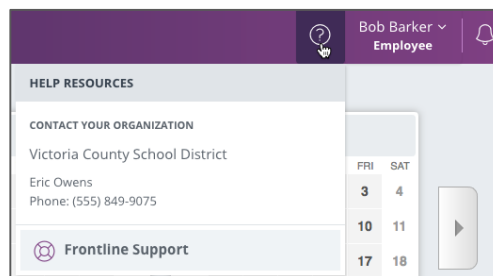
## MANAGING YOUR PIN AND PERSONAL INFORMATION

Personal Info	Personal Info
Change Phone Pin	General Information
Shared Attachments	Name: Bob Barker
Preferred Substitutes	Phone: 912555670
Excluded Substitutes	Email Address: bbarker@learning.ed
Absence Reason Balances	Title:
	Room Number: Main Office
	Language: English Your language preference can be changed in your Account Settings.

Using the “Account” option, you can manage your personal information, change your PIN number, upload shared attachments (lesson plans, classroom rules, etc.), view absence reason balances, manage your preferred substitutes, and more.

## GETTING HELP AND TRAINING

If you have questions, want to learn more about a certain feature, or need more information about a specific topic, click **Help Resources** and select **Frontline Support** to go to the absence management Learning Center, where you can search a knowledge base of help and training materials.



## ACCESSING ABSENCE MANAGEMENT ON THE PHONE

Not only is Frontline’s absence management on the web but you can also create absences, manage personal information, check absence reason balances, and more, all over the phone.

To call the absence management system, dial **1-800-942-3767**. You’ll be prompted to enter your ID number (followed by the # sign), then your PIN number (followed by the # sign).

Over the phone you can:

- Create an absence (within the next 30 days) – **Press 1**
- Check your absence reason (entitlement) balances – **Press 2**
- Review upcoming absences – **Press 3**
- Review a specific absence – **Press 4**
- Review or change your personal information – **Press 5**

If you create an absence over the phone, be sure to make note of the confirmation number that the system assigns the new absence for reference.

