



## Frontline Absence Management System (Formerly Aesop) Frequently Asked Questions For Employees

For additional, self-paced training for using the Frontline Absence Management system, access your account online and click on the (?) icon in the top right-hand corner, then click “Frontline Support” to browse the learning center.

### Logging into the System

Q: How do I access my Absence Management account?

A: There are 3 ways to access your account: online, the Frontline Education app, or by telephone.

1. [Online Access](#)
  - a. Navigate to the correct login page
    - i. Direct link: <https://login.frontlineeducation.com/sso/sequoiaunionhsd>
    - ii. From the District website: [www.seq.org](http://www.seq.org) > Staff > Online Services > Frontline/AESOP Online
  - b. Log in using the same username and password you use for your work email
    - i. If you are already logged in to your work email, you will automatically be logged into your Frontline account
  - c. If you forget your email password, contact IT to have your password reset
2. [Phone App Access](#)
  - a. Download the free Frontline Education app to your iPhone or Android phone
  - b. Enter the four digit access code: **7354**
  - c. Click “Or Sign In with Organization SSO” at the bottom of the screen
    - i. May need to click it twice to get to a different screen
  - d. Follow prompts (may vary between iPhone and Android phones)
  - e. Log in using the same username and password you use for your work email
  - f. If you forget your email password, contact IT to have your password reset
3. [Automated Telephone Access](#) (can only enter absences within next 30 days)
  - a. Dial 1-800-942-3767
  - b. Enter your 10 digit ID number followed by the # sign (10 digit phone number)
  - c. Enter your PIN number followed by the # sign
  - d. Do not end the call until a confirmation number has been provided
  - e. If you forget your ID or PIN, contact your site/department Frontline manager

Q: What happens if I am locked out of my account?

A: Users will be locked out of their accounts after 3 unsuccessful attempts to log in. Must wait 1 hour before trying again. District can not override the 1 hour waiting period.

## **Entering Absences**

Q: How long do I have to enter an absence?

A: You must enter your absence *before* the start of your absence. For classified staff, vacation must be pre-approved by your Supervisor, then you may add the vacation days into the system prior to the start of your approved vacation.

Q: What if I miss the cutoff time for entering my absence?

A: On the rare occasion that an employee misses the cutoff time for entering an absence, they must report it to the designated person at their site/department who manages the Absence Management system. The designated person at your site/department will be able to enter late absences for you.

*NOTE: Continuously missing the absence cutoff time will result in professional disciplinary action.*

Q: Do I still need to complete an Absence Certificate?

A: No, this system is replacing the Absence Certificates as of July 1, 2019. However, absences taken prior to July 1, 2019, must still be submitted on an Absence Certificate.

Q: Do I still need to complete a Personal Necessity form, Bereavement form, or Illness in the Immediate Family form?

A: No, the Absence Management system has approvals embedded in the routing, so no additional absence request forms are needed for Personal Necessity, Bereavement, or Illness in the Immediate Family.

Q: What if the default work times do not match my actual work schedule?

A: If you are out for your full work day, you may indicate "full day" when creating an absence, even if the times do not match your actual start and end times. Payroll will only dock you for the number of hours included in your normal work day, even if you are only part time.

***Night custodians:*** You may change the start and end times of your absence to your actual work schedule so that you can enter an absence past the default 8:00am cutoff time.

## **Editing Absences**

Q: Can I edit/cancel a scheduled absence?

A: Yes, you can edit/cancel future absences on your own. If an absence still appears under your “Scheduled Absences” tab, then you may edit/cancel it still, unless it was an absence requiring approval and it was already approved in the system. If you need to edit a future absence that has already been approved, you must CANCEL the absence and then resubmit the absence with the edited details.

Q: Can I edit/cancel a past absence?

A: No, you may not edit a past absence on your own. If a past absence needs to be edited, please notify the designated Absence Management system manager at your site/department so that they may edit/cancel the absence for you.