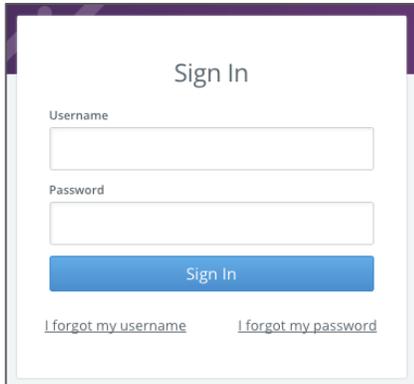




Identity Management

Your district now uses Frontline's unique Insights Platform! This solution allows users to access all their Frontline products with one unique login! You can set up this single Frontline Account in one of two ways. Reference each section below to determine which option applies.

CREATE AN ACCOUNT WITH EXISTING FRONTLINE CREDENTIALS



This section applies to those who already have login credentials specific to a Frontline product.

For applicant tracking, please log in to your application first to begin the process. Otherwise, proceed to the application login url with which you are familiar.

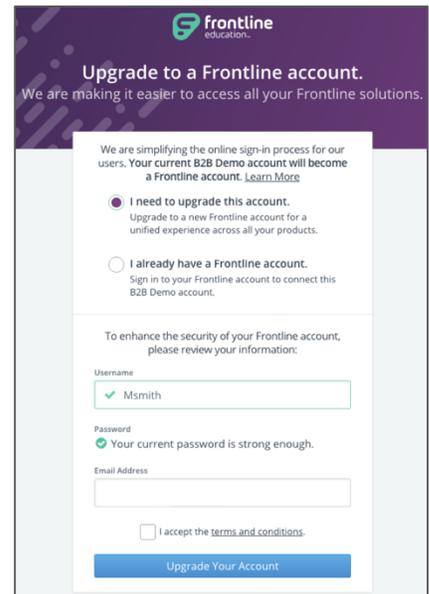
The Sign In page will appear. Enter your username and password. Then, click **Sign In**. The system recognizes your current credentials and prompts you to set up your new Frontline Account.

Click the radio button beside “I need to upgrade this account.”

The system compares your current login credentials with the new single-login requirements and identifies whether anyone already has the username you entered.

Your new username must contain 1 alphabet character and at least 4 total characters. The password must have 1 alphabet character, 8 total characters, and 1 number or special character.

If your credentials meet the requirements, you can create your new Frontline Account with your current identifiers or choose alternatives. Once complete, enter an email address for password recovery, accept terms and conditions, and click **Upgrade Your Account**.



You can then click **Continue to “product”** if you have nothing else to merge with your Frontline Account. Or, you can alternately click **Connect Other Products to this Account** to merge additional products in use.

To merge, make a selection from the dropdown, enter the current credentials associated with that product, and click **Connect this Account**. Repeat this last merge step for each product you use.

RECEIVE AN INVITATION FROM A FRONTLINE PRODUCT

This section applies to a user who receives an email invitation from the system. This scenario occurs when a district begins to use a new Frontline product or if you begin to use an existing product once the Insights Platform becomes activated.

The screenshot shows the Frontline Education login page. At the top right is the Frontline Education logo. Below it, the text reads "Hello Matt Smith," followed by "Victoria County School District invites you to Frontline Central." A red warning message states: "*Important: please do not forward this invitation. The sign-in and create account buttons below are connected directly to your personal information." Below the warning are two blue buttons: "Sign in with Existing Account" and "Create a New Account". Below these buttons is a question "Are you new to Frontline Education products?" followed by another blue button "Create a New Account".

Select **Sign in with Existing Account** if you already created a Frontline Account. This selection takes you to the Sign In page where you can enter your unique username and password associated with your Frontline Account.

Select **Create a New Account** if you have yet to create a username or password for your Frontline Account. This selection takes you to a Sign In page where you must create login credentials in accordance to Frontline requirements.

Your new username must contain 1 alphabet character and at least 4 total characters. The password must have 1 alphabet character, 8 total characters, and 1 number or special character.

Include an email address to provide a means for password recovery and click the checkbox to accept the terms and conditions.

Once you are finished, click **Create Your Account**.

The system signs you in with your new username and password and requires these credentials for any future logins.

The screenshot shows the "Create an Account" form. At the top, it says "Welcome Matt Smith!". Below that is the heading "Create an Account". The form has several input fields: "First Name", "Last Name", "Username", "Password" (with a "Show" link), and "E-Mail Address". Below the "E-Mail Address" field is a checkbox labeled "I accept the terms and conditions". At the bottom of the form is a blue button "Create Your Account" and a link "Already have an account? Sign In".

If you have any additional questions regarding Identify Management, consider referencing your application's Learning Center!

Absence and Substitute Management



LOGGING IN ON THE WEB

To log in to the absence management system, type aesoponline.com in your web browser's address bar.

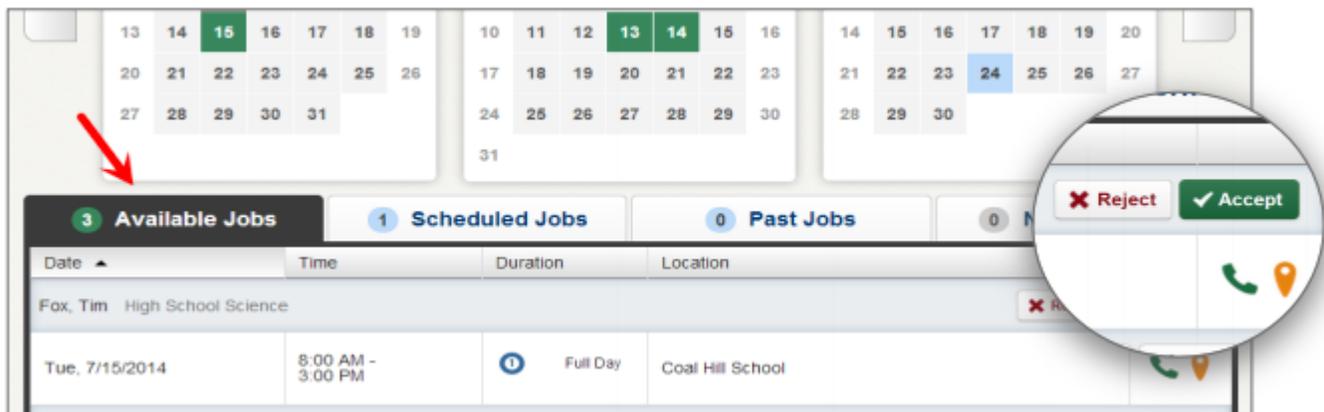
The Sign In page will appear. Enter your ID and PIN and click **Login**.

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.

SEARCHING FOR AVAILABLE JOBS

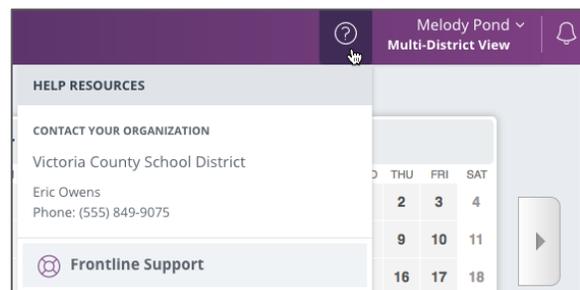
The system makes it easy to find available jobs right on the homepage. Available jobs appear in green on the calendar and in list form under the "Available Jobs" tab.



To accept a job, simply click the **Accept** button next to the absence. If you do not want to accept this job, click the **Reject** button, instead.

GETTING HELP AND TRAINING

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



ACCESSING ABSENCE MANAGEMENT ON THE PHONE

Not only is the system available on the web, but you can also find and accept available jobs, manage personal information, change your PIN number, and more, all over the phone.

When You Call into Absence Management

To call, 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).

When calling the absence management system, you can:

- Find available jobs – **Press 1**
- Review or cancel upcoming jobs – **Press 2**
- Review or cancel a specific job – **Press 3**
- Review or change your personal information – **Press 4**

When the Absence Management System Calls You

If an available job has not been filled by another substitute two days before the absence is scheduled to start, the system will automatically start calling substitutes, trying to fill the job.

Keep in mind, when the system calls you, it will be calling about one job at a time, even if you're eligible for other jobs. You can always call in (see "When You Call into Absence Management" section above) to hear a list of all available jobs.

Note: When the system calls, be sure to say a loud and clear "Hello" after answering the call. This will ensure that the system knows you picked up the call.

When you receive a call, you can:

- Listen to available jobs – **Press 1**
- Prevent absence management from calling again today – **Press 2**
- Prevent absence management from ever calling again – **Press 9**

If you are interested in the available job, **Press 1**. You will be asked to enter your PIN number (followed by the # sign). At this point, the absence management system will list the job details, and you will have the opportunity to accept or reject the job.

