# Frontline Employee Guide
Absence Management

Overview

This guide will provide instructions for employees to sign in, enter and view absences.

Signing In

Type aesopnonline.com in your web browser's address bar or go to app.frontlineeducation.com if you already have a Frontline Account.
The Sign In page will appear. Enter your Username and Password and click Sign In.
Mobile App Code: **7354**
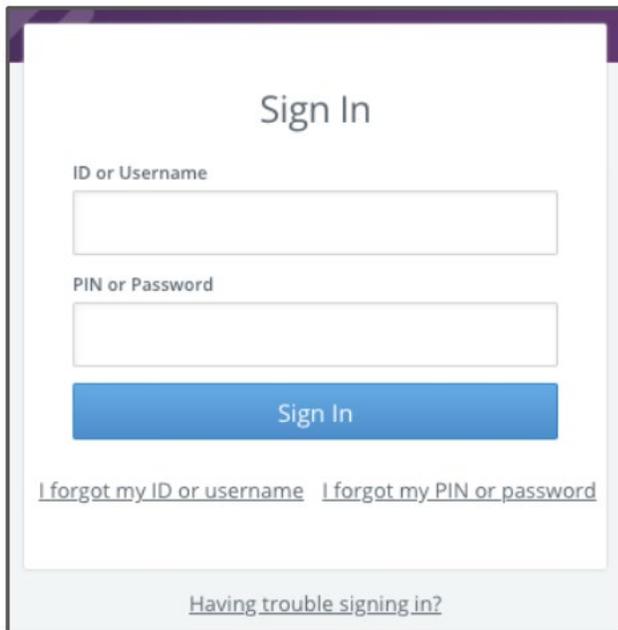
Creating an Absence

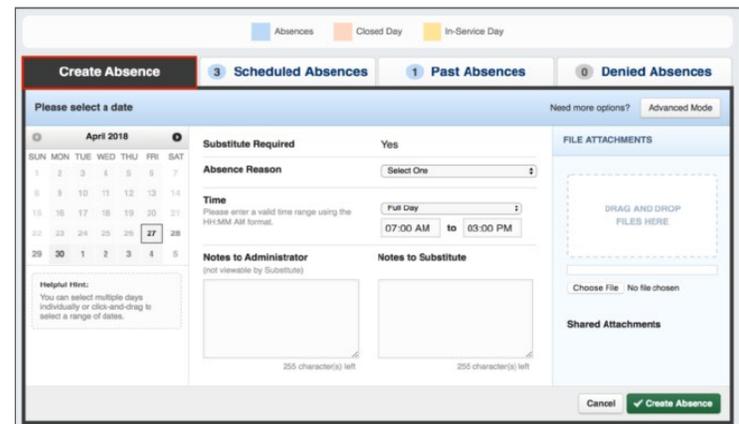You can enter a new absence from your Absence Management homepage under the **Create Absence** tab. Enter the absence details including the date of absence, the absence reason, notes to the administrator or substitute, and attach any files if needed. You can then click **Create Absence.**

## Managing your Pin and Personal Information

Using the "account" option under the navigation bar on the left, you can manage your personal information, change your PIN number, upload shared attachments, 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.** This opens a knowledge base of help and training materials.
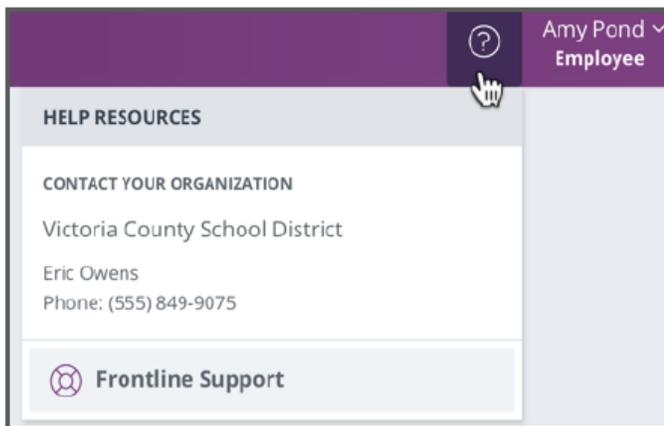
Accessing Absence Management on the Phone

In addition to web-based system accessibility, you can create absences, manage personal information, check absence balances, past, pending, or denied all by telephone.

To call the Absence Management systems, dial **1-800-942-3767.** You will be prompted to enter your ID number (phone number) and then your PIN number (5-digit code assigned to you).

Over the phone you can:

- Create an absence (within 30 days) – **Press 1**
- Review upcoming absences – **Press 3**
- Review a specific absence – **Press 4**
- Review/change your personal info – **Press 5**

If you create an absence over the phone, please note the confirmation number that the system assigns for future reference.