



# Absence Management

Sign In

ID or Username

PIN or Password

Sign In

[I forgot my ID or username](#) [I forgot my PIN or password](#)

[Having trouble signing in?](#)

## SIGNING IN

Type [aesoponline.com](http://aesoponline.com) in your web browser’s address bar or go to [app.frontlineeducation.com](http://app.frontlineeducation.com) if you have a Frontline Account.

The Sign In page will appear. Enter your ID/username and PIN/password and click **Sign In**.

## RECOVERING CREDENTIALS

If you cannot recall your credentials, use the recovery options or click the “**Having trouble signing in?**” link for more details.

## CREATING AN ABSENCE

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

Enter the absence details including the date of the absence, the absence reason, notes to the administrator or substitute, etc. and attach any files, if needed. You can then click **Create Absence**.

Absences Closed Day In-Service Day

**Create Absence** 3 Scheduled Absences 1 Past Absences 0 Denied Absences

Please select a date Need more options? Advanced Mode

April 2018

SUN	MON	TUE	WED	THU	FRI	SAT
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	3	4	5

**Substitute Required** Yes

**Absence Reason** Select One

**Time** Full Day  
Please enter a valid time range using the HH:MM AM format.  
07:00 AM to 03:00 PM

**Notes to Administrator** (not viewable by Substitute) 255 character(s) left

**Notes to Substitute** 255 character(s) left

**FILE ATTACHMENTS**

DRAG AND DROP FILES HERE

Choose File No file chosen

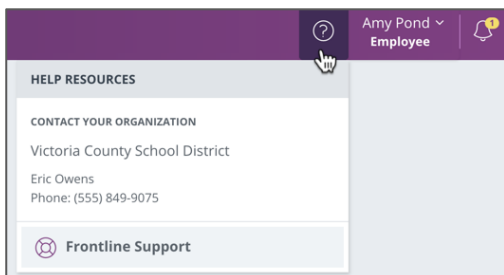
**Shared Attachments**

Cancel Create Absence

## MANAGING YOUR PIN AND PERSONAL INFORMATION

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

Personal Info	Personal Info
Change Phone Pin	<b>General Information</b>
Shared Attachments	<b>Name:</b> Amy Pond
Preferred Substitutes	<b>Phone:</b> 6105553747
Excluded Substitutes	<b>Email Address:</b> Apond@education.com
Absence Reason Balances	<b>Title:</b>
	<b>Room Number:</b> Main Office
	<b>Language:</b> English Your language preference can be changed in your <a href="#">Account Settings</a> .
	<b>Address</b>



## 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 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) and then your PIN number (followed by the # sign).

Over the phone you can:

- Create an absence (within the next 30 days) – **Press 1**
- 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, please note the confirmation number that the system assigns the new absence, for future reference.



### ACCESSING YOUR ACCRUAL BALANCE

The screenshot shows the 'Absence Management' interface for Hartford Public Schools. On the left is a navigation menu with options: Home, Absences, Feedback, Account, Directory, and Resource Library. The 'Absence Reason Balances' table is displayed in the main area, with columns for Absence Reason, Initial, Used, Pending, and Balance. The table is titled 'Absence Reason Balances' and includes a note 'Last Calculated: Thursday, January 21, 2021'. Three red arrows with numbered circles (1, 2, 3) indicate the steps to access the table: 1 points to the 'Absence Management' header, 2 points to the 'Account' menu item, and 3 points to the 'Absence Reason Balances' link in the user profile dropdown.

Absence Reason Balances		Last Calculated: Thursday, January 21, 2021			
Absence Reason	Initial	Used	Pending	Balance	