

Frontline Absence Management FAQ

1. How do I obtain an invitation link?

- After you have contacted a district and been onboarded by them, you will be entered into their Frontline system and an invitation link will be sent to you. Once the link is sent, you will begin receiving automated phone calls from their system. You can also use the link to create a Frontline ID.

2. Which districts are using Frontline?

- The following districts are currently utilizing Frontline: HCOE, Eureka City Schools, Ferndale Elementary SD, Fortuna High SD, South Bay, Southern Humboldt SD, Pacific Union SD, Cutten Elementary SD, Northern Humboldt Union HSD, and Arcata Elementary SD.

3. How do I find my PIN?

- You can locate your PIN in the invitation email sent from the Frontline system, or by logging in to your Frontline account and click the “Preferences” option in the side navigation. From here, you can also update your PIN if you wish.

4. How do I login to Frontline?

- Once you have obtained an invitation link, you will click “Create a Frontline ID” to proceed with the account creation process. You will then create a username and password that you can use for the website and mobile app.
 - Select **“Sign In with your Frontline ID”** if you are a multi-organization user who has already received an invite and created a Frontline ID. By signing in with your existing Frontline ID, you will have access to all applicable organizations with one username and password.

5. How do I view and manage my accepted shifts?

- Once logged into Frontline, you can view Available Jobs by clicking the “Available Jobs” tab. This will let you see upcoming jobs from the district(s) you are viewing. You can also click the “Scheduled Jobs” tab to view currently accepted jobs.

6. Why can't I see any jobs?

- This could be several reasons. It is advised to contact the district(s) you can't see jobs for, to ensure you are entered correctly into their system and schools/sites. It may also be that available jobs are being filled quickly.
 - You can email subhelp@hcoe.org with Frontline issues.

7. How do I add non-workdays in Frontline to show I am unavailable?

- When logged into Frontline, click the "Non-Workdays" tab on the homepage. To create a new non-workday, click the "Add Non-Workday" button and complete the form. You can also create repeating non-workdays if you have multiple days that you cannot work.

8. What if I miss a call from Frontline?

- If you missed that phone call, you could call back, toll-free, at 1-800-942-3767 to hear a list of current and available jobs. You can also log-in online to view those same jobs. You'll want to act quickly, though. The system may have already called the next substitute in line with that job offer.

9. What if I need to cancel a shift I accepted?

- You will need to reach out to the site that you will be working at and inform the supervisor that you will be unable to work, so that they can cancel the shift.

10. How do I merge districts in Frontline?

- When you login to Frontline and have created a Frontline ID for multiple districts, an alert will appear near the top of the screen to inform you that you have access to a multiple district view. Click the prompt to open a window to take you to the District List (this can also be found on the side navigation).
- Once you are in the District List, you can click "Merge Frontline Accounts" and enter the requested information to merge accounts and have one login to view all active districts. You can click "Add a district" to show additional districts that have you active in their systems.
- You can click the district name button near the top of the screen at the homepage and you can toggle single/multi district in the upper-right corner.
 - Once in multi-district view, no matter which district is displayed in the top of the screen, you will see jobs for all districts you are active with.