

Absence Management System

Frequently Asked Questions

Logging In

1. How do I log in?

Go to the BPS website homepage, hover over STAFF on the top menu, and select **Absence Management**. Or type **app.frontlineeducation.com** directly into your browser's address bar.

2. What if I forgot my password?

At the login screen, type your username and request password help. A password-reset email will be sent to your password-recovery email address. Note that you will also need to verify your password-recovery email address, which you chose when you created your login account.

3. What if I also forgot my username and/or password-recovery email address?

Contact Rebecca Leeb, Substitute Coordinator, at 617-993-5420. She is able to see staff usernames and password-recovery email addresses, but not passwords.

4. How do I change my login account info (username, password, recovery email address)?

Once you log in, you can view and change your login account info by clicking on your name in the upper right corner, and choosing **Account Settings**. The next screen, **Profile**, allows you to view/change your password-recovery email address. To view/change your username or password, select **Frontline ID** from the left-margin menu. To return to the home screen, click on Back to Absence Management in purple at the top of the screen.

5. I changed my login account email address – why do absence confirmation emails still come to my work email address?

System emails such as absence confirmations or approval notifications will always go to your BPS email address. The email address you chose for your login account is only used for password recovery.

Day Balances

6. Where can I check my day balances?

On the Home screen, select **Account** from the left-margin menu. At the next screen, select the last tab, **Absence Reason Balances**, at the left of the center box.

Creating an Absence

7. When do I need to check with my absence approver BEFORE entering an absence?

- **Professional Development** – should only be entered after consulting with and getting approval from your director and/or principal, or if you have been directed to enter the absence by your director, principal, or the Assistant Superintendent
- **District Initiated** – this reason code can only be accessed by admin staff (school secretaries, directors, principals, central office); request their help to enter field trip absences or other special district-required absences
- **Absence longer than 5 consecutive days** – should be discussed in person with your director and/or principal prior to creating it in the system.

8. How can I cancel an absence I have created?

You should be able to cancel an absence by selecting the Scheduled Absences tab on your home page, finding the absence, and clicking the red DELETE button for that absence.

However, the red delete button will not be available if your absence required approval and has already been approved, or if a substitute has taken the assignment. If there is no delete button, contact your school secretary or the Substitute Coordinator – include the confirmation number for the absence you wish to delete.

Substitutes

9. What is the “Notes to Substitute” field?

If your absence requires a substitute, you can type a message to potential subs in the “Notes to Substitute” field. When daily sub pool substitutes are viewing available assignments, your absence will include a small notepad icon. Subs can click on the icon and view your note – many subs feel more comfortable accepting assignments with more information, so including a note may help you obtain a substitute.

10. Can I upload lesson plans and other documents to my system absence?

Yes, you can upload documents to the absence using the **Choose File** button at the right side of the Create Absence screen. (Always leave a hard copy with your sub folder – some subs are more tech-savvy than others, and your sub may not see/download your files from the system.)

Be aware that substitutes will NOT be able to view documents you upload, or even know they are there, until after the sub has already accepted the assignment. If you want potential subs to know that you have uploaded information for them, you should mention it in the Notes to Substitute section.

11. I wanted to assign my professional aide to my absence, but a substitute accepted the job as soon as I created it – how do I fix this, and how can I avoid it in future?

Many daily substitutes subscribe to the Jobulator app, which allows them to view and accept newly created jobs instantaneously on their smartphones.

If a substitute you do not want has already picked up your absence, you will need to contact your school secretary or the Substitute Coordinator – include the confirmation number for the absence, and the name of the substitute you want assigned.

If you have a previously-arranged substitute in mind for your absence, you should save your absence using the “**Create Absence & Assign Sub**” button (instead of the “Create Absence” button). This will bring up a list of substitutes, and you can choose your desired sub. The absence will save with that sub assigned, and never go out to the sub pool. ***NOTE that you should always confirm with the substitute by phone or email BEFORE you directly assign them to an absence in the system.***

12. How can I contact daily substitutes to pre-arrange coverage?

Your school secretary has phone and email contact information for all daily substitutes.

13. How do I know which substitute has picked up my absence?

When a substitute accepts your absence, the substitute’s name will appear on your absence in your **Scheduled Absences** tab.

14. How can I contact the substitute who has picked up my absence?

You can use the envelope icon next to the substitute’s name on your **Scheduled Absences** tab to email your substitute.