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Frontline™ Absence Management Solution
Substitute Employee Guide

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Frontline Education's Absence Management Solution
Reference Guide for Substitute Employees

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Reference Guide for Substitute Employees

Welcome!

Kelly Educational Staffing® is pleased to present Frontline Education's Absence Management Solution. The system is available through the Internet or telephone (via Interactive Voice Response system - IVR) creating an easy-to-use system for scheduling and accepting assignments. Among several other features, the system also allows you to enter your hours worked directly and electronically into Kelly Web Time. For your convenience, the system is available 24 hours a day, 7 days a week. This guide details the functionality for both the Internet and telephone features in the system.

Accessing the System

- Internet – You can access the system via the Internet to view and accept assignments, and enter your time.
- Telephone – You can access the system via telephone to review and accept assignments, and enter your time.
- The IVR may also contact you to offer available assignments.

Guide Content

In this guide you will learn how to:
- Access the system via the Internet and telephone
- View and accept an assignment
- Enter time worked and submit timesheets electronically
- View your schedule
- Manage your availability
- Respond when the system calls you
- Change your profile/update personal information
- Obtain assistance

First Things First

A: Verify Your Name Recording

You must verify your name recording in the system regardless of whether you use the Internet feature or IVR feature. Your recorded name is used during the scheduling process by the full-time employees. You will only need to verify your name one time, as this recording will be used for all of your assignments.

To verify your name recording, have your ID number and PIN ready. Your ID number is your 10-digit telephone number. If you forget your PIN, contact the Kelly Customer Support Hotline at 1-866-KELLY-38.

Step 1: Call 1-800-942-3767.

Step 2: Enter your ID number followed by the # sign.

Step 2: Press **1** to hear your current recording (or your name spelled if you have not recorded your name). If you wish to change your recording:
- Press **1** to proceed.
- Press **2** to return to the Main Menu.

Step 3: The system will prompt you to record your name.

Step 4: After recording, the system will provide the following options:
- Press **1** to save the recording.
- Press **2** to erase and re-record your name.
- Press **3** to return to the Change Personal Information Menu without saving.

For more information on reviewing and updating your personal information, refer to **Section N: Reviewing or Changing Your Personal Information**.

Internet Feature of the System

B: Accessing the System

Step 1: Open the Kelly Educational Staffing Web site on the Internet at kellyeducationalstaffing.com or mykelly.com.

Note: If accessing the syste via mykelly.com, you will need to choose the country (United States) and division (Kelly Educational Staffing).
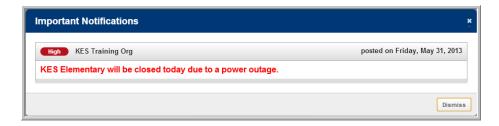
Step 2: Click **Employee Login** and then click on **Frontline Login.**

Step 3: Enter your ID number and PIN in the appropriate fields. Your ID number is your telephone number. If you forget your PIN, contact the Kelly Customer Support Hotline at 1-866-KELLY-38.

Step 4: Click **Sign In.** This will log you on to Frontline and take you to your customized home page.

Web Alerts

When logging in, important notifications may pop up. Notifications are used by your Kelly Educational Staffing office or KAST Center to notify you of important information. This information can be re-visited by clicking Notifications on the Top Bar.

Once you have dismissed or confirmed all of your notifications you will be able to view your home page.

A: Top Bar

At the very top of your home page you will see a black bar with five different buttons you can click on.

- **Name:** Takes you to your Account tab where you can change things like your personal info, PIN, and your preference list.

- **Available Jobs:** The number of current available jobs will be displayed in the green circle. Clicking on this option will bring you to the available jobs tab where you will see a list of the available jobs.

- **Notifications:** View web alerts from your Kelly Educational Staffing office or KAST Center.

- **Questions:** Contains your Kelly Educational Staffing office or KAST Center contact information.

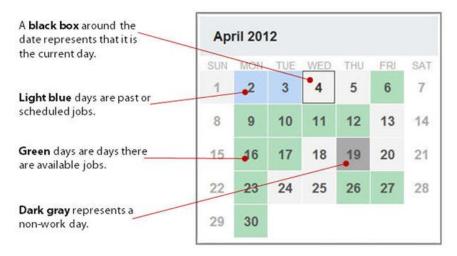- **Logout:** To log out of Frontline and be taken back to the login page.

B: Main Tabs

The Main Tabs will help you navigate quickly to the different areas in AESOP.

- **Home (house icon):** Takes you back to your home page.

- **Available Jobs:** Takes you to a page listing all of the current available jobs for you.

- **History:** Takes you to a page where you can view the history of your jobs and non work days.
- **Preferences:** Takes you to the preferences area of your website where you can change your personal information, PIN, preferred schools to work at, and call times.

- **Web Time:** Takes you to your time sheets to enter time for the assignments you have worked. See 'Entering Time Using Frontline Web Time' (section D) for further information.

C: Calendar

Just below your main tabs is your calendar. It is color coded to show the different types of days. View the details for a specific day by clicking the date. You can scroll to another month bclicking the right/left arrows on either side of the calendar.

A **black box** around the date represents that it is the current day.

Light blue days are past or scheduled jobs.

Green days are days there are available jobs.

Dark gray represents a non-work day.

April 2012

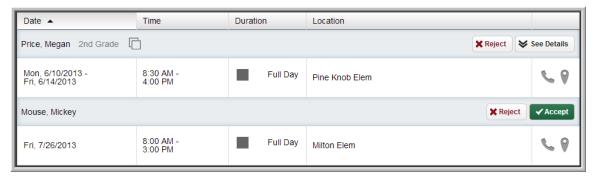| SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

D: Job Tabs

The main body of your home page will be your job tabs. They can be found directly beneath the calendar.

- **Available Jobs:** View jobs that are currently available for you. The number in parenthesis represents how many available jobs there are.

- **Scheduled Jobs:** Displays currently scheduled jobs you have already accepted. The number in parenthesis represents the number of currently scheduled jobs.

- **Past Jobs:** Displays your job history for the past 30 days. The number in parenthesis represents the number of past jobs in the last 30 days.

- **Non Work Days:** This tab will show you your upcoming non work days as well as non work days from the past 30 days. You can also create non work days from here. The number in parenthesis represents upcoming non work days and non work days from up to 30 days in the past.

C: Viewing and Accepting Assignments

Step 1: Click **Available Jobs** on your home page. A list of the assignments that are currently available will display.

Step 2: To view additional details about an assignment, click **See Details** (if applicable). By doing so, you have not accepted the assignment. The system will display more information about the assignment and allow you to accept or reject the assignment. Review all assignment details to be certain you are available for all dates required.

Note: If a **Map Marker** icon appears to the right of the school name, you can click the icon and view a map of the assignment location.

Step 3: To accept an assignment, click **Accept**. You will be scheduled for the assignment and the system will provide you with a confirmation number. You may want to record this number to retrieve the assignment details at a later date.

Note: If you have an e-mail address recorded in the **Personal Info** page, the system will send you a reminder e-mail prior to the start date of the accepted assignment.

Step 4: If an absence has an attachment or notes, an icon will display to the right of the teachers name and title. Click the icons to access the information.

Note: Print attachments to review and bring to your assignment.

Step 5: To return to your home page without accepting the assignment, click the **Home** icon.

Important: To cancel accepted assignments, contact your Kelly Educational Staffing office or KAST Center.

D: Entering Time Using Kelly Web Time

You must enter your time into the system by Sunday, 11:59 P.M. local time for the week worked. Otherwise, your time may not be approved and paid during the same week. For your convenience, you can log time into the system at the end of each workday. You will be able to enter your time electronically for the current week and up to three previous workweeks.

If the assignment record in the system does not list the correct teacher you replaced, do not enter time for that assignment. Contact your Kelly Educational Staffing office or KAST Center and a Kelly representative will enter the correct teacher. You can then enter time for that assignment.

If you have any technical difficulties when using Kelly Web Time, contact the Kelly Customer Support Hotline at 1-866-KELLY-38.

Step 1: On the home page, click **Web Time** on the top menu. Your **Time Sheet Entry** screen will display.

Step 2: The system will display the current week by default. Verify that the correct week ending date is selected before entering any time.

Note: To enter time for a previous week, click the drop down arrow above the date frame, select the appropriate week, and click **Go**.

Step 3: In the **Actual Start, Actual End,** and **Break Times** fields, enter your actual start, end, break time start and break time end in HH:MM format.

Note: The **Scheduled Start** and **Scheduled End** times in gray italics reflect the assignment's scheduled start and end times. If no break was taken leave both break fields blank.

Step 4: Verify the times you entered and click **Save.** The system will calculate the total amount of hours or units.

Step 5: Once the time sheet is saved, in the **Time Sheet Comments** field, select the appropriate school and enter any notes to the approver. Any comments from the approver will also display here.

Your timesheet is now saved in the system. The designated approver will review your timesheet. If you have an e-mail address recorded, you will be informed by e-mail if your timesheet is rejected.

E: Viewing Your Schedule

Viewing the Details of Your Schedule

Click **Scheduled Jobs** on the absence tabs of your home page. All assignment that you are scheduled to work will display here.

0 Available Jobs	3 Scheduled Jobs	3 Past Jobs	1 Non Work Days

Date ▲	Time	Duration	Location	
Affholder, Diane Journalism, High School 📋 📎 ▭ Report to: Main Office			CONFIRMATION #109245758	⌄ See Details
Fri, 6/7/2013 - Mon, 6/10/2013	7:30 AM - 2:30 PM	◼ Full Day	Meadow Creek Elementary School	📞 📍
Craft, Sarah Science 📎 Report to: Main Office			CONFIRMATION #109245615	
Mon, 6/17/2013	7:30 AM - 3:30 PM	◼ Full Day	Deer Valley Middle School	📞 📍
Mouse, Mickey 📎 Report to: Main Office			CONFIRMATION #109245602	
Fri, 7/26/2013	8:00 AM - 3:00 PM	◼ Full Day	Milton Elem	📞 📍

You can also add non work days (single days, multiple days, or repeating days) to your schedule for days you are unavailable to work. The system will work around your schedule to provide you assignments that do not occur on a non work day.

Creating a Non Work Day

Step 1: Click **Add Non Work Day** from the **Non Work Day tab** on your home page.

Step 2: Select the date, the start and end times and the reason that you are unavailable for assignments. You can use the **Repeat Event** function to create a repeating non work day in your schedule.

Step 3: Click **Save** to save your entries and return to the Non Work Day page.

F: Managing Your Call Times

The IVR feature of the system may contact you by telephone to offer you available assignments during pre-determined calling periods. These periods have been established to maximize your work opportunities.
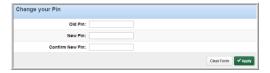
Specify Daily Call Times

Step 1: Click **Preferences** from the main tabs menu and then select **Call Times** on the left side of your preferences page.

Step 2: Click **Edit** at the bottom of the day you would like to define. Select **Don't Call Me** if you never want to be contacted by the IVR, **Call me during the district call times** to be called during the times specified by the district/school you will be working at or define your own call time.

Step 3: Click **Apply To All** to apply these setting to every day of the week or **Apply only to {Day of the Week}** to save your changes.

Note: On weekends, the IVR system will begin making outbound calls Sunday evening.

G: Changing Your PIN & Password

Change Your PIN

Step 1: Click **Change Pin** from the **Preferences Tab**.

Step 2: Enter your existing PIN in the **Old Pin** field.

Step 3: Enter your new PIN in the **New Pin** field.

Step 4: Retype your new PIN in the **Confirm Pin** field.

Step 5: Click **Apply** to save your changes.
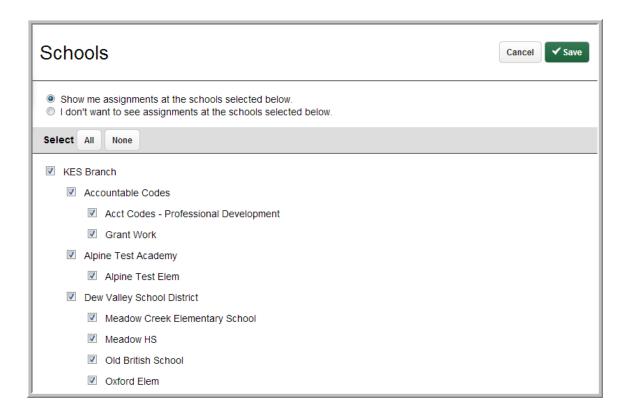

View and Modify Your Personal Information

Step 1: Click **Personal Info** from the preferences tab. The system will display your current information.

Step 2: Click **Edit** at the bottom right of your profile.

Step 3: Change the information as necessary.

Step 4: Click **Apply** to save your changes.

Note: You may also turn off calls from the IVR from this form. To turn calls back on, define your **Call Times** from the Preferences Tab.

H: Selecting Your Preferred Schools (If applicable)

You can create a list of preferred schools in which you are willing to work, and customize this list at any time.

Step 1: On your home page, click the **Preferences** from the top bar menu. Then select **Schools** page will display.

Step 2: Select one of the following options:

- **Show me assignments at schools selected below** – This designates the schools you are willing to work for. The system will only offer you jobs for the selected schools.
- **Do not show me assignments at schools selected below** (preferred method) – This designates the schools where you do not wish to work.

Step 3: Click **Apply Changes** to save your selection.

Step 4: To add a school to this list, select the checkbox next to that school**.**

Schools

Cancel   ✓ Save

○ Show me assignments at the schools selected below.
○ I don't want to see assignments at the schools selected below.

Select All   None

☑ KES Branch
   ☑ Accountable Codes
      ☑ Acct Codes - Professional Development
      ☑ Grant Work
   ☑ Alpine Test Academy
      ☑ Alpine Test Elem
   ☑ Dew Valley School District
      ☑ Meadow Creek Elementary School
      ☑ Meadow HS
      ☑ Old British School
      ☑ Oxford Elem

Step 5: Click **Save** to save your changes.

IVR Telephone Feature

The system and Kelly Web Time are also accessible through IVR telephone technology. You will need a touch-tone telephone to use the IVR system. If you do not have a touch-tone telephone, please contact your Kelly Educational Staffing office or KAST Center for assistance.

Note: The IVR numerical options may change at any time. Please listen carefully before making a selection.

I: Receiving Calls from the IVR System

The IVR System may contact you to offer you available assignments.

Receiving a Call from the IVR System

Step 1: The system will introduce itself and offer the following options:

- Press **1** if you are interested in an assignment.
- Press **2** to prevent further calls today.
- Press **3** if you are unavailable today.
- Press **9** to prevent the system from calling in the future. Press **9** only if you are certain you do not want to be called by the system. To reverse this function, refer to **Section F: Managing Your Call Times.**

Accepting an Assignment

Step 1: Press **1** from the Main Menu. You will hear the district and school name for the assignment.

Step 2: Enter your PIN followed by the **#** sign.

Step 3: The system will present the details of the assignment and provide the following options:

- Press **1** to accept the assignment.
- Press **2** to hear the assignment again.
- Press **3** to reject the assignment and allow additional calls today.
- Press **4** to reject the assignment and prevent additional calls today.

Step 4: Press **1** to accept the assignment. The system will provide a confirmation number to you. You may want to record this number to retrieve the assignment details at a later date.

J: Accessing the System

Step 1: Call 1-800-942-3767.

Step 2: Enter your ID number followed by the **#** sign. Your ID number is your telephone number.

Step 3: Enter your PIN followed by the **#** sign.

Note: If you have not made your name recording, press **4** and refer to **Section A: Recording Your Name.**

Step 4: Once you are logged on to the system, you will hear the following options:

- Press **1** to hear a list of available assignments (see Section K).
- Press **2** to review upcoming accepted assignments (see Section L).
- Press **3** to review a specific accepted assignment (see Section M).
- Press **4** to review or change personal information (see Section N).
- Press **9** to enter timesheet information (see Section O)

Note: Pressing the * key will take you back one menu level at any point.

K: Reviewing and Accepting Assignments

Step 1: Press **1** from the Main Menu to hear a list of available assignments. The system will ask you to hold while the available assignments are retrieved.

Step 2: The system will provide you with the assignment information. If it is a multi-day assignment, you must press **1** to hear all the information. After hearing the assignment details, the system will provide the following options:

- Press **1** to accept this assignment.
- Press **2** to repeat the assignment.
- Press **3** to reject this assignment and not hear it again.
- Press **4** to listen to the next assignment.
- Press **5** to replay a bypassed assignment. You will hear this only after a second assignment has been played.
- Press **6** to return to the Main Menu.

Once you have accepted an assignment, the system will provide a confirmation number to you. You may want to record this number to retrieve the assignment details at a later date. The system will return you to the Main Menu.

Note: The system allows you to hear a maximum of five assignments per call.

L: Reviewing Accepted Assignments

Step 1: Press **2** from the Main Menu to review upcoming accepted assignments.

Step 2: You will hear the following if you have upcoming assignments:

- Press **2** for tomorrow's assignments.
- Press **3** to hear the assignments for the next seven days.

Step 3: If you press **2**, you will hear the assignment information and the following options:

- Press **1** to hear more about the assignment if it is a multi-day assignment.
- Press **2** to hear the assignment again.
- Press **6** to return to the Main Menu.

Step 4: If you press **3**, you will hear the assignment information and the following options:

- Press **1** to hear more about the assignment if it is a multi-day assignment.
- Press **2** to hear the assignment again.
- Press **4** to hear the next assignment if you have more than one within the next seven days.
- Press **6** to return to the Main Menu.

M: Reviewing a Specific Accepted Assignment

Step 1: Press **3** from the Main Menu to review a specific accepted assignment.

Step 2: Enter the confirmation number of the assignment you wish to review.

Step 3: The system will repeat the confirmation number you entered and provide the following options:
- Press **1** if the confirmation number is correct.
- Press **2** to re-enter the confirmation number.

Step 4: Press **1** to hear the absence information. After you hear the information, the system will provide the following options:
- Press **1** to hear more about the absence if it is a multi-day assignment.
- Press **2** to hear the information again.
- Press **6** to return to the Main Menu.

N: Reviewing or Changing Personal Information

Press **4** from the Main Menu to review or change your personal information. You will hear the following options:
- Press **1** to review or change your name recording.
- Press **2** to change your PIN.
- Press **3** to change your telephone number.

Changing Your Name Recording

Step 1: Press **1** to hear your current recording (or your name spelled if you have not recorded your name). If you wish to change your recording:
- Press **1** to proceed.
- Press **2** to return to the Main Menu.

Step 2: The system will prompt you to record your name.

Step 3: After recording, the system will provide the following options:
- Press **1** to save the recording.
- Press **2** to erase and re-record your name.
- Press **3** to return to the Change Personal Information Menu without saving.

Changing Your PIN

Step 1: Press **2** to hear your current PIN.
- Enter a new four digit PIN followed by the **#** sign.
- Press ***** to leave your PIN unchanged.

Step 2: The system will repeat the PIN you entered.
- Press **1** if the PIN is correct.
- Press **2** to re-enter your PIN.

Step 3: After confirming your new PIN:
- Press **1** to save your new PIN.
- Press **2** to erase and re-record your PIN.
- Press **3** to return to the Change Personal Information Menu without saving.

Changing Your Telephone Number

Step 1: Press **3** to hear your current telephone number.

- Enter a new ten-digit telephone number followed by the **#** sign.
- Press ***** to leave your telephone number unchanged.

Step 2: The system will repeat the telephone number you entered.

- Press **1** if the telephone number is correct.
- Press **2** to re-enter the telephone number.

Step 3: After confirming your new telephone number:

- Press **1** to save your new telephone number.
- Press **2** to erase and re-record your telephone number.
- Press **3** to return to the Change Personal Information Menu without saving.

Important: If you change your telephone number within the system, you must also call your Kelly Educational Staffing office or KAST Center to complete the change.

O: Entering Time Using Kelly Web Time

You must enter your time into the system by Sunday, 11:59 P.M. local time for the week worked. Otherwise, your time may not be approved and paid during the same week. For your convenience, you can log time into the system at the end of each workday. You will be able to enter your time electronically for the current week and up to three previous workweeks.

If the assignment record in the system does not list the correct teacher you replaced, do not enter time for that assignment. Contact your Kelly Educational Staffing office or KAST Center and a Kelly representative will enter the correct teacher. You can then enter time for that assignment.

If you have any technical difficulties when using Kelly Web Time, contact the Kelly Customer Support Hotline at 1-866-KELLY-38.

Step 4: Press **9** from the Main Menu to enter your timesheet. **Note:** The system will prompt you if you have already entered your timesheet.

Step 5: You will hear the following: "The current week end date is <month> <date>." Press **1** to enter hours for the current week.

- Press **2** to select another week (refer to **Option 9-2**).
- Press **3** to return to the main menu.

Step 6: You will hear the following: "<month> <date> (starting with first day of the week) for <teacher name>." Press **2** to proceed.

- Press **3** to skip to the next entry.
- Press **9** to return to the timesheet selection menu.

Step 7: You will hear the following: "Please enter your **start time** followed by the **#** sign". Enter your time.

- Example: To enter a time of 8:30, enter **8-3-0-#.**

Step 8: Press **1** for A.M. or **2** for P.M.

Step 9: You will hear confirmation of your entry. Press **1** if it is correct, or **2** to re-enter.

Step 10: You will hear the following: "Please enter your **end time** followed by the # sign". Enter your time.

Step 11: You will hear confirmation of your entry. Press **1** if it is correct, or **2** to re-enter.

Note: The system will automatically enter AM/PM accordingly.

Step 12: You will hear the following: "Please enter your **break time** followed by the # sign". Enter your time.

- Example: To enter a duration of 30 minutes, enter **0-3-0-#.**

Step 13: The system will repeat all the information you have entered. If it is correct, press **1.** (To re-enter, press **2.** To cancel, press **3.**)

Step 14: If you pressed **1,** the IVR will continue to the next day of the pay period. Repeat steps 5–12 to enter time for all remaining days of the week.

- Press **3** to skip forward to the next day in the pay period.
- Press **4** to skip to the previous day in the pay period.
- Press **6** to go to the timesheet confirmation menu. The IVR will tell you the total hours worked for the pay period.

    - Press **1** if it is correct, or **2** to re-enter. If you press **1,** the IVR will save the timesheet and return to the start of the timesheet selection menu.

Option 9-2

Step 1: If, after first logging on to the IVR system, you selected option **2** (from step 5), you will hear the following: "To enter time for <prior week> ending date <month> <day>." Press **1.**

Step 2: Enter your time (refer to steps 6–13 above).

Step 3: To select another week, press **2.**

Step 4: To return to the main menu, press **9.**

General Information

P: Need Help?

Contact your Kelly Educational Staffing office or KAST Center to:

- Cancel an accepted assignment
- Ask questions regarding Kelly Educational Staffing or the use of the system

☐ **Call 1-866-KELLY-38, during regular business hours, if you experience technical difficulties using the Absence Management System or if you have forgotten your PIN.**

We look forward to providing you the convenience of Frontline Education's Absence Management Solution. Please share your feedback with your Kelly Educational Staffing office. Thank you!

✂ Cut out and save these quick reference cards:

Kelly Educational Staffing™

Via the Internet

- Go to mykelly.com - select your Country (United States) & Division (Kelly Educational Staffing).
- Click **Employee Login** and then click on **Frontline Login**. Enter your ID number and PIN* in the appropriate fields.
- The system allows you to:
    - View and accept an assignment
    - View your schedule
    - Change your profile/update personal information
    - Enter time worked and submit timesheets electronically

Via the Interactive Voice Response System (IVR)

- Dial 1-800-942-3767 and log on to AESOP by entering your ID number and PIN*.
- This feature allows you to:
    - Review and accept assignments
    - Review accepted assignments
    - Review a specific assignment
    - Review or change your personal information
    - Enter time worked

*Your ID number is your 10-digit telephone number. If you forget your PIN, contact the Kelly Customer Support Hotline at 1-866-KELLY-38.

Kelly Educational Staffing™

The System for Substitute Employees

- Review and accept available assignments via mykelly.com or call 1-800-942-3767.
- For technical difficulties or if you forgot your PIN, call 1-866-KELLY-38 during regular business hours.