



## FRONTLINE/ABSENCE MANAGEMENT QUICK-START GUIDE

To log in to the site, go to: [Frontline/absence management](#)

**PLEASE NOTE: In most cases, your ID# is your 10-digit phone number. Your PIN is the last 4 digits of your phone number. Please call our office at 203-288-3564 in Hamden or 860-482-2178 in Torrington, or email us at [1753@kellyservices.com](mailto:1753@kellyservices.com) if you need any assistance with your log-in information.**

For any absence related needs, please contact our KAST Service Center. They are open from 5am to 8:00pm. Phone – 866-535-5998; Email - [KESSCHEDULE@kellyservices.com](mailto:KESSCHEDULE@kellyservices.com). **IMPORTANT: If you call there, they will ask you what district you're with. They're asking which Kelly District, not your school district. Tell them WATERBURY.**

ABSENCE MANAGEMENT/Frontline Internet Feature			
Accessing FRONTLINE via the Internet	Recording an Absence on the Internet	Modifying an Absence via the Internet	Changing Your PIN via the Internet
<ol style="list-style-type: none"> <li>1. Go to <a href="http://www.kellyeducationalstaffing.com">www.kellyeducationalstaffing.com</a>.</li> <li>2. Click <b>Employee Login</b> at the top of the screen, then choose Frontline login.</li> <li>3. Enter your ID and PIN.</li> <li>4. Click <b>Sign In</b>. Your home page will display.</li> </ol>	<ol style="list-style-type: none"> <li>1. Click <b>Create an Absence</b> on your home page.</li> <li>2. Enter the absence information (Start date, # of days, Absence Reason, notes for the sub and click <b>Save</b>.</li> <li>3. You will receive a confirmation number.</li> <li>4. <b>Do NOT enter the absence if you have made arrangements with a sub. Call or email KAST Service Center with the details.</b></li> </ol>	<ol style="list-style-type: none"> <li>1. Click <b>Absence History</b> on your home page.</li> <li>2. Click the confirmation number of the future absence you want to modify.</li> <li>3. Click <b>Edit this Absence</b> and edit date, absence reason, absence type, and/or start and end times as necessary.</li> <li>4. Click <b>Save</b>.</li> </ol> <p><b>NOTE: changes can only be made on an absence that is not yet filled. Call KAST if changes need to be made on a filled assignment.</b></p>	<ol style="list-style-type: none"> <li>1. Click <b>Change PIN</b> on your home page.</li> <li>2. Enter your existing PIN in the <b>Current PIN</b> field.</li> <li>3. Enter your e-mail address in the <b>E-mail Address</b> field.</li> <li>4. Enter your new PIN in the <b>New PIN</b> field.</li> <li>5. Retype your new PIN in the <b>Retype PIN</b> field.</li> <li>6. Click <b>Apply Changes</b> to save your changes.</li> </ol>

ABSENCE MANAGEMENT/FRONTLINE IVR Feature			
Accessing FRONTLINE via the IVR	Recording an Absence on the IVR	Reviewing Upcoming Absences via the IVR	Changing Your PIN via the IVR
<ol style="list-style-type: none"> <li>1. Call 1-800-942-3767.</li> <li>2. Enter your ID and PIN and press #.</li> <li>3. Select one of the following system options:                             <ul style="list-style-type: none"> <li>• Press <b>1</b> to record an absence.</li> <li>• Press <b>2</b> to check entitlement balances.</li> <li>• Press <b>3</b> to review upcoming absences.</li> <li>• Press <b>4</b> to review a specific absence.</li> <li>• Press <b>5</b> to review or change personal information.</li> </ul> </li> </ol> <p><b>Note:</b> Press * to go back one menu level at any point.</p>	<ol style="list-style-type: none"> <li>1. Press <b>1</b> from the Main Menu and select one of the following options:                             <ul style="list-style-type: none"> <li>• Press <b>1</b> to record an absence for today.</li> <li>• Press <b>2</b> to record an absence for tomorrow.</li> <li>• Press <b>3</b> to record an absence for another day within the next 30 days.</li> <li>• Press <b>4</b> to record an absence for Monday (on Friday or weekend).</li> </ul> </li> <li>2. Enter the number of days for the absence (up to five).</li> <li>3. Enter a start and end time by following the IVR prompts.</li> <li>4. Select the reason for the absence.</li> <li>5. Save the absence. You will receive a confirmation number.</li> </ol>	<ol style="list-style-type: none"> <li>1. Press <b>3</b> from the Main Menu and select one of the following options:                             <ul style="list-style-type: none"> <li>• Press <b>1</b> for absences scheduled for today.</li> <li>• Press <b>2</b> for absences scheduled for tomorrow.</li> </ul> </li> <li>2. Select one of the following options:                             <ul style="list-style-type: none"> <li>• Press <b>1</b> to hear more about the absence.</li> <li>• Press <b>2</b> to hear the information again.</li> <li>• Press <b>4</b> to listen to the next absence.</li> <li>• Press <b>5</b> to return to the Main Menu.</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Press <b>5</b> from the Main Menu.</li> <li>2. Press <b>2</b> to hear your current PIN.</li> <li>3. Press * to leave your PIN unchanged, or enter a new four digit PIN and press #.</li> <li>4. Confirm your new PIN by following the IVR prompts.</li> </ol>

**Call 1-866-KELLY-38 if you experience technical difficulties using the Kelly Automated Scheduling System.**

This guide is a condensed version of the *KASS Employee Guide* and is intended for quick reference only. For comprehensive details and instructions, request a copy of the *KASS Employee Guide* from your local Kelly Educational Staffing branch.