

FRONTLINE EDUCATION'S ABSENCE MANAGEMENT SOLUTION EMPLOYEE QUICK-START GUIDE

| Internet Feature | | | |
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| Accessing the System 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"> 1. Go to www.kellyeducationalstaffing.com. 2. Click Employee Login at the top of the screen, then click on Frontline Login. 3. Enter your ID and PIN. 4. Click Sign In. Your home page will display. | <ol style="list-style-type: none"> 1. Scroll down to the Create Absence tab on your home page. 2. Enter the absence information. 3. Click Create Absence or Create Absence and Assign Sub. You will receive a confirmation number. <p>Note: The Assign Sub function may not be available for your district.</p> | <ol style="list-style-type: none"> 1. Click Scheduled Absences on your home page. 2. Click the confirmation number of the future absence you want to modify. 3. Click Edit Absence and edit the information as necessary. (Editable fields are dependent on absence status). 4. Click Save Absence. | <ol style="list-style-type: none"> 1. Click Account>Change PIN on your home page. 2. Enter your existing PIN in the Old PIN field. 3. Enter your new PIN in the New PIN field. 4. Retype your new PIN in the Confirm New PIN field. 5. Click Apply to save your changes. |
| IVR Feature | | | |
| Accessing the System 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"> 1. Call 1-800-942-3767. 2. Enter your ID and PIN and press #. 3. Select one of the following system options: <ul style="list-style-type: none"> • Press 1 to record an absence. • Press 2 to check entitlement balances. • Press 3 to review upcoming absences. • Press 4 to review a specific absence. • Press 5 to review or change personal information. <p>Note: Press * to go back one menu level at any point.</p> | <ol style="list-style-type: none"> 1. Press 1 from the Main Menu and select one of the following options: <ul style="list-style-type: none"> • Press 1 to record an absence for today. • Press 2 to record an absence for tomorrow. • Press 3 to record an absence for another day within the next 30 days. • Press 4 to record an absence for Monday (on Friday or weekend). 2. Enter the number of days for the absence (up to five). 3. Enter a start and end time by following the IVR prompts. 4. Select the reason for the absence. 5. Confirm the absence details. 6. Save the absence or Save & Assign a particular substitute by following the IVR prompts. You will receive a confirmation number. <p>Note: The Assign Sub function may not be available for your district.</p> | <ol style="list-style-type: none"> 1. Press 3 from the Main Menu and select one of the following options: <ul style="list-style-type: none"> • Press 1 for absences scheduled for today. • Press 2 for absences scheduled for tomorrow. • Press 3 for absences scheduled for the next 30 days. 2. Select one of the following options: <ul style="list-style-type: none"> • Press 1 to hear more about the absence (if multiple days). • Press 2 to hear the information again. • Press 4 to listen to the next absence, if applicable. • Press 5 to return to the Main Menu. | <ol style="list-style-type: none"> 1. Press 5 from the Main Menu. 2. Press 2 to hear your current PIN. 3. Press * to leave your PIN unchanged, or enter a new four or five digit PIN and press #. 4. The system will repeat the PIN you entered. <ul style="list-style-type: none"> • Press 1 if the PIN is correct. • Press 2 to re-enter your PIN. |

The IVR automatically generates a recording of your name and title. If the IVR records your name or title incorrectly, you can manually re-record them by following these steps:

1. Call the IVR at 800-942-3767.
2. Enter your ID and PIN and press #.
3. Press **5** from the Main Menu to change your personal information.
4. Press **1** to record your name.
5. Press **1** to save the recording.

Note: If your name or title is changed in the system, review your recordings on the IVR for accuracy.

Call 1-866-KELLY-38 if you experience technical difficulties using the system, or if you have forgotten your ID or PIN. This guide is a condensed version of the *Frontline Employee Guide* on kellyeducationalstaffing.com, intended for quick reference only.