



# Absence Management

## SIGNING IN

Go to [sno.helloid.com](https://sno.helloid.com) and sign in with your district email address and password. From HelloID, select the Frontline icon.

## LOGIN SUPPORT

If you need retrieve or reset your district password go to [help.sno.wednet.edu](https://help.sno.wednet.edu). For additional help, contact technology at (360) 563-1500

### Sign in with a Frontline ID

Frontline Username

Frontline Password

Sign In with Frontline ID

[Forgot Username](#) | [Forgot Password](#)

**Having trouble signing in?**  
[Click here for more information](#)

[Or Sign In with Organization SSO](#)

## SEARCHING FOR AVAILABLE JOBS

Review available jobs directly on the homepage or via the “Available Jobs” option in your side navigation. These potential jobs appear in green on the calendar and in list form under the “Available Jobs” tab.

To accept a job, click the **Accept** button beside the absence (or click **Reject** to remove a job from the list).

Absence Management
Victoria County School District
Melody Pond
Multi-District View

June 2023

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	

July 2023

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	31					

August 2023

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	31		

1 Available Jobs

2 Scheduled Jobs

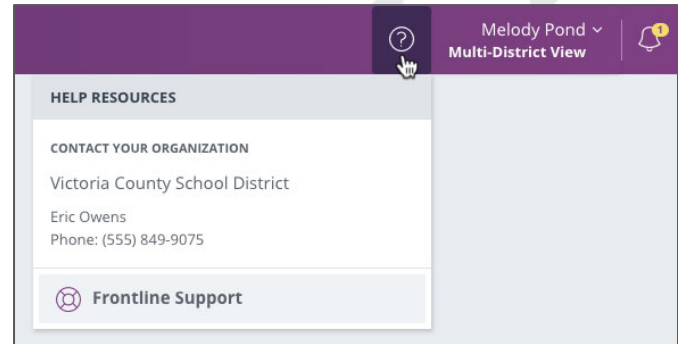
1 Past Jobs

0 Non Work Days

Date	Time	Duration	Location
<span style="background-color: #dc3545; color: white; padding: 2px 5px; border-radius: 3px;">✖ Reject</span> <span style="background-color: #28a745; color: white; padding: 2px 5px; border-radius: 3px;">✔ Accept</span>			
Thu, 6/15/2023	8:00 AM - 5:00 PM	<span style="background-color: #007bff; color: white; border-radius: 50%; padding: 2px;">1</span> Full Day	Victoria County School District Coal Hill School

## GETTING HELP AND RESOURCES

If you have questions, click **Help Resources** in the top purple bar of your application. View your Organization Admin's contact details or select **Frontline Support** to access learning resources.



## MOBILE OPTIONS

### Mobile App

You have access to the Frontline Education mobile app. This *free* app provides increased accessibility to job alerts and other job acceptance tools. Search “Frontline Education” via the app store to download it and use your system username and password to sign in.

### Call Options for Absence Management

To call, dial **1-800-942-3767**. You will be prompted to enter your ID number (followed by the # sign), then your PIN number (followed by the # sign).

If an available job has not been filled by another substitute two days before the absence is scheduled to start, the system will automatically begin to call substitutes and try to fill the job.

When the system calls you, be sure to say a loud and clear “Hello” after answering. It will call about one job at a time, even if you are eligible for other jobs. You can always call in to hear a list of *all* available jobs.

#### When You Call into Absence Management

- Find available jobs – **Press 1**
- Review or cancel upcoming jobs – **Press 2**
- Review or cancel a specific job – **Press 3**
- Review or change your personal information – **Press 4**

#### When Absence Management Calls You

- Listen to available jobs – **Press 1**
- Prevent Absence Management from calling again today – **Press 2**
- Prevent Absence Management from ever calling again – **Press 9**
- If interested in available jobs – **Press 1** and enter PIN, followed by the # sign

## ADDITIONAL RESOURCES

Sign in and search for the following topics in the Learning Center for next steps:

- |                                   |                                     |  |
|-----------------------------------|-------------------------------------|--|
| • <a href="#">Getting Started</a> | • <a href="#">Popular Questions</a> | • <a href="#">Frontline Mobile App</a> |
|-----------------------------------|-------------------------------------|--|

