Popular Questions for Employees

Click on a question below to find an answer.

How do I create a basic absence?

In most cases, you can create an absence directly form your home page under the "Create Absence" tab. Select the date (or dates) from the calendar, enter the absence details (based on permissions, this includes an absence reason, timeframe, and operational details), and click click **Create Absence** to complete the process. Reference this [article](#) for additional details.

How do I edit or cancel an absence?

Depending on district settings, you may have the ability to edit or even cancel future absences if you make a mistake. Simply go to your "Schedule Absences" tab, click **View Details**, and click **Edit Absence** in the upper left. You may also see a red "Delete" button in the upper right if permissions allow. If you require this functionality but cannot view these options, we recommend you call your school or district office and ask an administrator to make the correction. You can also reference this [article](#) for more detail on how to edit or delete your absences.

How can I schedule a specific substitute for an absence?

Depending on your district's settings, you may have the ability to assign a specific substitute to your absence, provided he or she is fully qualified and available. If you have this permission, you will see a button to "Save"/"Save and Assign" when creating your absence. Click **Save and Assign** to view an option to search for available substitutes or select them from the preferred substitutes list. Keep in mind, we recommend you always communicate with your substitutes prior to assigning them to an absence.

How do I create and manage my preferred subs list?

Select the **Account** option on your homepage and click the **Preferred Substitutes** tab. From here, you can click **Add Substitute(s)** to add an additional user to your list. This opens the substitute selection page where you can search for and locate the substitute. Once located, click the checkbox beside the user's name and click **Add to Preferred Substitutes** to complete the process. You can also select a preferred sub from your created list and click Remove Selected Substitute(s) to remove them. Click here to learn more about this process and how to create your top five favorite subs.

Why can't I select today's date when entering an absence?

Based on your district's policies, you may need a school or district administrator to enter a same-day absence on your behalf. Click the **Questions?** option in the upper right corner of your home page to locate your administrator's contact details.

Why didn't my preferred substitute get the job?

Preference lists are one of a variety of factors that come into play when substitutes are offered assignments. A preferred substitutes list provides the best chance at selecting your favorite substitutes, but the list does not serve as a guarantee. Even if you already made arrangements with a qualified and available sub to fill in for you, we recommend you still assign the substitute to a job (or ask an administrator to do so if permissions do not allow). This indicator serves as a best practice for job assignments.

What is this heart icon on my preference list?

When setting up your preferred substitutes list, you'll see a small heart icon next to each name. While you're able to add any number of substitutes to your preference list, the system allows you to rank five substitutes on that list to receive advanced notification of your absence. All of the substitutes on your list can log in to see the absence at the same time, but

your "favorite five" substitutes will be notified by email and phone that there is an absence available to them. Learn more about Favorite Five subs here.

How far in advance can I create an absence?

There are two methods for entering your absences. If you enter your absence over the phone, it can be done up to one month in advance. If you enter the absence online, it can be entered up to one year in advance.

How do I attach a file to all my absences? What types of files can be attached?

With each absence you create, you have the option to upload a single file to that absence. However, you can also have the absence and substitute management system automatically attach a file to each absence you create within a specified date range. To upload this file, simply navigate to the "Account" tab and click **Shared Attachments**. Here, you can choose a file from your computer or drag and drop a file for upload. Files that can be uploaded must be in .doc, .docx, .pdf, .xls, .xlsx, .ppt, .pptx and must be less than 256 kb in size. (Psst, super helpful tip: Be sure to *not* include a comma in the title of your file.) You can learn more about shared attachments here!

As a new employee, where should I start?

Once you access your application, you can begin to set up your system preferences! Reference this QuickStart Guide to learn about the absence creation process, your credential management, and how to access absence management on the phone. You can also review the Getting Started page to learn more about your system preferences and how to set up your preferred substitutes list.

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