

Popular Questions for Campus Users

 absence-help.frontlineeducation.com/hc/en-us/articles/115004635488-Popular-Questions-for-Campus-Users

Click on a question below to find an answer.

Help! An absence was accidentally deleted.

Don't worry! If you accidentally delete an absence and need to get it back, simply contact your district administrator. They can assist with the retrieval process.

How do I set up preferred or excluded subs?

The absence management system allows the administrators and employees to specify certain subs as preferred, thus giving them preference over others. These preferred subs are contacted first and have the ability to view jobs online before their peers, depending on visibility settings. [Click here](#) to read more about how preference lists work.

Check out the “[Setting Up a School’s Preferred Substitute List](#)” article for more on the details of setting up a Preference List.

Can substitutes search for jobs on their mobile phone?

The system's substitute website is not optimized for mobile phones. However, a substitute may be able to use a smartphone web browser to search for and accept jobs.

[Jobulator](#) is an absence management approved mobile app that provides the easiest way for subs to search for jobs on the go. This app notifies substitutes of available jobs and allows them to accept these jobs right from their mobile device. Keep in mind, the mobile app

follows the visibility settings defined by the sub's district and does not allow a sub to see jobs sooner than allowed by logging in online.

How do I train new employees and subs?

If you have a new user, the easiest way for them to get familiar with the system is to watch the training videos. The training videos can be found in the Help Resources section of the user's absence and substitute management website:

There are also QuickStart Guides for employees and subs:

- [Employee QuickStart Guide](#)
- [Substitute QuickStart Guide](#)

Why can't the sub see this job?

To address job visibility, first check the "Sub Availability" tab in the absence's "modify" page. (Click **View All** if you don't see the substitute's name). Next, check to make sure the substitute is on a Preference List (and do not forget to reference the District preference list as well). Consider referencing this [article](#) on substitute job visibility or click [here](#) to review the sub availability course.

What does it mean to approve or deny an absence?

An approval indicates the employee is allowed to be absent and should generally occur before the absence starts. The denial of an absence dictates the employee cannot be absent that day, and this action completely deletes the absence. Take note, we do not recommend you use the "deny" option if the employee already took the absence or if an employee who was granted an absence incorrectly enters the request. Rather, leave the absence "unapproved" or approve it with a note that indicates the issue. If you have any questions, contact your district administrator for help with approving and denying absences or reference this [guide](#) for more information.

What does it mean to reconcile an absence?

Reconciliation indicates the absence was recorded correctly and is generally done after the absence has ended. For most districts, the reconciling process indicates you have confirmed that the substitute worked the number of hours recorded and that the absence reason, accounting code, pay code, location, and other absence details are accurate. For some districts, only reconciled absences are pulled into the payroll software. Contact your district administrator to learn more about your district's policies or reference this [article](#) to learn more about reconciling an absence.

As a new Campus User, where should I start?

Once you access your application, you can begin to view your system features and set up your preferences! Reference this [QuickStart Guide](#) to learn about accessing the daily report, creating an absence, reconciling absences, referencing the substitute sign-in report, and reviewing your staff list. You can also access the [Getting Started page](#) to learn more about your system preferences and how to utilize your system features.

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