



FREQUENTLY ASKED QUESTIONS FOR FRONTLINE

1. Why is Perry Township Schools moving to Frontline?

The HR department needs a robust employee records system that securely and efficiently assists us in recruitment, compliance, customer service, training and managing employee information on line. Currently, the opportunity for error exists with all processes being paper driven from lost forms, to data input errors, to filing large amounts of documents in paper files with difficult to read signatures.

2. What modules will Perry Township Schools be using with the Frontline platform?

- Frontline Central – the electronic records system which will allow staff to start forms electronically for address and tax changes, as well as accessing frequently used forms. In addition, we will use Frontline for staff to acknowledge receipt of annual policies (for example, Technology and Harassment policies).
- Recruiting and Hiring - for applicant tracking, screening and hiring to be compatible with surrounding districts and to ease the process for applying for positions within Perry Township Schools.
- Frontline Professional Growth – for safety and compliance training (for example, Bloodborne Pathogens)
- Frontline Absence & Time Management – (formerly Aesop) for recording absences for certified staff and obtaining substitutes for appropriate positions.

3. What if I created a second account with Frontline and I now have two Frontline Accounts? What should I do?

Once you're logged in to Frontline, go to the top right corner and click on your name, and then "Account Settings"

On the menu on the left side from "Account Settings", click on "Frontline ID"

The screenshot shows the 'Account Settings' page. On the left is a navigation menu with 'Profile', 'Frontline ID', 'Address', and 'Applications'. The 'Frontline ID' section is selected and highlighted. Below the 'Frontline ID' heading, there is a 'Username' field and a question: 'Do you have multiple Frontline ID accounts?' followed by a blue link labeled 'Merge them'. A large blue arrow points from the 'Merge them' link to a text box on the right that says: 'Click on the blue link to "Merge them" and it will give you option to merge your Frontline accounts'.

4. After I set up an account, what happens next?

You will receive a second email that ensures it's really you and you must then confirm your account:

The screenshot shows an email with the following text: 'Welcome to the Frontline Insights Platform.' followed by 'Frontline Central is a Frontline product.' and 'For security, please click the link below to confirm your account.' Below this text is a blue button with the text 'Confirm Your Account'.

Try our universal Sign In screen at app.frontlineeducation.com.

5. What if my information is incorrect in Frontline?

Some information can't be imported and exported from our current payroll system accurately or timely so we have chosen to leave the fields blank. Examples include:

Sick Days/Year	Personal Days/Year	Vacation Days/Year
0	0	0
Pay Schedule	Pay Lane	Pay Step
N/A	N/A	N/A

Other information is reading the date the data came into the Frontline system vs. date of hire. If you move positions, the date will reflect a history of the positions you've had while a Perry Township School employee. An example includes:

The screenshot shows two sections of the employee profile. The top section, titled 'Status', has a green bar indicating 'Current Status In Effect Active from 05/23/2018'. Below it, the 'Primary Assignment' is 'DIR OF HUMAN RESOURCES (07/01/2018 - Current)' with a start date of 07/01/2018. The bottom section shows the 'Employment' tab selected, displaying 'Primary Work Location PERRY TWP EDUCATION CENT' and 'Hire Date 01/01/2018 7m / 12d'.

The **Personal** tab has data driven by when Frontline became live

The **Employment** tab has the employee's date of hire

If your name, address, building, position title or other information is wrong, please contact a member of the HR Team at hrhiring@perryschools.org and we will work with you to get it corrected.

6. What is the Additional Training Resources tab and should I take any of the training courses?

NO, NO, NO! We will be rolling out the training module (Frontline Professional Growth) in the near future but it is not for current use.

7. Is there anything I can do to explore in the system?

YES, YES, YES! Please take a few moments to go into the Emergency tab and update your Emergency Contact information so we can alert the appropriate person if needed.

The screenshot shows the 'Emergency' tab selected in a navigation bar. Below the navigation bar, the 'Primary Emergency Contact' section is visible with fields for 'Name' and 'Relationship'. A red circle highlights the 'Emergency' tab, and a large red arrow points down to an 'Edit Emergency' button.

Going forward, HR will be updating the tabs as seen in the example above with current information. Old medical and personnel documents are not being updated due to the time required to scan every document.

Let us know if you're having problems or need help. We're here to assist!
Contact Human Resources at HRhiring@perryschools.org