



## 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 a dropdown box appears. From the list, pick "Account Settings"

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

Account Settings

- Profile
- Frontline ID**
- Address
- Applications

**Frontline ID**

**Username**  
Do you have multiple Frontline ID accounts?  
[Merge them](#)

Click on the blue link to "Merge them" and it gives you the option to merge your Frontline accounts. You need to know your username and password for your Kelly Absence Account and Perry Account to merge.

### 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:

**Welcome to the Frontline Insights Platform.**

Frontline Central is a Frontline product.  
For security, please click the link below to confirm your account.

[Confirm Your Account](#)

Try our universal Sign In screen at [app.frontlineeducation.com](http://app.frontlineeducation.com).

### 5. How can I access my Frontline account, once I've created it?

Save the site on your Favorites Bar or go to the Perry Township Schools website at [Perryschools.org](http://Perryschools.org) and on the **STAFF** dropdown menu, Frontline is the first option. You can launch the software from this link.

**6. 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:

Status

Current Status **✓ In Effect** Active from 05/23/2018

Primary Assignment

**DIR OF HUMAN RESOURCES** (07/01/2018 - Current)

Start Date	End Date
07/01/2018	

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

Personal Employment Credentials

**Employment**

Primary Work Location  
PERRY TWP EDUCATION CENT

Hire Date	Senior
01/01/2018 7m / 12d	

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

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

**7. 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.

**8. 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. Search for your name in the directory search bar and after clicking your name this appears:

Personal Employment Credentials Medical Documents Personnel Documents **Emergency**

Primary Emergency Contact

Name	Relationship
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Edit Emergency

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](mailto:HRhiring@perryschools.org)**