

Using Absence Management on the Phone

 absence-help.frontlineeducation.com/hc/en-us/articles/115003384668-Using-Absence-Management-on-the-Phone

Welcome, Alejandro! How can we help?



Not only is Absence Management available on the web, but you can also create absences, manage personal information, check absence reason balances, and more, all over the phone.

When You Call Absence Management

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

Pro Tip

You can view your Phone Login ID and PIN by accessing "Account" in Absence Management and selecting the **Phone Credentials** option.

When calling Absence Management, you can:

Create an Absence (w/in the next 30 days)	Press 1
To enter an absence for today	Press 1
To enter an absence for tomorrow	Press 2
To enter an absence for another day	Press 3
To return to the main menu	Press *
Review Upcoming Absences	Press 3
To hear the information again	Press 2

Review Upcoming Absences **Press 3**

To hear absences for the next 30 days **Press 3**

To listen to the next absence **Press 4**

To return to the main menu **Press 5**

Review a Specific Absence **Press 4**

Enter the confirmation number followed by the # sign -

To hear the information again **Press 1**

To cancel a job **Press 2**

Review or Change Your Personal Information **Press 5**

To change the name recording **Press 1**

To change the PIN number **Press 2**

To change the phone number **Press 3**

To return to the main menu **Press ***

If you create an absence over the phone, be sure to note the confirmation number that the system assigns. You may need to reference this confirmation number at a later time.

© Copyright 2020 Frontline Education

© Copyright 2020 Frontline Education