

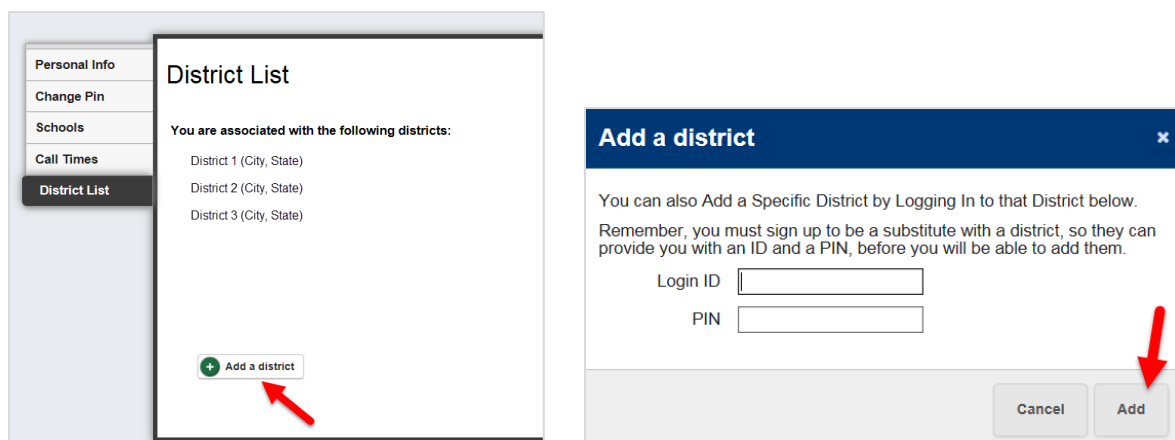
Frontline User Account: Multiple District Substitute

One of the districts you partner with is transitioning over to the new Frontline Platform. Once that transition happens, you will be required to create a new Frontline Account. This Frontline Account provides stronger login security and continues to allow you to link and switch between all districts you partner with. Here are instructions to help you prepare and successfully create a Frontline Account.

CREATING YOUR NEW FRONTLINE ACCOUNT – THE PREP WORK

First, you will need to verify your current Multi-District Pin (“MDP”) is working properly. **This is very important because once the transition happens, you will not be able to link non-Foundation districts to your Frontline Account.** Log in using your current ID and MDP and verify the districts you partner with appear in the list. Go to **Preferences > District List**.

If all districts appear, then you are done. However, if you are missing a district then you will need to link those districts to your MDP. Click the **Add a District** button and enter that district’s specific ID and Pin, and click **Add**. Continue this process for all missing districts.



WHAT IF YOU CANNOT ADD A DISTRICT

Sometimes, you may not be able to add a district. No problem! Simply contact the administrator at that district and verify your ID and Pin. In most cases, the district has an old ID or Pin number. Once it has been updated (or you could decide to use that ID and Pin) you will be able to link that district to your MDP.

WHAT IF YOU HAVE MULTIPLE MDPS

You may have accidentally created multiple MDP accounts. Again, not a problem. Simply contact any district administrator and request to have all your MDPS deleted. This may take a few hours to complete. After completion, login with any district-specific ID and Pin to re-create your MDP and link all your districts.

Deleting and re-creating your MDP can also resolve any issues where you are correctly entering in the district's ID and Pin but you still cannot link the district.

CREATING YOUR NEW FRONTLINE ACCOUNT – TRANSITION DAY

When the day arrives for the transition to the Frontline Platform, as you enter your ID and MDP, you will be prompted to update your account to a Frontline Account. Click **I need to update this account**.

Enter in a **Username**, **Password**, and your **email address**. Click **I accept the terms and conditions** checkbox and click **Update Your Account**. Since you entered your MDP, the Frontline Account will link and display all districts associated to that MDP. Click **Continue to Absence Management**.

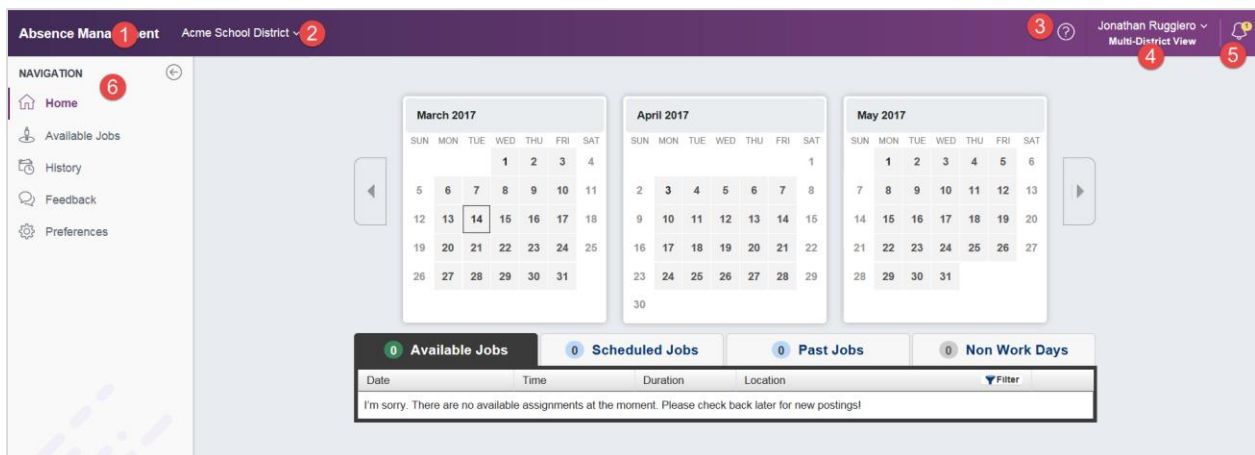
Please note: you will continue to use your ID (Phone Number) and MDP when interacting with the phone system. The new Frontline Username and Password only affects the website.



NEW LOOK BUT SAME FUNCTIONALITY

You will notice Absence Management looks a little different; however, the same functionality still exists. You will have a banner running across the top and a Navigation bar on the left-hand side. Here is the breakdown:

- (1) **Application-Switcher.** This displays the current application you are in. Some users will have access to more than one application based on which district is selected and which applications the district has purchased.
- (2) **District-Switcher.** You can drill down into a specific district to view available jobs or assignments.
- (3) **Help Resources.** This contains the district's contract person and Frontline's Learning Center.
- (4) **Your Frontline Account Information.** This controls multiple items:
 - a. Multi-District vs. Substitute views. If you wish to see all district information, then select Multi-District View. Or, select Substitute and use the District-Switcher to select a single district.
 - b. Account Settings. Change your Username, Password and more.
 - c. Sign Out.
- (5) **Notifications.** View all personal notifications.
- (6) **Navigation Bar.** Same options as before except they are listed vertically and not horizontally.



Again, the main screen still looks and feels the same. Search and accept jobs, view assignments, or adjust your Preferences the same as you did in the past. If this were a painting, then we only changed the *frame* and not the *painting*.

If you have any questions, please contact the administrator at the district transitioning to the Frontline Platform.

