

Using Absence Management on the Phone

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

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.

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).

Over the phone you can:

- Create an absence (within 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 ***
- Check your absence reason (entitlement) balances - **Press 2**
 - To hear this information again - **Press 1**
 - To return to the main menu - **Press 2**
- Review upcoming absences - **Press 3**
 - To hear the information again - **Press 2**
 - 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 make note of the confirmation number that absence management assigns the new absence for reference.

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