Chester County
Intermediate Unit
An Educational Service Agency

Frontline Central Frequently Asked Questions (FAQ's)

1. **How do I merge Frontline Central with my other Frontline accounts (i.e., Recruit and Hire)?**
You do not need to do anything extra to merge your accounts. Your accounts are already merged and you will be able to access your accounts through your single user name at http://app.frontlineeducation.com/. At this time, you will not be able to merge your absence management (AESOP/SAMS) account or your professional development (My Learning Plan) accounts. You will still maintain separate logins for these platforms. However, the functionality to use a single login in with all programs on the Frontline platform will be coming soon.

2. **As an employee, what can I see/do on Frontline Central?**
Employees can select "My Profile" from the navigation menu to see their name, contact information, position, hire date, supervisor, and emergency contact. You can also complete electronic forms (see question #6).

3. **What can Directors and Supervisors see/do on Frontline Central?**
Directors and Supervisors can select the "Employee Directory" to see their employee's name, contact information, position, hire date, supervisor, and emergency contact. Directors will be able to see all employees in their division; supervisors will only be able to see their direct reports. Directors and supervisors can also see their own profile within the "Employee Directory." You can also complete electronic forms (see question #6).

4. **Who can see my information?**
You, your Supervisor, Division Director, and Human Resources are the only people who can see your information.

5. **Why is the supervisor and/or assignment "as-of" date different than my hire date?**
The "as-of" date is the date your information was loaded into Frontline Central and may be different from your hire date.

6. **What forms can I initiate? What forms will I receive?**
You will be able to complete electronic forms (i.e., Direct Deposit, Local Earned Income Tax and W-4) by selecting "My Forms" > "Forms I Can Start." You can use the "Sort by" feature to sort by category or name, or use the search bar to look up a form by name. If you are sent a form to complete, it will

be found on your "Dashboard" by selecting "Forms in your Inbox." Forms you may be sent to complete include name and address change, benefit forms, and workers compensation packets. *Directors and Supervisors may be responsible for approving a form submitted by their employee. Those forms will be found on the "Dashboard" by selecting "Forms in your Inbox."*

7. **I clicked the form title but it doesn't allow me to complete the form. What do I do?**
   Clicking the form title brings you to a form preview only. You will need to exit out of the preview and click "Start This Form" underneath the form title.

8. **Can I see the form's workflow and who completes each section?**
   When completing a form, the "Form Workflow" is listed on the right-hand side. You can see the steps and participants for completing each section of the form.

9. **What do I do if my information is incorrect?**
   You have access to correct information for your emergency contact, your phone number and email address. If you have additional fields which are incorrect, please contact Susan Griscom (susang@cciu.org) to have your profile updated. Please allow 2-4 weeks after you submit your request to see changes in your profile.