

# SchoolFront Software Release Notes

April 2024 – Release #2

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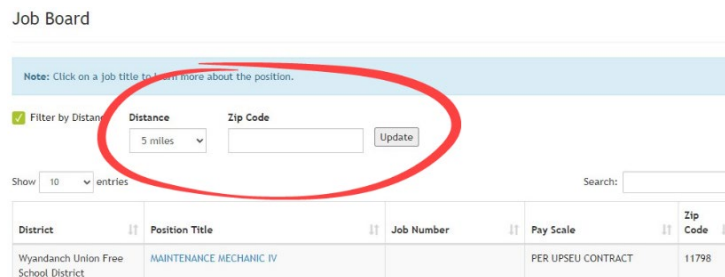
# Release Details

## Employee Recruiting & Applicant Tracking

### New Features & Enhancements

- **#6065 - Filter by Distance from Zip Code on RecruitFront Job Board**

Ability for unauthenticated applicants (i.e., those who have not registered for a RecruitFront account) to filter the RecruitFront Job Board by location using a zip code and a mile(s) distance radius. This allows potential job applicants to search through posted jobs more easily without the burden of first creating an account.



- **#7099 - RSS of Active Job Postings for a District**

An RSS feed of active job postings will provide one way that districts can display open positions on the district website. By navigating to Recruiting > Recruiting Configuration > District Management and then selecting the URL, an RSS 2.0 compliant XML page will open with the current External Job Postings in the district. Users will be able to subscribe to the districts feed with RSS 2.0 compliant RSS reader using this URL OR put this feed on their own website using an RSS 2.0 compliant web component. SchoolFront will update the feed when the external job posting list changes (new, updates, removed).

#### Web Site Configuration

RecruitFront Base URL	RecruitFront Site Active	Available District To Applicants	Jobs Can Appear on Job Board
frontedge	Yes	No	No

Message Displayed for Inactive Site

#### Website Feeds

External Jobs RSS Feed:  URL: <https://rssfeed.frontedge.com/district/ExternalJobPosting>

- **#6753 - Field for Tracker Description Missing When a New Tracker is Added with a Job Posting**

When adding a new job posting and selecting to add a new tracker there was no way to create a description for the tracker without navigating to the newly created tracker and editing it after its creation. Now when add new tracker is selected the user is given a description field to complete before the tracker is created.

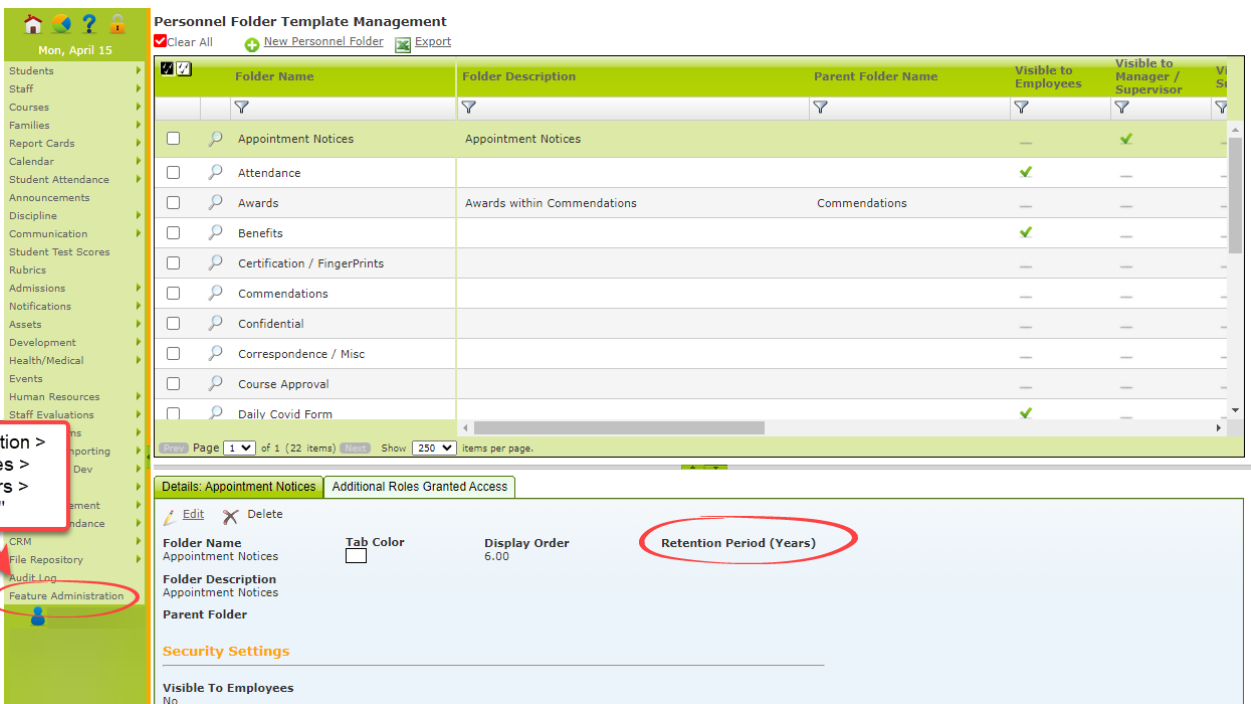
- **#7100 – JSON of Districts Active Job Postings**

Ability to embed active jobs into an existing website. The JSON contains all fields that are available in the Job Posting and is limited to all active external and internal job postings for a specific district. The embed link is located under the “Website Feeds” section in Recruiting > Recruiting Configuration > District Management.

## Employee Information & Personnel Folders

### New Features & Enhancements

- #6376 - Add "File Retention" Policy Setting to Feature Admin Section**  
 Ability to set a District-wide Personnel File "File Retention" policy concerning the amount of time the district would like to keep employee personnel files available in the system past an employee's termination "Assignment End Date" dates. Content is *not* automatically removed with this setting, it is only used as a guide for those manually purging content.



**Personnel Folder Template Management**

Mon, April 15

Clear All New Personnel Folder Export

Folder Name	Folder Description	Parent Folder Name	Visible to Employees	Visible to Manager / Supervisor	V	S
<input type="checkbox"/> Appointment Notices	Appointment Notices		—	✓		
<input type="checkbox"/> Attendance			✓	—		
<input type="checkbox"/> Awards	Awards within Commendations	Commendations	—	—		
<input type="checkbox"/> Benefits			✓	—		
<input type="checkbox"/> Certification / FingerPrints			—	—		
<input type="checkbox"/> Commendations			—	—		
<input type="checkbox"/> Confidential			—	—		
<input type="checkbox"/> Correspondence / Misc			—	—		
<input type="checkbox"/> Course Approval			—	—		
<input type="checkbox"/> Daily Covid Form			✓	—		

Page 1 of 1 (22 items) Show 250 items per page.

**Details: Appointment Notices** Additional Roles Granted Access

Edit Delete

Folder Name: Appointment Notices Tab Color:  Display Order: 6,00 **Retention Period (Years)**

Folder Description: Appointment Notices

Parent Folder:

**Security Settings**

Visible To Employees: No

Feature Administration > Human Resources > Personnel Folders > "Folder Name"

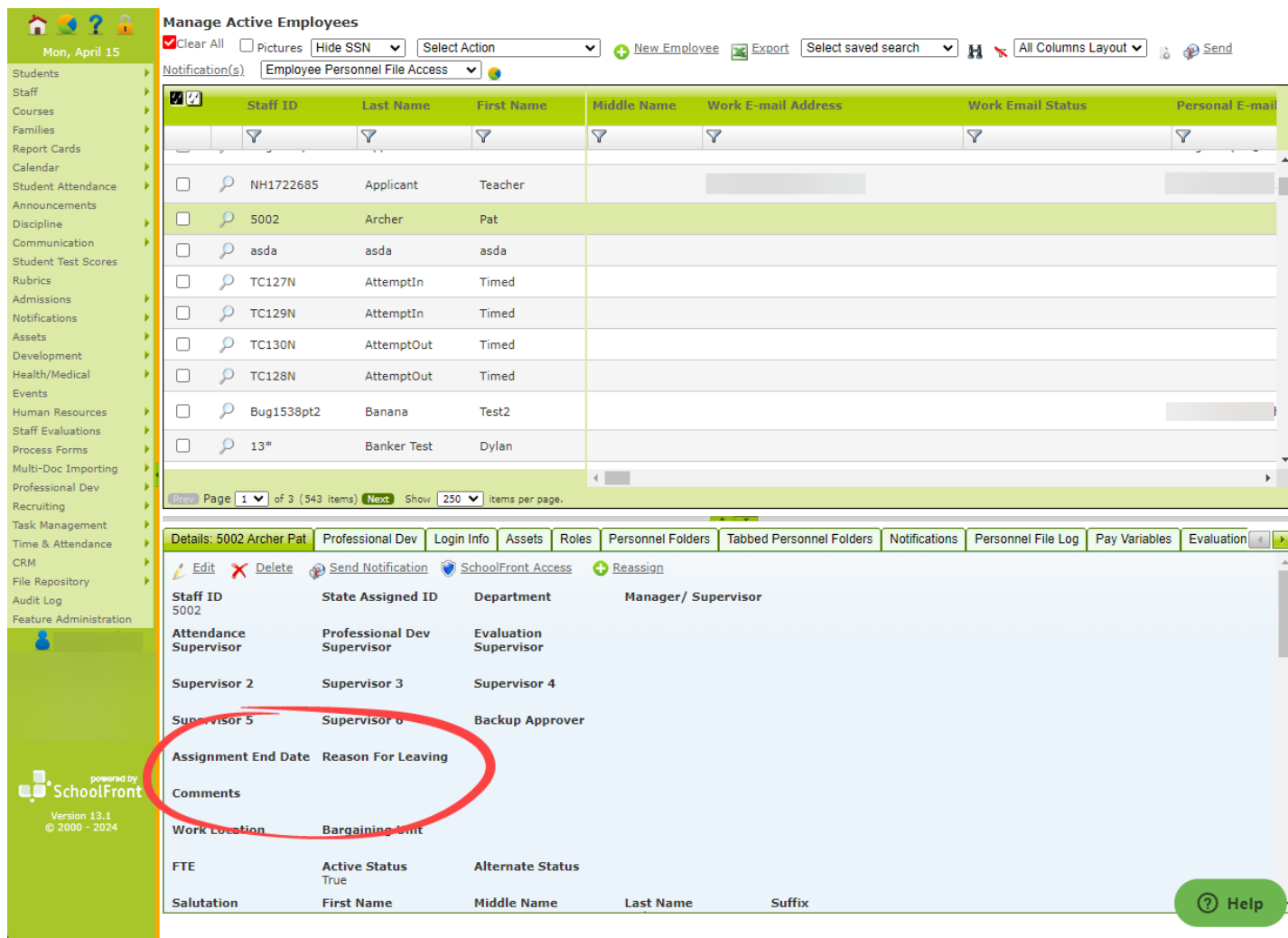
Feature Administration

● **#3957 - File Retention Fields Added to Employee Details Tab & Grid, & Exclude Employee from District Retention Policy**

View and manage the following employee retention information on the "All Employees" grid and the Employees Details tab to track when an employee separated and why:

- "Assignment End Date" - Existing date field
- "Reason for Leaving" - New free text field
- "Comments" - New free text field

The information will be editable on the Employees Details > tab.



**Manage Active Employees**

Mon, April 15

Clear All Pictures Hide SSN Select Action New Employee Export Select saved search All Columns Layout Send

Notification(s) Employee Personnel File Access

Staff ID	Last Name	First Name	Middle Name	Work E-mail Address	Work Email Status	Personal E-mail
NH1722685	Applicant	Teacher				
5002	Archer	Pat				
asda	asda	asda				
TC127N	AttemptIn	Timed				
TC129N	AttemptIn	Timed				
TC130N	AttemptOut	Timed				
TC128N	AttemptOut	Timed				
Bug1538pt2	Banana	Test2				
13*	Banker Test	Dylan				

Page 1 of 3 (543 items) Next Show 250 items per page.

**Details: 5002 Archer Pat** Professional Dev Login Info Assets Roles Personnel Folders Tabbed Personnel Folders Notifications Personnel File Log Pay Variables Evaluation

Edit Delete Send Notification SchoolFront Access Reassign

Staff ID	State Assigned ID	Department	Manager/ Supervisor
5002			
Attendance Supervisor	Professional Dev Supervisor	Evaluation Supervisor	
Supervisor 2	Supervisor 3	Supervisor 4	
Supervisor 5	Supervisor 6	Backup Approver	
Assignment End Date	Reason For Leaving		
Comments			
Work Location	Bargaining Unit		
FTE	Active Status	Alternate Status	
True			
Salutation	First Name	Middle Name	Last Name Suffix

powered by SchoolFront  
 Version 13.1  
 © 2000 - 2024

Help

- **#6381 - File Retention Fields Added to Personnel Files Grids**

File retention fields have been added to the following grids:

- Human Resources > Personnel Files > All Personnel Files
- Human Resources > All Employees / Active Employees > Select Employee - Tabbed Personnel File Tab Grid

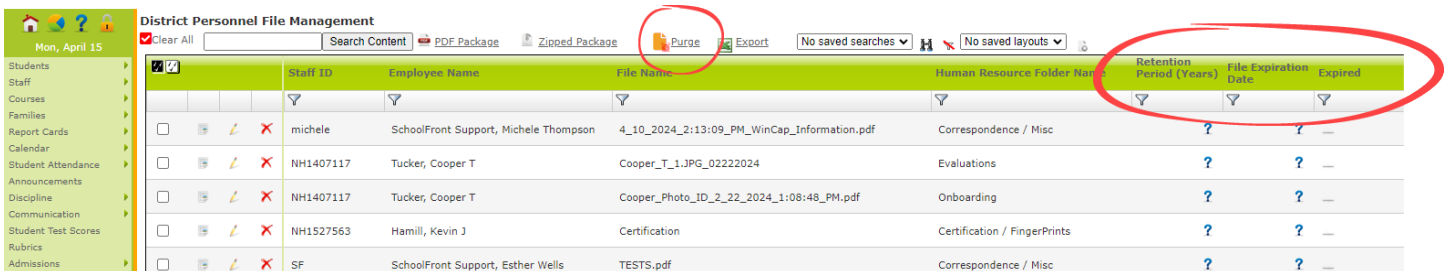
The following fields have been added:

- Retention Period (years)
- File Expiration Date
- Expired

A Purge Files button has been added to all employee personnel folder grids that allows a user to purge selected “expired” files. For each file purged, a "purge" record will be added in each employee’s “Employee Name” >

Personnel File Log that will include the following details related to the purge:

- Date Accessed = date of deletion
- Access Type = Purge
- Note = Comment
- Access by = Name of User that Purged
- File Name = Purged File Name



Staff ID	Employee Name	File Name	Human Resource Folder Name	Retention Period (Years)	File Expiration Date	Expired
michele	SchoolFront Support, Michele Thompson	4_10_2024_2:13:09_PM_WinCap_Information.pdf	Correspondence / Misc	?	?	—
NH1407117	Tucker, Cooper T	Cooper_T_1.JPG_02222024	Evaluations	?	?	—
NH1407117	Tucker, Cooper T	Cooper_Photo_ID_2_22_2024_1:08:48_PM.pdf	Onboarding	?	?	—
NH1527563	Hamill, Kevin J	Certification	Certification / FingerPrints	?	?	—
SF	SchoolFront Support, Esther Wells	TESTS.pdf	Correspondence / Misc	?	?	—

## System Administration – Activity Logging & Auditing

### New Features & Enhancements

- **#6372 – Centralized Auditing Framework for Customers**

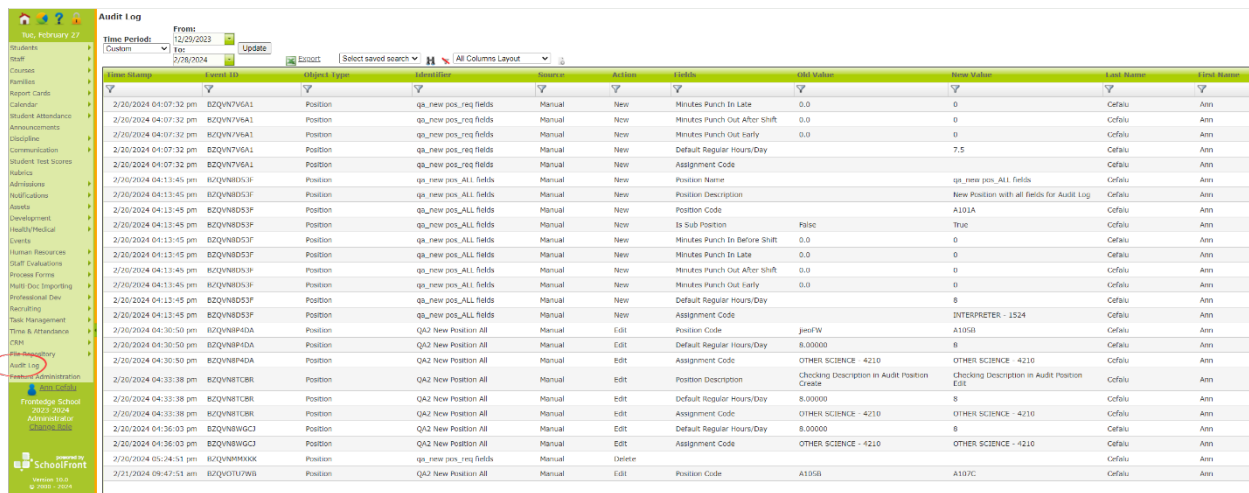
A new framework will be used to log all system activity (e.g., user actions, system processes, integrations) for SchoolFront and RecruitFront. We are centralizing SchoolFront system-wide auditing in this manner so that authorized Customer end-users can audit events like the creation of new records, modification of existing records, deletion of information, etc. The goal of this framework is to establish a consistent way for customers to track, view, and analyze user activity across SchoolFront and RecruitFront, including creation, modification, and deletion of records and information. The migration to the new framework will be gradual. Areas without customer-facing detailed auditing will be prioritized in this migration.

The initial release might have limited capabilities, but user feedback is encouraged for improvement. The full implementation will take over a year, with functionalities added incrementally in future releases. This centralized auditing will enhance transparency and accountability within the system.

- **#2094 - Audit Log Page with Searchable/Filterable Grid of Logged Events**

View a system-level Audit log of all changes (new, delete, edit, and imports) anywhere in SchoolFront or RecruitFront. This grid allows users with access to view, search, sort, and export audit log events. The Audit log is available to users with any of the following roles: Administrators, Business Office, HR Admin, and HR Team. The log contains the following information for each event:

- Time stamp: mm/dd/yy hh:mm:ss am/pm
- Event ID: a unique alphanumeric code
- Object Type: Usually this is the noun next to the text on the "new " button"
- Source: Manual, Import, Integration, or Scheduled Service
- Action: The type of change
- Field: Field being changed
- Old Values: Old Value of the field
- New Values: New Value of the field
- User Id: The User (or process) that made the change
- Employee ID: employee id for the user making the change.
- Role: the active role of the user/service/task



Time Stamp	Event ID	Object Type	Action	Field	Old Values	New Values	User Name	Job Name
2/20/2024 04:07:32 pm	BZQVNTGSA1	Position	New	Minutes Punch In Late	0.0	0	Cefalu	Ann
2/20/2024 04:07:32 pm	BZQVNTGSA1	Position	New	Minutes Punch Out After Shift	0.0	0	Cefalu	Ann
2/20/2024 04:07:32 pm	BZQVNTGSA1	Position	New	Minutes Punch Out Early	0.0	0	Cefalu	Ann
2/20/2024 04:07:32 pm	BZQVNTGSA1	Position	New	Default Regular Hours/Day		7.5	Cefalu	Ann
2/20/2024 04:07:32 pm	BZQVNTGSA1	Position	New	Assignment Code			Cefalu	Ann
2/20/2024 04:13:45 pm	BZQVNBDS3F	Position	New	Position Name	qs_new_pos_All fields		Cefalu	Ann
2/20/2024 04:13:45 pm	BZQVNBDS3F	Position	New	Position Description		New Position with all fields for Audit Log	Cefalu	Ann
2/20/2024 04:13:45 pm	BZQVNBDS3F	Position	New	Position Code		A101A	Cefalu	Ann
2/20/2024 04:13:45 pm	BZQVNBDS3F	Position	New	Is Sub Position	False	True	Cefalu	Ann
2/20/2024 04:13:45 pm	BZQVNBDS3F	Position	New	Minutes Punch In Before Shift	0.0	0	Cefalu	Ann
2/20/2024 04:13:45 pm	BZQVNBDS3F	Position	New	Minutes Punch In Late	0.0	0	Cefalu	Ann
2/20/2024 04:13:45 pm	BZQVNBDS3F	Position	New	Minutes Punch Out After Shift	0.0	0	Cefalu	Ann
2/20/2024 04:13:45 pm	BZQVNBDS3F	Position	New	Minutes Punch Out Early	0.0	0	Cefalu	Ann
2/20/2024 04:13:45 pm	BZQVNBDS3F	Position	New	Default Regular Hours/Day		8	Cefalu	Ann
2/20/2024 04:13:45 pm	BZQVNBDS3F	Position	New	Assignment Code		INTERPRETER - 1524	Cefalu	Ann
2/20/2024 04:30:50 pm	BZQVNBDS3F	Position	Edit	Position Code	jestFW	A105B	Cefalu	Ann
2/20/2024 04:30:50 pm	BZQVNBDS3F	Position	Edit	Default Regular Hours/Day	8.00000	8	Cefalu	Ann
2/20/2024 04:33:38 pm	BZQVNBDS3F	Position	Edit	Assignment Code	OTHER SCIENCE - 4210	OTHER SCIENCE - 4210	Cefalu	Ann
2/20/2024 04:33:38 pm	BZQVNBDS3F	Position	Edit	Position Description	Checking Description in Audit Position	Checking Description in Audit Position	Cefalu	Ann
2/20/2024 04:33:38 pm	BZQVNBDS3F	Position	Edit	Default Regular Hours/Day	8.00000	8	Cefalu	Ann
2/20/2024 04:36:03 pm	BZQVNBDS3F	Position	Edit	Assignment Code	OTHER SCIENCE - 4210	OTHER SCIENCE - 4210	Cefalu	Ann
2/20/2024 04:36:03 pm	BZQVNBDS3F	Position	Edit	Default Regular Hours/Day	8.00000	8	Cefalu	Ann
2/20/2024 04:36:03 pm	BZQVNBDS3F	Position	Edit	Assignment Code	OTHER SCIENCE - 4210	OTHER SCIENCE - 4210	Cefalu	Ann
2/20/2024 05:24:51 pm	BZQVNBDS3F	Position	Delete				Cefalu	Ann
2/21/2024 09:47:51 am	BZQVNTU7WS	Position	Edit	Position Code	A105B	A107C	Cefalu	Ann

- **#4254 - Audit System Changes in SchoolFront Related to Positions**

View, search for, filter on, sort and export a log of all "Position" changes made by users, tasks, and integrations. Logging occurs when a user, task, or integration service makes any of the following types of changes to a Position, including:

- New - A new Position(s) is created:
- Edit - An existing Position(s) is edited, including:
  - Mass Edits
  - Imports
- Delete - An existing Position(s) is deleted, including:
  - Mass Deletes

- **#7367 - Audit Pay Rates Tab Changes**

View, search for, filter on, sort and export a log of all Staff Position > Employee ID > Pay Rate > tab changes made by users.

## Process Forms

### New Features & Enhancements

- **#7180 - Email Sent if Form Cancelled after Being Fully Approved**

There is a new Email Rule available for "Cancel" on Process Forms. Once the new email rule is configured, if an employee cancels a fully approved form (e.g., an absence request form) then an email will automatically be sent notifying the approver of the form of the cancellation.

### Resolved Issues

- **#4912 - Custom Field Description Information Cut Off**

In the Forms Pending My Approval section, Information extended passed the edge of the window. Moving the scroll bars did not allow users to view the hidden content.

## Employee Attendance & Timekeeping

### New Features & Enhancements

- **#3403 - Carryover Balances from One Attendance Group to Another at Fiscal Year Rollover**

Move Staff between Positions at the start of the fiscal year (July 1) and the system will facilitate the carryover of accrual balances from their old attendance group to their new attendance group using the carry over rules of the new attendance group.

- **#5228 - "Change Absence Request" Form Setup Change**

Ability to configure the form to not allow the end user to Remove an Absence Code. Prior to the implementation of this feature, the user was prompted to change the absence code or remove the code/request. There are instances where removing the code should not be an option, for example, there is a district where human resources professionals record district recorded absences for employees who do not do an absence request.

- **#5823 - Add Display of Employee Years of Service (YOS) to Position Staff & Accrual Screen**

Our attendance accruals are defined based on an employee's number of years of service within an attendance group, however in position staff, we displayed the anniversary date but not the calculated number. This feature now displays Years of Service, Grant Time, and Grant Unit to the Position Staff grid.



Grant Date	Staff ID	Last Name	First Name	Code	Anniversary Date	Prior Years of Service	Years of Service	TeachID	Title
7/1/2024	2449	ITESTI	2449		?	0	0.00		
7/1/2024	2122	Abright	Tara		10/16/2022	0	1.50		Elementary Teacher
5/1/2024	2022	Acher	Venus	inal	9/23/2020	0	3.56		Test Job Title
5/1/2024	2	Adams	Abigail	inal	9/1/2022	0	1.62		HS Math Teacher
5/1/2024	NH1427076	Applicant	Non Teacher	inal	6/1/2019	0	4.87		Custodian
5/1/2024	2001	Archer	Danielle	inal	7/1/2019	0	4.79		HS English Teacher
5/1/2024	SF102	Church	Janice	inal	4/1/2022	0	2.04		
5/1/2024	SF9002	Employee	Test	inal	9/23/2020	0	3.56		
5/1/2024	NH1376829	Jonees	Mary	inal	9/16/2020	0	3.58	8686	Science Teacher
5/1/2024	SF-70	Ryan	Katelyn	inal	9/23/2020	0	3.56		
5/1/2024	Jim	SchoolFront Support	James M Guentner	inal	12/1/2022	0	1.37		FrontEdge

- **#Multiple Work Items – Beta Release - Manage a List of Appointments within a District (see details below)**

This is a Beta Release. The feature set is not complete, if you are interested in participating in the future design of this feature set and/or would like to learn more about it, contact [sales@schoolfront.com](mailto:sales@schoolfront.com).

This Beta feature set provides Beta users with the ability to manage a list of Appointments within a district so that new hires can be effectively managed and tracked as they go through the onboarding process.

- **#5026 - Feature Admin Settings to Support the Appointments Feature Have Been Added, Including:**
  - Add a Feature Admin > Human Resources > "Position Classification" grid.
  - Add Feature Admin > Human Resources > "Appointment Type" menu item that when selected lists all Appointment Types setup for the district.
  - Add Feature Admin > Human Resources > "Appointment Tenure/Area" menu item that when selected lists all Appointment Areas setup for the district.
  - Add Feature Admin > Human Resources > "Appointment Reason Code" menu item that when selected lists all Appointment Reason Codes setup for the district.

This feature is configurable in Feature Admin section to support specific district level requirements.

- **#7600 - A Human Resources > Position > Details > Tab Position Classification Section Has Been Created**
  - Create a configurable Human Resources > Position > Details > Position Classification drop down menu. The "Position Classification" list is NULL by default. This list is managed in Feature Admin > Human Resources > Position Classification
  - Add "Position Classification" column to the Human Resources > Positions grid.
  - Add "Position Classification" to the import export process / template.  
Users may export a position template and import one with the "Position Classification" column.
- **#7601 - Human Resources > Active Employees > "Employee Name" > "Appointments" > Leave of Absence > and Longevity Schedule > Tabs Have Been Added**
  - A Human Resources > Active Employees > "Employee Name" > "Appointments" > Tab has been added with a list of all Appointments for that employee with the following columns:



- Position
  - Staff Position Start Date
  - Position Classification
  - Appointment Start Date
  - Appointment End Date
  - Appointment Type
  - Appointment/Tenure Area
  - Current Probation End Date
  - Original Probation End Date
  - Prior Experience - Year
  - Prior Tenure (Y/N)
  - Prior Tenure - Year
  - Prior Tenure - Comment
  - Current Longevity
  - Original Longevity Start Date
  - Original Longevity End Date
  - Current Seniority Date
  - Original Seniority Date
  - Board Date
  - Board Ranking
  - Board Agenda - Comment
- A Human Resources > Active Employees > "Employee Name" > Leave of Absence > Tab has been added that will display a list of all Leave of Absences (LOA) for that employee with the following new features:
    - Leave of Absence Tab
      - Leave of Absence Start - Date the LOA starts.
      - Leave of Absence End - Date the LOA ends.
      - Leave of Absence Day
      - Reason Code
      - Board Date - Board meeting Date:
      - Leave Type – Paid / Unpaid
      - Leave Status - the current disposition of the leave request:
        - Approved
        - Pending
        - Denied
    - The grid has a "Leave of Absence" button that when selected allows the Administrator to add a new Leave of Absence.
    - Each row in the grid includes the edit and delete icons for editing and deleting LOAs.
  - A Human Resources > Active Employees > "Employee Name" > Longevity Schedule > Tab has been added that displays a list of all Longevity Schedule Milestones for that employee with the following Columns:

- Years of Service Milestones
- Effective Date (Current Longevity Date)
- Grant Type
  - Flat dollar payout - one-time
  - Flat dollar payout – yearly
  - Hourly Rate Increase
- Grant Amount

#### **#7603 - Human Resources > "Appointments" > Menu Item**

A menu item has been added under Human Resources called “Appointments” that when selected lists all district appointments on a standard grid.

- **#7604 - Human Resources > Import / Export > Appointments > Import / Export > Menu Item**

A menu item has been created under Human Resources > Import / Export called “Appointments > Import / Export” that when selected opens a standard export import page that allows users to:

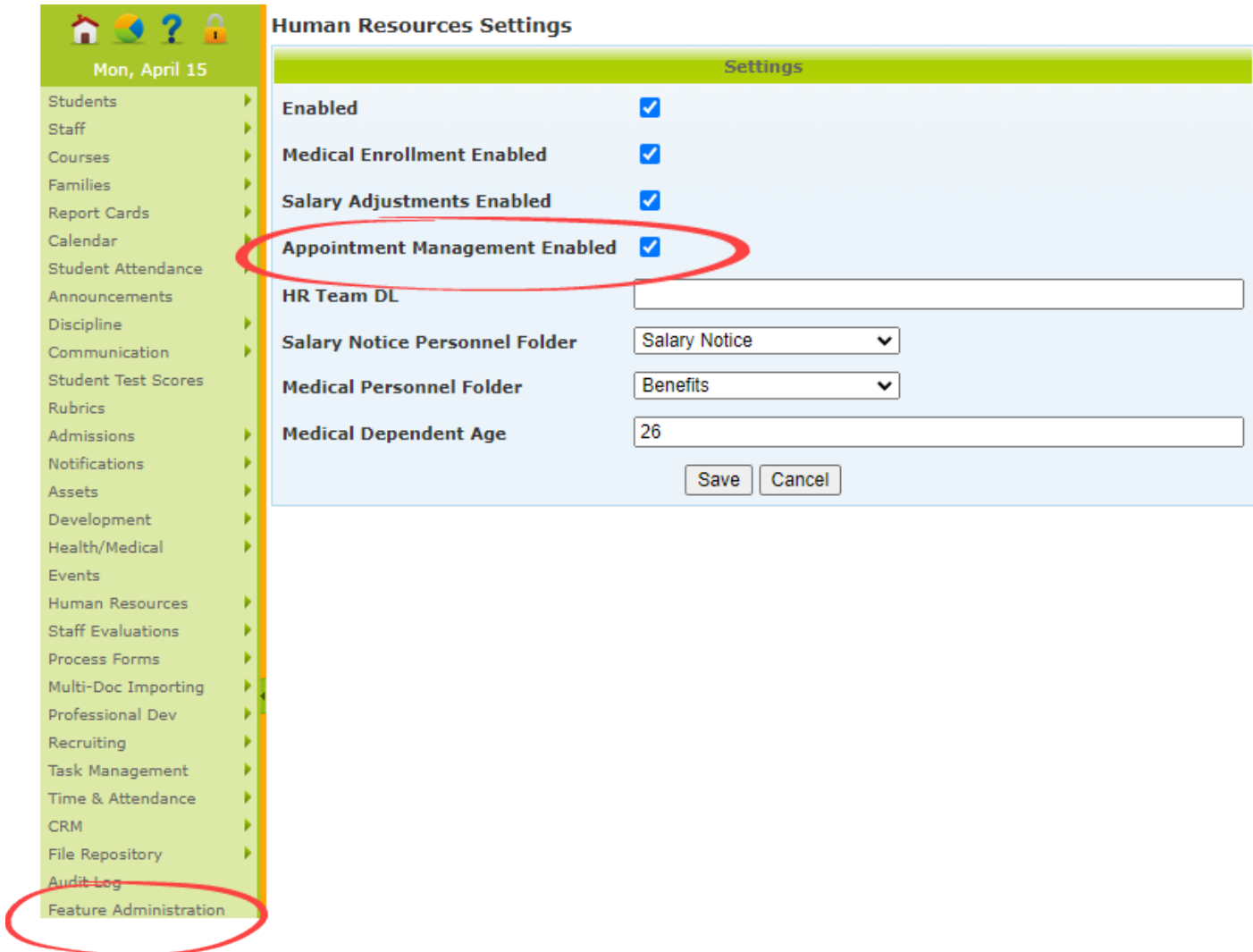
- Download a blank import template.
- Import Appointments into SchoolFront.

The template will contain the following columns:

- Position
- Appointment Start Date
- Appointment End Date
- Appointment Type
- Appointment/Tenure Area
- Original Probation End Date
- Prior Experience - Years
- Prior Tenure (Y/N)
- Prior Tenure - Years
- Prior Tenure - Comment
- Original Longevity Start Date
- Original Longevity End Date
- Original Seniority Date
- Board Date
- Board Ranking
- Board Agenda - Comment

- **#7701 – Add Feature Admin "Appointment Management" Switch**

Administrators can turn on/off the "Appointment Management Enabled" feature switch. When off (default) the system will disable / hide appointment-related features in SchoolFront. The setting is configurable by users with access to Feature Administration > Human Resources > Settings.



The screenshot displays the 'Human Resources Settings' page. On the left is a navigation menu with 'Feature Administration' circled in red. The main content area shows a 'Settings' section with the following items:

- Enabled
- Medical Enrollment Enabled
- Salary Adjustments Enabled
- Appointment Management Enabled**  (circled in red)
- HR Team DL
- Salary Notice Personnel Folder
- Medical Personnel Folder
- Medical Dependent Age

At the bottom of the settings section are 'Save' and 'Cancel' buttons.

## Resolved Issues

- **#6961 - When Attendance Group was Setup in Hour Units, Imports were not Converted to Hours when Accruals were in Partial Day Units**

When Attendance Group unit is days, the import will now work using either hours OR day units and SchoolFront will convert accordingly. In addition, error messages will be actionable in the import user interface when the user is missing a Work Calendar or Schedule, for example when:

- User does not have a Work Calendar, the error message will say "User XXX does not have a Work Calendar, assign one and try again."

- User does not have an active Schedule, the error message will say "User XXX does not have a Schedule, assign one and try again."

- **#7085 - Employee Balances Grid Displaying Inactive Employees**

Employees who had a position end date prior to the current fiscal year were still appearing in the Employee Balances grid for the current school year.

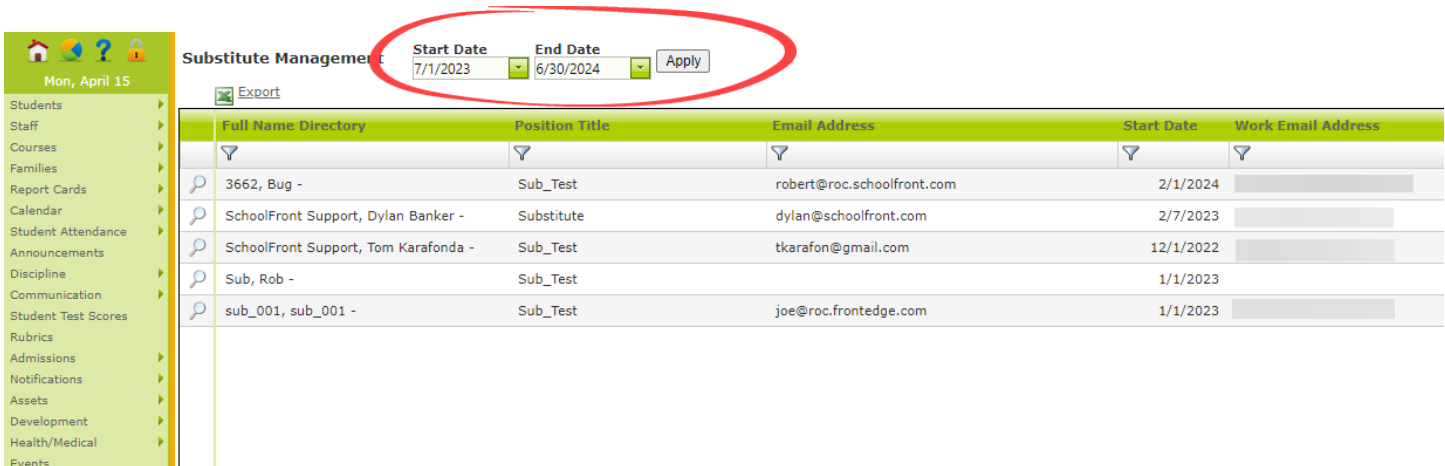
## Substitute Finding & Management

### New Features & Enhancements

- **#7166 - Date Range Filter Added to Top of Substitute Management Grid**

This feature is meant to make analysis of substitute data / metrics and evaluation of substitute performance easier by allowing those managing substitutes to reduce available data by a date range. When a Non-Personal Profile Only (PPO) user navigates to Time & Attendance > Substitutes > Substitute Preferences they will see "Date Range" start and end filters above the grid. The default date range is the current fiscal year. The grid lists each district substitute and their aggregated substitute data within the "Date Range" specified by the user:

- Sub info (name position, email, start date, phone, etc.)
- Substitute Requests - Overall count of substitute requests within the date range the user could accept.
- Awarded - Count of requests within the date range that the user accepted.
- Declined - Count of requests within the date range that the user declined.
- No Action - Count of requests within the date range that the user did not respond to.



Substitute Management

Start Date: 7/1/2023 End Date: 6/30/2024 Apply

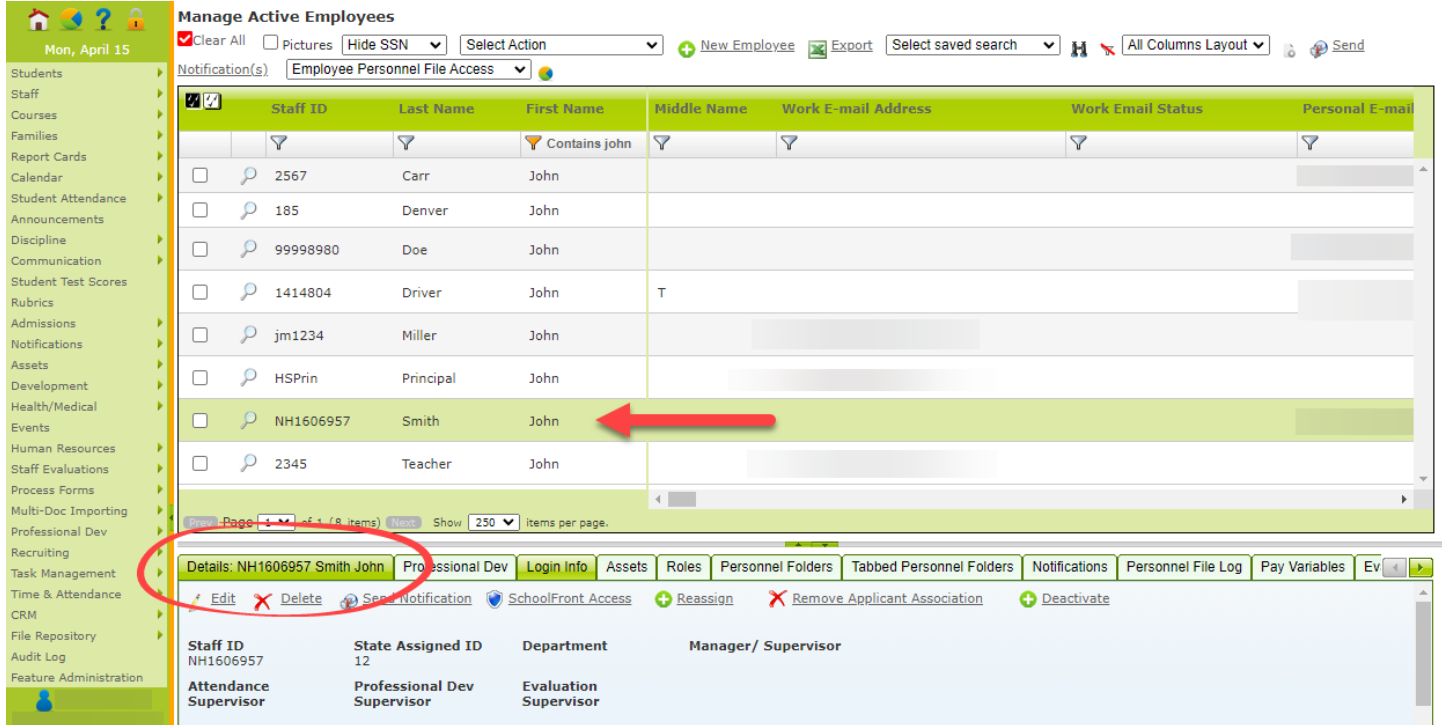
Export

Full Name Directory	Position Title	Email Address	Start Date	Work Email Address
3662, Bug -	Sub_Test	robert@roc.schoolfront.com	2/1/2024	
SchoolFront Support, Dylan Banker -	Substitute	dylan@schoolfront.com	2/7/2023	
SchoolFront Support, Tom Karafonda -	Sub_Test	tkarafon@gmail.com	12/1/2022	
Sub, Rob -	Sub_Test		1/1/2023	
sub_001, sub_001 -	Sub_Test	joe@roc.frontedge.com	1/1/2023	

## Common / Universal Features & Capabilities

### New Features & Enhancements

- #3102 - Add Key Fields from Top Grid to Each Tab Below, to Improve Correlation Between the Two Views**  
 Key fields from the main data grid have been added to the detail tabs below the grid that appear when an item is selected in the main grid, so that users can better relate the detail content with the main grid content.



**Manage Active Employees**

Mon, April 15

Clear All Pictures Hide SSN Select Action New Employee Export Select saved search All Columns Layout Send

Notification(s) Employee Personnel File Access

Staff ID	Last Name	First Name	Middle Name	Work E-mail Address	Work Email Status	Personal E-mail
2567	Carr	John				
185	Denver	John				
99998980	Doe	John				
1414804	Driver	John	T			
jm1234	Miller	John				
HSPrin	Principal	John				
NH1606957	Smith	John				
2345	Teacher	John				

Page 1 of 1 (8 items) Show 250 items per page.

Details: NH1606957 Smith John Professional Dev Login Info Assets Roles Personnel Folders Tabbed Personnel Folders Notifications Personnel File Log Pay Variables Ev

Edit Delete Send Notification SchoolFront Access Reassign Remove Applicant Association Deactivate

Staff ID	State Assigned ID	Department	Manager/ Supervisor
NH1606957	12	Professional Dev	Evaluation Supervisor

### Resolved Issues

- #3385 – Only Show Email Addresses to Which the Email was Sent in the Sent Notifications Grid**  
 The Sent Notifications grid was displaying email addresses for the user even if it was only sent to their work email address. It now shows the email addresses that the notification has been sent to so that the user that sent the notifications can confirm notifications were sent.

## Integrations

### New Features & Enhancements

- #7179 – Monitoring of Financial Feeds with Automatic Support Ticket Generation after 3 Days Down**  
 When a financial system data feed to SchoolFront is down for 3 consecutive days, a SchoolFront Support Ticket will now be automatically generated so that a member of the Support Team investigates the issue. The 3-day feed down-time threshold is used because some districts do not send financial feeds on weekends. This monitoring and automatic ticket creation has been applied to all district financial feeds.

## Employee Onboarding

### Resolved Issues

- **#7563 – Passwords not Generated for New Hires**

When a new employee was hired via a tracker, a password was not generated for that employee.

## System Support Information

### SchoolFront & RecruitFront Administrators & Candidate Reviewers

If you are a SchoolFront/Recruiting Administrator or Candidate Reviewer, you can access our SchoolFront Support Center by going to the following link: <https://support.schoolfront.com>

By typing in a question or key words, you will be linked directly to articles related to your issue. If you are unable to find an article to address your issue you can request help from the SchoolFront Support Team by “submitting a ticket.” (i.e., see the “SUBMIT TICKET” link in the upper-right corner of the screen in the Support Center.)

### RecruitFront Job Applicants

If you are a RecruitFront Job Applicant (i.e., someone applying for jobs on RecruitFront), you can access the RecruitFront Applicant Support Center by going to the following link: <https://support.recruitfront.com>

By typing in a question or key words, you will be linked directly to articles related to your issue. If you are unable to find an article to address your issue you can request help from the SchoolFront Support Team by “submitting a ticket.” (i.e., see the “SUBMIT TICKET” link in the upper-right corner of the screen in the Support Center.)

### Report an Issue

If you discover bugs or would like to receive assistance from a member of the SchoolFront/RecruitFront Support Team, you can submit a request for help (or “ticket”) by clicking the “SUBMIT TICKET” link in the upper-right corner of the screen in the SchoolFront and RecruitFront Support Centers.

See above for links to the Support Centers.

### Request a New Feature / Enhancement

If you would like to request new SchoolFront features, enhancements, or reports you can submit your request (or “ticket”) by clicking the “SUBMIT TICKET” link in the upper-right corner of the screen in the SchoolFront and RecruitFront Support Centers.

See above for links to the Support Centers.

### Request a Demo or More Info About Release Content

If you are interested in learning more about any SchoolFront functionality or module(s) you can request a demo by contacting your SchoolFront Solutions Architect (if you are a current customer) or by completing our online sales engagement forms located here: <https://www.schoolfront.com/contact>

Please mention the reference number(s) listed in this Release document when you initiate your request for a demo or more information.

### Training Videos

SchoolFront has created various training videos that can be accessed via the following link: [Video Library](#)