

SchoolFront Software Release Notes

March 2023

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Release Details

Substitute Calling / IVR

Resolved Issues

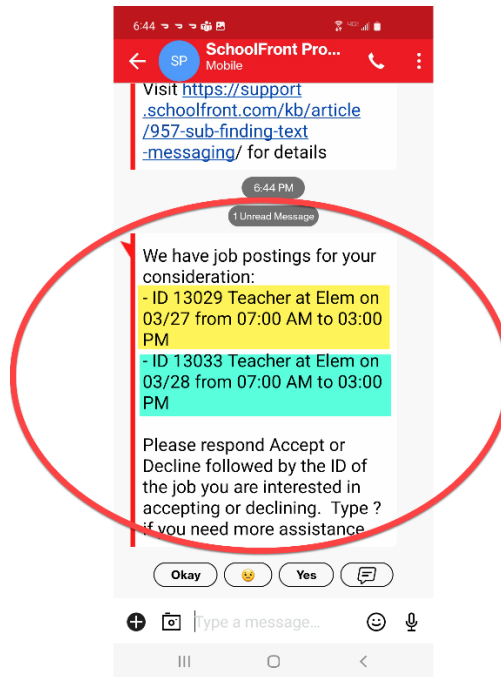
- **#3539 – Unable to Enter a Specific Date to Be Unavailable via IVR**
Users were disconnected from phone system after setting a date to be unavailable
- **#3549 – Unable to Progress Past Entry Prompts using IVR**
Users who received the "please enter in a future date you are not available for work" prompt, had no way to cancel out via key presses. Any attempt to press non-numeric keys, such as asterisk or pound, prompted users to try again. Having partial input or just waiting resulted in about a minute of voice prompt retries, followed by a hang up.
- **#3652 – IVR Not Reading All Non-Working Times Listed on Web Interface**
For example, when there are 2 non-working times on the web interface, IVR says there are 2 but only reads 1.
- **#3746 – Outgoing IVR Messages Start with an Error Message**
When IVR called a sub, the person answering heard an error message at the start of the message, "You didn't set the Outgoing Message in the AppSetting Table."
- **#3524 – Ability to Exit PIN Reset Process**
After accessing Change PIN functionality, it was difficult to exit and return to other menus without changing your PIN.
- **#3548 – IVR Input for Non-Working Time Not Properly Displayed on Web**
When a non-working day (blackout) for a user was entered via IVR, the IVR properly voiced the day of the week, but it displayed 1/1/2000 in the web interface, regardless of which weekday was selected to blackout.
- **#3551 – Weekdays Blocked via Web Interface Not Voicing Properly on IVR**
If a user blocked a weekday in the web interface, the blocked weekday was not voiced accurately/properly when the user interacted with the IVR interface.
- **#3740 – IVR Ignoring Cancel Request**
If a user selected IVR Option 1, and selected 7 to cancel an assigned job, the system would hang up on them and did not register the user's cancel request.

Substitute Finding & Coordination

New Features & Enhancements

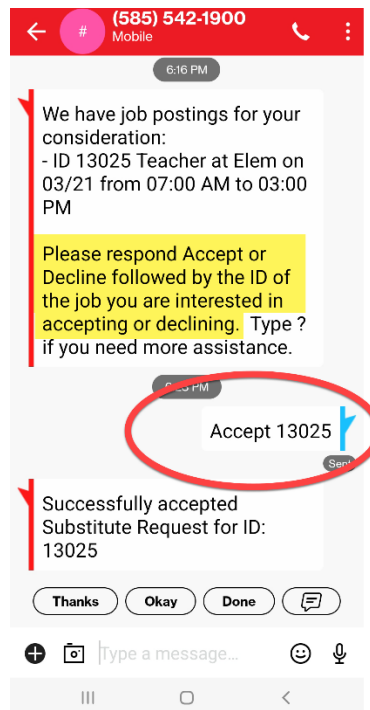
- **#3716 – Send Aggregate of all Available Jobs in a Single Text Message**
Potential substitutes will now receive a single text message containing all available subbing opportunities so that

they do not have to read one text message per opportunity. Before this enhancement the user would get a text message per available job.



- **#3717 – Ability to Accept and Decline Sub Job Via the System Sent Text Message**

Users can accept or decline a substitute opportunity sent via text message using a response text message rather than requiring them to login to the computer interface or IVR.



- **#3719 – Inbound Text Message Logging**

Text message logging has been implemented in SchoolFront to help system administrators troubleshoot issues.

- **System Response to Inbound Text –**

- **#3720 – “Accepted”**

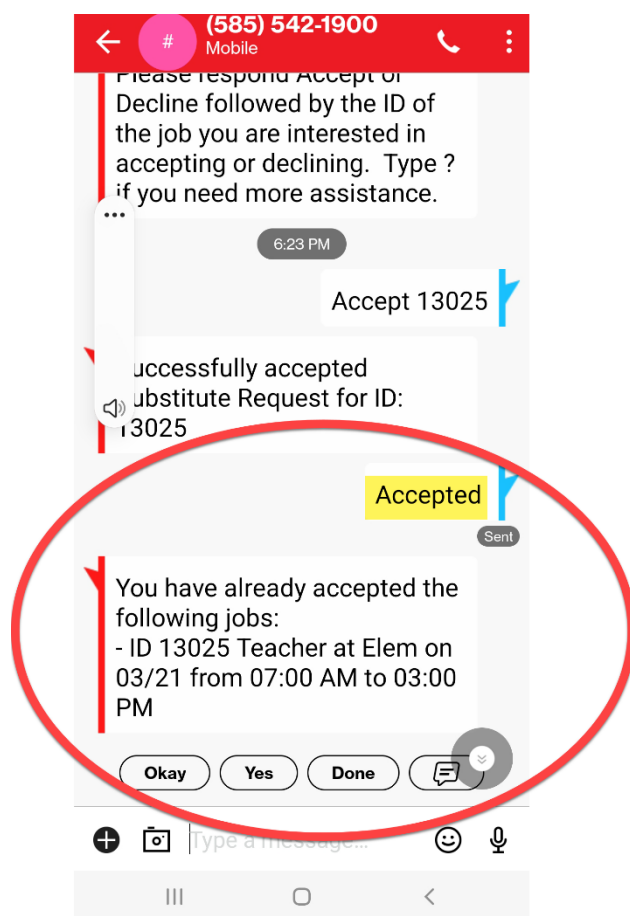
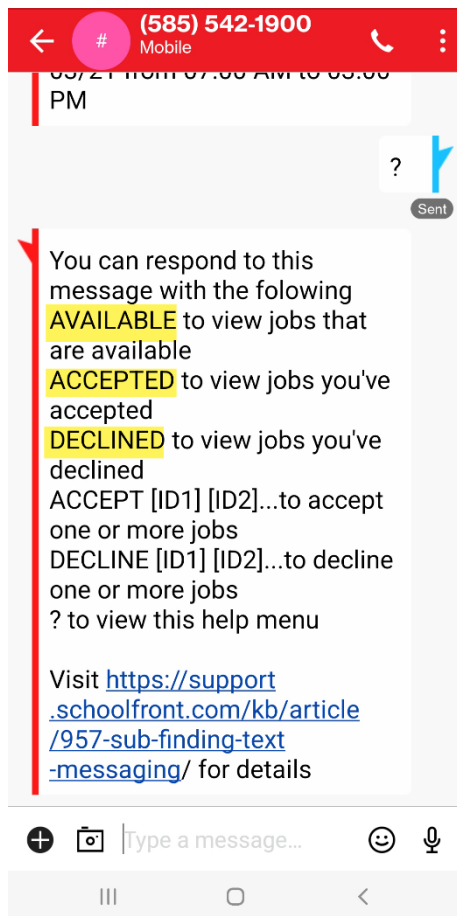
Texting the sub-finding system with the word "Accepted" prompts the system to send the user a list of all future substitute positions they have accepted.

- **#3721 – “Available”**

Texting the sub-finding system with the word "Available" prompts the system to send the user a list of all future substitute positions they are eligible to accept.

- **#3722 – “Declined”**

Texting the sub-finding system with the word "Declined" prompts the system to send the user a list of all future substitute positions they have declined.



- **#3518 – Substitute Preferences Drop-down Menu has been Changed to a Grid Format**
 Makes it easier for Substitute Coordinators to view the attributes of all substitutes available to them.

Substitute Management

Export

Full Name Directory	Position Title	Email Address	Start Date	Work Email Address	Home Phone Number	Work Phone Number	Cell Phone Number
3662, Bug -	Sub_Test		9/1/2022				
SchoolFront Support,	Substitute		2/7/2023				
sub_001, sub_001 -	Sub_Test		1/1/2023				

- **#3521 – Substitutes Able to Update their PIN in Web Interface**
 To do so, substitute must login, select Time & Attendance -> Substitute Requests -> Substitute Preferences. A valid PIN must be entered to save. Valid values include all combinations between 0000 and 9999. The PIN must consist of 4 numbers and only 4 numbers.
- **#3383 – Notification of Substitute Response**
 People coordinating substitutes using SchoolFront can now configure the system to send an automatic email notification when a substitute responds to an available position.
- **#3517 – Substitute Information Added to Employee Calendar in Time & Attendance**
 On the days where a substitute is required, the employee calendar displays the person that is subbing for the employee in parathesis and includes the start and end times of the substitution period. If a substitute has not been assigned, it displays “Unknown.”

Employee Calendar

Month: February 2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 TAST Schedule: 8:10AM-3:30PM	2 TAST Schedule: 8:10AM-3:30PM	3 TAST Schedule: 8:10AM-3:30PM	4
5	6 TAST Schedule: 8:10AM-3:30PM	7 TAST Schedule: 8:10AM-3:30PM	8 TAST Schedule: 8:10AM-3:30PM	9 TAST Schedule: 8:10AM-3:30PM	10 TAST Schedule: 8:10AM-3:30PM	11
12	13 TAST Schedule: 8:10AM-3:30PM	14 TAST Schedule: 8:10AM-3:30PM	15 Approved: Sick Amount: 1.00000 Sub: (Jane Doe) 08:10AM - 03:30PM TAST Schedule: 8:10AM-3:30PM	16 TAST Schedule: 8:10AM-3:30PM	17 TAST Schedule: 8:10AM-3:30PM	18
19	20 10 Month: Mid-Winter Recess/Presidents Week	21 10 Month: Mid-Winter Recess/Presidents Week	22 10 Month: Mid-Winter Recess/Presidents Week	23 10 Month: Mid-Winter Recess/Presidents Week	24 10 Month: Mid-Winter Recess/Presidents Week	25
26	27 TAST Schedule: 8:10AM-3:30PM	28 TAST Schedule: 8:10AM-3:30PM				

Show Events

- Your Events
- Employee Events
- Draft Absence Requests
- Pending Absence Requests
- Approved Absence Requests
- Your Work Schedule

- **#3630 – When There are 2 Sub Requests that are Consecutive, a Single Sub Can Accept Both**
 Substitutes can now accept back-to-back positions available to them. For example: 9/6/22 08:00 to 10:00, and 9/6/22 10:00 to 12:00—if a sub wants to accept both positions, it is allowed.

- **#3734 – Ability to Request a Substitute Without Logging an Employee Absence**
 Substitute Coordinators can now request for a substitute to be called to fill a vacancy that is not related to an employee absence.
- **#3841 – Select a Preferred Substitute**
 Teachers can now select a preferred substitute from a set of available substitutes when submitting an absence request.

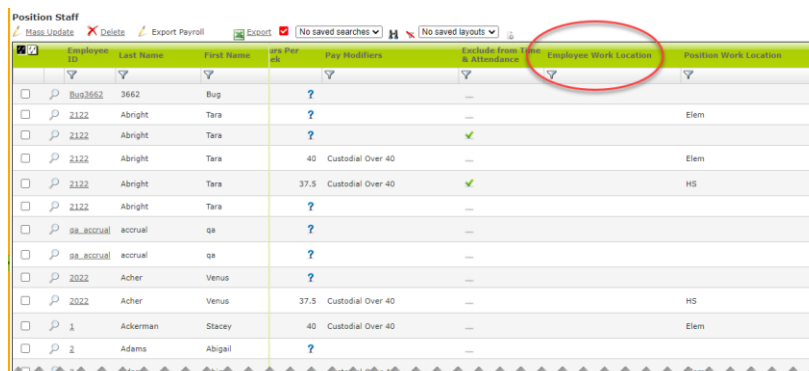
Resolved Issues

- **#3631 – Prevent Substitutes from Accepting Available Positions that Conflict**
 There was no prompt to warn substitute when selecting one or more substitute jobs with conflicting times.
- **#3615 – Substitutes Not Notified when Absence Request Deleted**
 When a substitute coordinator deleted an absence request in SchoolFront containing a substitute request, and the substitute request had already been accepted, the person who had accepted the position did not receive a notification.
- **#3835 – Subs Prevented from Accepting Multiple Partial Day Assignments**
 Substitutes that accept partial day assignments are now eligible to accept other partial day assignments the same day.
- **#3844 – Absence Request Options in Request Substitute Drop-down did not Mirror on the Substitute Search Preferences Tab**
 The Request Substitute drop-down list contained personnel from more positions than those specified in the Substitute Search Preferences tab.

Employee Time-Keeping & Attendance

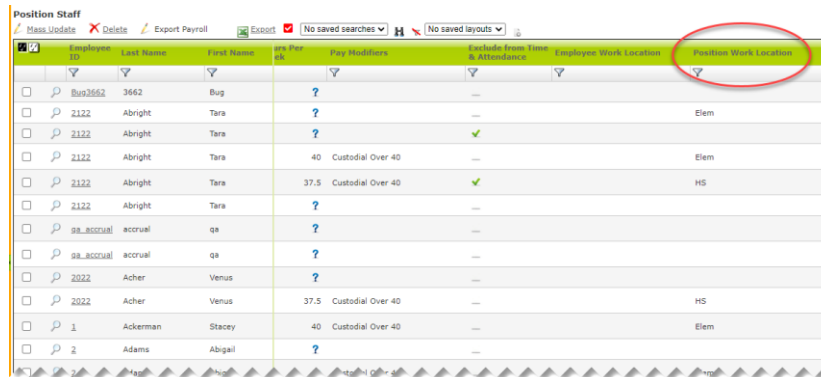
New Features & Enhancements

- **#4630 – Work Location on Position staff Derived from Financial System Feed**
 The Work Location on Position Staff is filled with the work location specified by the financial system feed rather than the location configured in the position. It was renamed from “Work Location” to “Employee Work Location.”



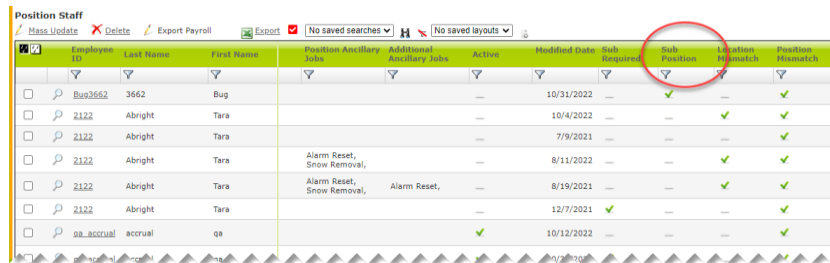
Employee ID	Last Name	First Name	Job	Pay Headers	Exclude from Time & Attendance	Employee Work Location	Position Work Location
Buo3662	3662	Bug	?				
2122	Abright	Tara	?				Elem
2122	Abright	Tara	?		✓		
2122	Abright	Tara	40	Custodial Over 40			Elem
2122	Abright	Tara	37.5	Custodial Over 40	✓		HS
2122	Abright	Tara	?				
sa_accrual	accrual	qa	?				
sa_accrual	accrual	qa	?				
2022	Acher	Venus	?				
2022	Acher	Venus	37.5	Custodial Over 40			HS
1	Ackerman	Stacey	40	Custodial Over 40			Elem
2	Adams	Abigail	?				

- #4632 – Position Work Location Added to the Position Staff Grid**



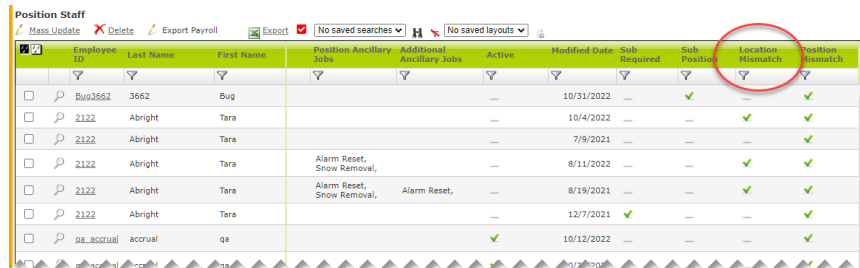
Employee ID	Last Name	First Name	Rate Per Hour	Pay Modifiers	Exclude from Time & Attendance	Employee Work Location	Position Work Location
Bus3662	3662	Bug	?				
2122	Abright	Tara	?			Elem	
2122	Abright	Tara					
2122	Abright	Tara	40	Custodial Over 40			Elem
2122	Abright	Tara	37.5	Custodial Over 40			HS
2122	Abright	Tara	?				
qa_accrual	accrual	qa	?				
2022	Acher	Venus	?				
2022	Acher	Venus	37.5	Custodial Over 40			HS
1	Ackerman	Stacey	40	Custodial Over 40			Elem
2	Adams	Abigail	?				

- #4634 – Checkbox Added to Staff Position Grid to Specify if a Staff Position is a Sub Position**



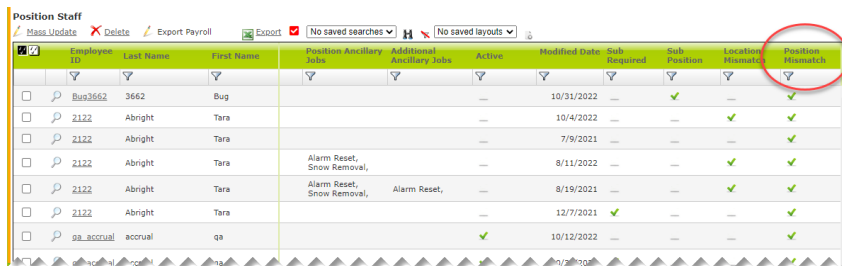
Employee ID	Last Name	First Name	Position Ancillary Jobs	Additional Ancillary Jobs	Active	Modified Date	Sub Required	Sub Position	Location Mismatch	Position Mismatch
Bus3662	3662	Bug				10/31/2022		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara				10/4/2022		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara				7/9/2021		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara	Alarm Reset, Snow Removal,			8/11/2022		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara	Alarm Reset, Snow Removal,	Alarm Reset,		8/19/2021		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara				12/7/2021	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
qa_accrual	accrual	qa			<input checked="" type="checkbox"/>	10/12/2022		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

- #4635 – Checkbox Added that is Checked when Employee Work Location Does Not Match Staff Position Work Location**



Employee ID	Last Name	First Name	Position Ancillary Jobs	Additional Ancillary Jobs	Active	Modified Date	Sub Required	Sub Position	Location Mismatch	Position Mismatch
Bus3662	3662	Bug				10/31/2022		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara				10/4/2022		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara				7/9/2021		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara	Alarm Reset, Snow Removal,			8/11/2022		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara	Alarm Reset, Snow Removal,	Alarm Reset,		8/19/2021		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara				12/7/2021	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
qa_accrual	accrual	qa			<input checked="" type="checkbox"/>	10/12/2022		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

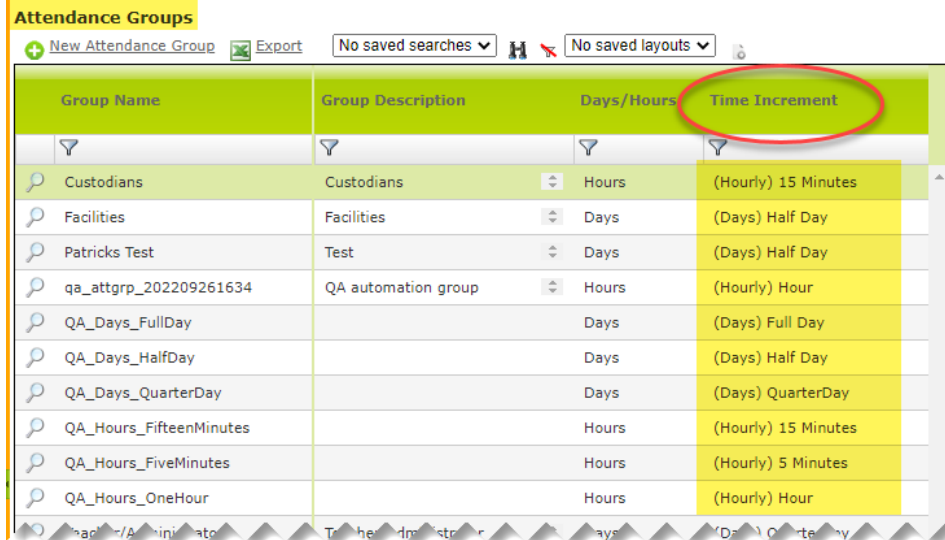
- #4636 – Added Checkbox that is Checked when the Employee Title (from the Financial System Feed) is different from the Position Name**



Employee ID	Last Name	First Name	Position Ancillary Jobs	Additional Ancillary Jobs	Active	Modified Date	Sub Required	Sub Position	Location Mismatch	Position Mismatch
Bus3662	3662	Bug				10/31/2022		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara				10/4/2022		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara				7/9/2021		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara	Alarm Reset, Snow Removal,			8/11/2022		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara	Alarm Reset, Snow Removal,	Alarm Reset,		8/19/2021		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2122	Abright	Tara				12/7/2021	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
qa_accrual	accrual	qa			<input checked="" type="checkbox"/>	10/12/2022		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

- **#4659 - Users Can Accrue in Days, but Consume Accruals in Days or Hours**

Previously accruals could only be consumed in the same increment as was accrued. Now you have the option of using days, hours, 15-minute intervals, and 5-minute intervals.



Group Name	Group Description	Days/Hours	Time Increment
Custodians	Custodians	Hours	(Hourly) 15 Minutes
Facilities	Facilities	Days	(Days) Half Day
Patricks Test	Test	Days	(Days) Half Day
qa_attgrp_202209261634	QA automation group	Hours	(Hourly) Hour
QA_Days_FullDay		Days	(Days) Full Day
QA_Days_HalfDay		Days	(Days) Half Day
QA_Days_QuarterDay		Days	(Days) QuarterDay
QA_Hours_FifteenMinutes		Hours	(Hourly) 15 Minutes
QA_Hours_FiveMinutes		Hours	(Hourly) 5 Minutes
QA_Hours_OneHour		Hours	(Hourly) Hour

Resolved Issues

- **#4637 – Import/Export Staff Position Missing Work Location Column**
- **#3698 – Time Cards – Hours Overridden by More Than 24**
 SchoolFront now rejects hour overrides entered that exceed 24 hours per day to prevent massive data entry mistakes.
- **#3237 – Attendance Grid Error When a Sub is Associated with the Attendance Entry**
 Users received an error when trying to delete a submitted absence request.
- **#1749 – Need to Be Able to Cancel Single Days Out of Multi-Day Absence Request**
 When an employee cancelled any day in a multi-day absence, the entire request (all days) was cancelled. Now if an employee puts in an absence request for multiple days and wants to cancel some of the days, but not all, they can do that rather than cancelling all days.
- **#4582 – Sub Information Showing on Attendance Transactions Where Sub Placement Not Activated**
 When a position is not set up with "is sub required" then absence requests made from that position's staff will not have the checkmark in the attendance grid column named "Substitute Needed." Substitute-related columns will still be visible in the attendance grid, even when the feature is turned off.

Employee Recruiting

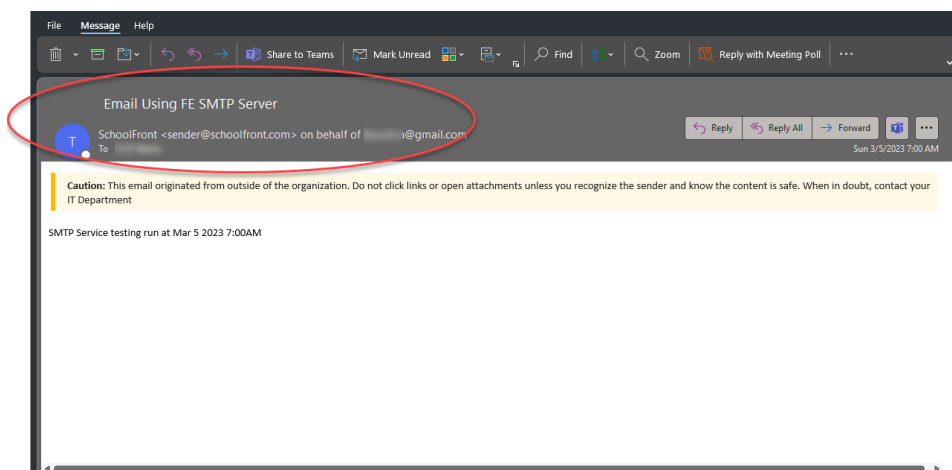
New Features & Enhancements

- **#NA – Job Postings Shared on RecruitFront Job Board Now Also Auto-Sent to RecruitFront Social Media Feeds**
This functionality is designed to increase exposure and traffic to RecruitFront jobs and improve SEO/search ranking.
 - Twitter: <https://twitter.com/RecruitFront>
 - LinkedIn: <https://www.linkedin.com/company/recruitfront/>
 - Facebook: <https://www.facebook.com/recruitfront>
- **#NA – Sponsor Job Postings on Indeed Using SchoolFront**
Jobs posted to the RecruitFront Job Board are also automatically sent to Indeed. Those posting the jobs can sponsor the job (i.e., pay for better placement in search results) in Indeed via SchoolFront without having to repost it in Indeed themselves. This service is particularly valuable to BOCES or districts managing many job postings at once. Actual sponsorship costs at the end of campaign and a small service fee are billed to the district. Any district interested in this functionality should reach out to Support@SchoolFront.com to request more information and/or Sponsorship Setup.

Employee Onboarding

Resolved Issues

- **#2712 – Onboarding Email Delivery: DMARC workaround for AOL, Gmail and Yahoo addresses**
When an external user who has a Gmail, AOL or Yahoo email address (perhaps others) updated a process form the email notification failed to send, citing the sender's domain DMARC policy. Functionality has been implemented to address this issue.



- **#1969 – 6 Month Window to Close Out Onboarding Tasks**

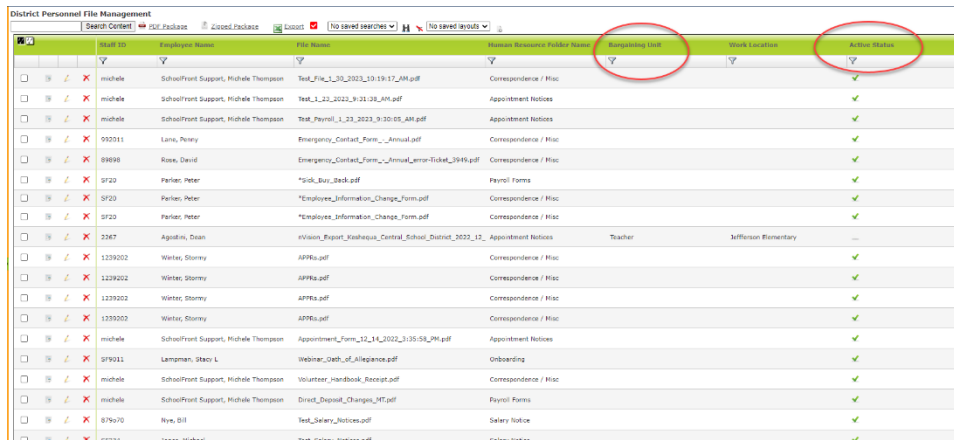
If a task list for a user (Applicant or Employee) has not been touched in 6 months, the task list and corresponding incomplete tasks will be marked complete via a scheduled task. This change helps to keep task lists relevant by purging stagnant tasks and improves performance of this SchoolFront module.

Employee Personnel Folders

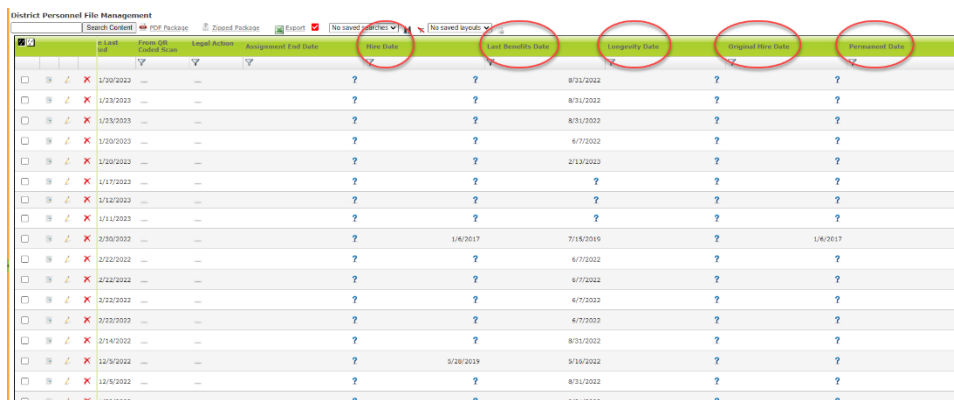
New Features & Enhancements

- **#1892 – Added Additional Data for Filtering to All Personnel Files Grid**

The grid is located at Human Resources -> Personnel Files -> All Personnel Files. Active Status, Bargaining Unit, and all employment-related dates have been added. This functionality aids file retention.



Search Content	PDF Package	Excel Package	Export	No saved searches	No saved layouts	
File ID	Employee Name	File Name	Personnel Folder Name	Bargaining Unit	Work Location	Active Status
19191	Michelle	SchoolFront Support, Michelle Thompson	Test_Fin_1_30_2023_13-19-17_AH.pdf	Correspondence / Misc		✓
19192	Michelle	SchoolFront Support, Michelle Thompson	Test_1_21_2023_9-21-08_AH.pdf	Appointment Notices		✓
19193	Michelle	SchoolFront Support, Michelle Thompson	Test_Payroll_1_21_2023_9-30-05_AH.pdf	Appointment Notices		✓
990311	Lane, Penny		Emergency_Contact_Form_-_Annual.pdf	Correspondence / Misc		✓
89898	Rose, David		Emergency_Contact_Form_-_Annual_anno-Ticket_2049.pdf	Correspondence / Misc		✓
3720	Parlas, Peter		*Psd_Bur_Beck.pdf	Payroll Forms		✓
3720	Parlas, Peter		*Employee_Information_Change_Form.pdf	Correspondence / Misc		✓
3720	Parlas, Peter		*Employee_Information_Change_Form.pdf	Correspondence / Misc		✓
2367	Aguiar, Dean		nVision_Report_Healthqua_Central_School_District_2022_12_	Appointment Notices	Teacher	Jefferson Elementary
1239202	Winter, Stormy		APRs.pdf	Correspondence / Misc		✓
1239202	Winter, Stormy		APRs.pdf	Correspondence / Misc		✓
1239202	Winter, Stormy		APRs.pdf	Correspondence / Misc		✓
1239202	Winter, Stormy		APRs.pdf	Correspondence / Misc		✓
19191	Michelle	SchoolFront Support, Michelle Thompson	Appointment_Form_12_14_2022_11-35-58_2H.pdf	Appointment Notices		✓
379211	Lampman, Stacy L		Webinar_Web_of_Affiance.pdf	Onboarding		✓
19191	Michelle	SchoolFront Support, Michelle Thompson	Volunteer_Handbook_Receipt.pdf	Correspondence / Misc		✓
19191	Michelle	SchoolFront Support, Michelle Thompson	Direct_Deposit_Changes_HT.pdf	Payroll Forms		✓
879670	Ree, Bill		Test_Salary_Notices.pdf	Salary Notice		✓



Search Content	PDF Package	Excel Package	Export	No saved searches	No saved layouts			
File ID	Employee Name	Assignment	End Date	Hire Date	Last Benefits Date	Longevity Date	Original Hire Date	Permanent Date
1720/2022				?	?	8/24/2022	?	?
1723/2023				?	?	8/31/2022	?	?
1729/2023				?	?	8/31/2022	?	?
1720/2023				?	?	6/7/2022	?	?
1720/2023				?	?	2/13/2023	?	?
1717/2023				?	?	?	?	?
1712/2023				?	?	?	?	?
1711/2023				?	?	?	?	?
2730/2022				?	1/6/2017	7/15/2016	1/6/2017	?
2722/2022				?	?	6/7/2022	?	?
2722/2022				?	?	6/7/2022	?	?
2723/2022				?	?	6/7/2022	?	?
2723/2022				?	?	6/7/2022	?	?
2714/2022				?	?	8/31/2022	?	?
1279/2022				?	5/28/2019	5/16/2022	?	?
1279/2022				?	?	8/31/2022	?	?
1796/2023				?	?	8/16/2023	?	?

Employee Management

New Features & Enhancements

- **#1992 – Merge Duplicate Instances of Employee Records in SchoolFront**
 Improved user merge functionality to include “reassign” functionality.

Merge Employees ✕

Destination Staff Member*

Note: Employees with a defined position can only be the destination employee. If a source employee has a position defined, the merge will be cancelled.

The following items will be merged to the destination employee:

- Supervisor Definition
- Access Granted
- Granted Access
- Personnel Files
- Personnel File Access Log
- Notifications
- Benefits Enrollment
- Process Forms
- Process Form Activities
- Completed Signatures
- Onboarding Tasks
- Salary Adjustments

Note: The source employee(s) will no longer be accessible once the merge is completed.

Process Forms

New Features & Enhancements

- **#1757 – Process Forms Grid Can be Filtered on Process Forms Name**
 You can now archive specific form names so that they are no longer an option on the filter.

Form Management

+ New Process Form
 ✉ Export
 Select saved search
 No saved layouts

Form Name	Process Category Name	Form Description	Form Enabled
Contains **			
*****	New Hire Forms		✓
*****A Form Design 3	Human Resource Employee		✓
****Bus Maintenance Services	****Demo Quote		✓
****Communication Service Demo	****Demo Quote		✓

Page 1 of 1 (7 items) Show 100 items per page.

Details | Eligible Groups | Approvers | Email Rules | Custom Fields | Read Only Grid Access | Submit on Behalf Groups

✕ Delete
 🔧 Template Builder
 📄 Copy Process Form
 📄 Template

Archived No

Enabled Yes

Form Name *****

URL Only No

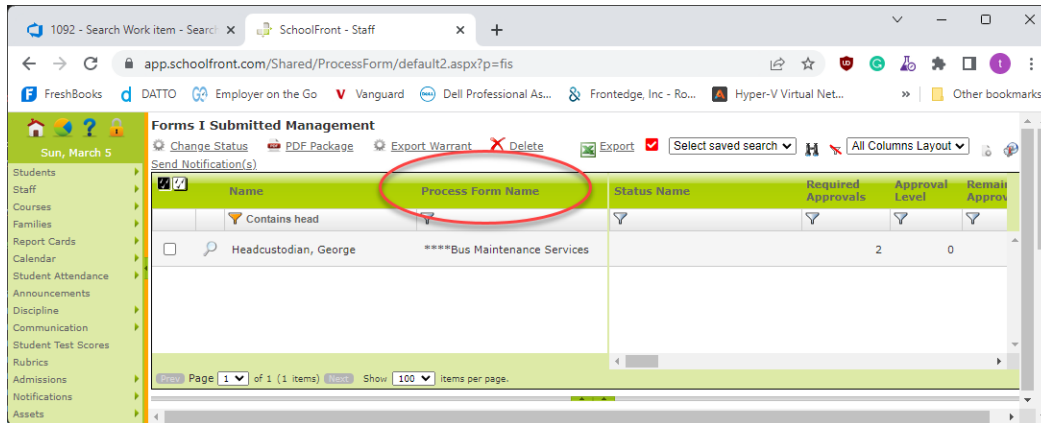
Process Forms Category
 (Human Resource Employee Process Forms) New Hire Forms

Form Description

PDF Fit One Page No

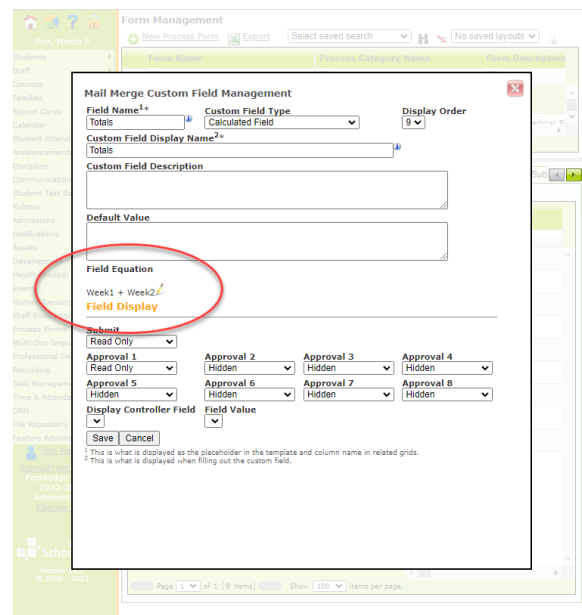
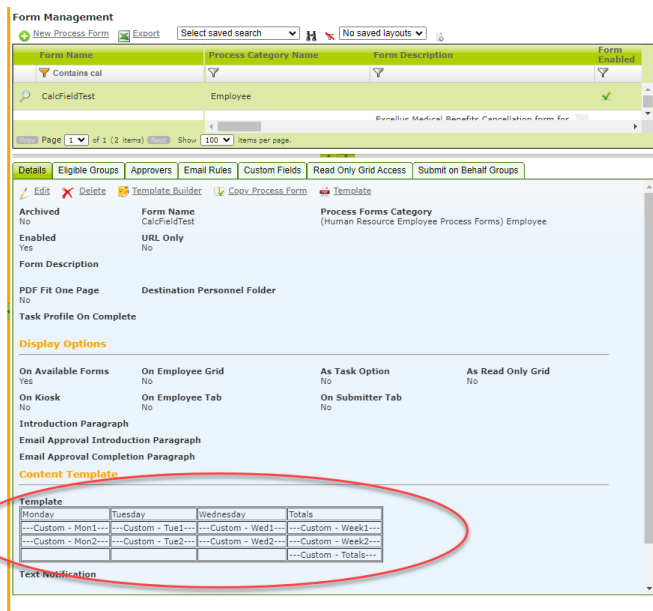
Destination Personnel Folder

Task Profile On Complete

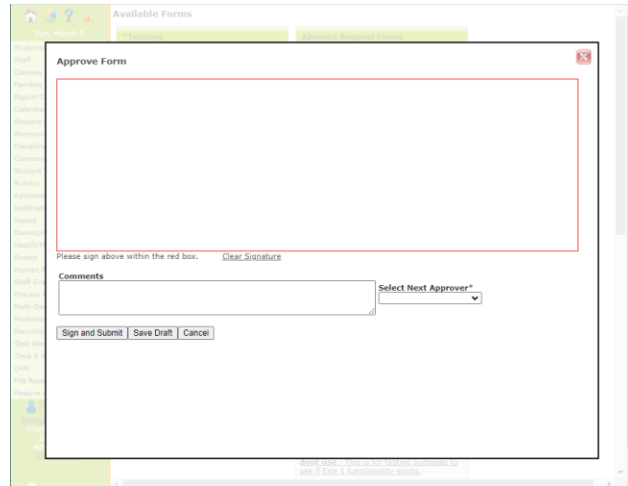


Resolved Issues

- #1895 – Logging in using “Personal Profile” to Manage Forms Not Displaying Forms Submitted**
 With this fix, users are directed to “Forms I Submitted” after they click “Manage Form Submission” following the completion of forms.
- #4098 – Ability to Calculate Custom Fields from Other Calculated Custom Fields**
 Users can now use calculated custom fields that reference other calculated custom fields. Example: Districts can now create a teacher substitute form in SchoolFront that adds number of periods covered for a teacher during a week and then totals the number of periods of all combined periods covered for all teachers for that week, and then uses the combined total of periods subbed to multiply by rate of pay for total to be paid.



- **#4317 – Previous Approver Chooses from List Does Not Appear on Available Forms for Submitter**
Employees can now submit a request from Available Forms and choose the second approver using "Previous Approver Chooses from List."



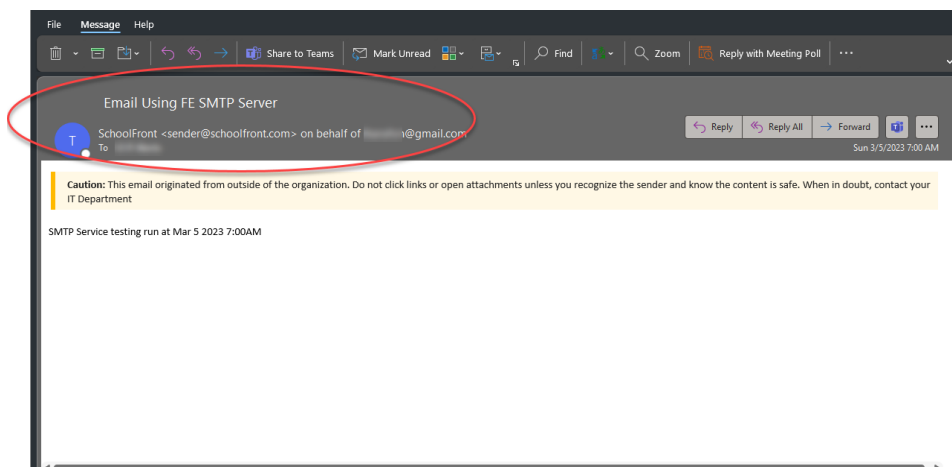
User Authentication

Resolved Issues

- **#4006 – SSO Logins Not Updating DateLastSuccessfulLogin**
When logging into SchoolFront using SSO credentials worked, but the login was not being logged and displayed in SchoolFront.

User Communication / Notification

- **#2712 – Onboarding Email Delivery: DMARC workaround for AOL, Gmail and Yahoo addresses**
When an external user who has a Gmail, AOL or Yahoo email address (perhaps others) updated a process form the email notification failed to send, citing the sender's domain DMARC policy. Functionality has been implemented to address this issue.

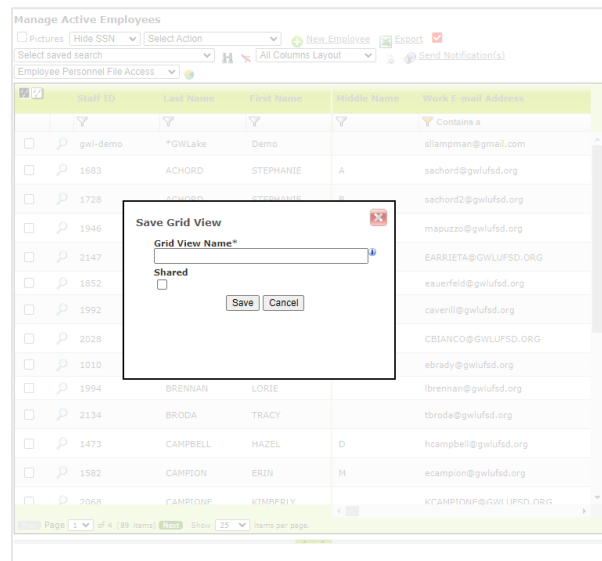


User Interface / Navigation

New Features & Enhancements

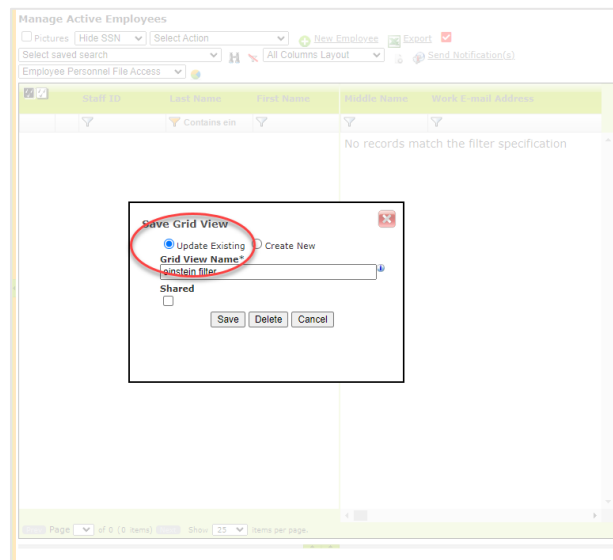
- **#3294 – Ability to Share a Grid from the Saved Grid View**

Before this feature was implemented users with HR and Admin roles could share a grid from the Saved Search Manager. Now those users can still do so, but may also share them from grid Save Search. This functionality is only available to users with appropriate role-based permissions in SchoolFront.



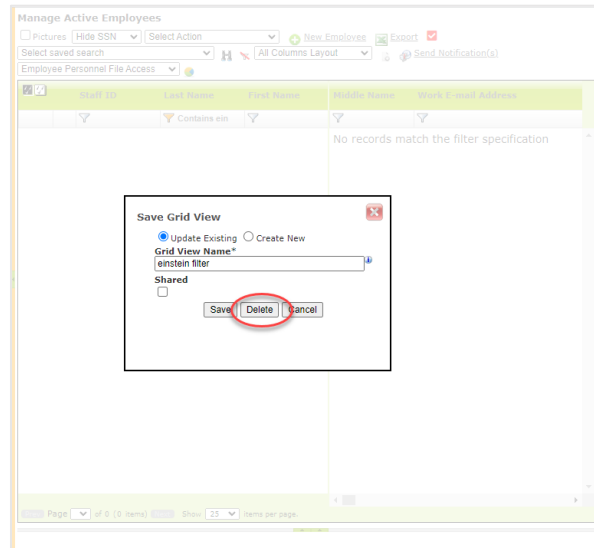
- **#3295 – Edit the Saved Grid View from the Grid**

Added ability to change the name, filters, and shared option (assuming user has appropriate role in SchoolFront) of the saved filter, and to create a new filter View from an existing filter. Users can only edit if they created the saved grid view.



- **#3296 – Delete Saved Grid View from the Grid**

If a user has selected an existing saved search and clicks the binoculars, the user will now be presented with a delete option. Only the owner of a saved search can delete the saved search. No delete option will be available if there isn't a search selected in the dropdown when the binoculars are selected.



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](#)