

Frontline Education is happy to announce the release of Help Desk Management v 10.1 which includes the following enhancements:

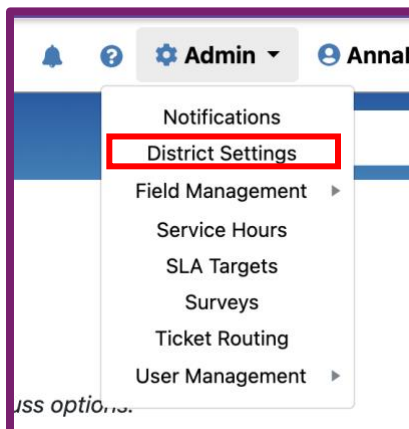
- **District Settings Page**
- **Frontline Central Integration to Create Onboarding Tickets**

This document outlines key capabilities, setup information, feature scope, and usage tips to help users understand and use this functionality effectively.

### District Settings Page

The latest Help Desk release introduces District Settings, a powerful new configuration area designed to give Admins greater control over global settings that impact users, permissions, and system behavior across the entire district.

Now from the Admin drop down, you can access District Settings, under Notifications.



The District Settings page now holds the district:

- “Timeout Selections” - Admins can configure district-wide idle timeouts to automatically log out inactive users after a set period, enhancing security and session control.
- “Tickets Generated by Email” - Enable or disable the ability to generate tickets from incoming emails, and define the default problem type and priority for those tickets.
- “HCM Integration” - Enables automatic ticket creation in Help Desk when a new staff member is hired in Frontline Central, helping ensure technology and support are ready on day one.

The image shows two screenshots of a helpdesk system's configuration interface. The top screenshot, titled "District Settings", is highlighted with a red box. It includes a navigation bar with "Dashboard", "Tickets", "Parts", "Knowledge Base", and "Reporting". Below the navigation bar are buttons for "Create Ticket" and "Create Article", and a search bar. The "District Settings" section contains a "Timeout Selection" section with an "Idle Timeout" dropdown set to "8 Hours". Below that is a "Tickets Generated By E-Mail" section with a checked checkbox for "Allow tickets to be automatically generated through email using: helpdesk@sandbox.hsshelpdesk.com" and a "Default Problem Type" dropdown set to "Ptype0706".

The bottom screenshot, titled "Frontline Central Integration", is highlighted with a purple box. It includes a sub-section "Onboarding Tickets" with a checked checkbox for "Enable tickets to be generated for onboarding through Frontline Central". Below this are a "Default Problem Type" dropdown set to "New Staff Onboarding" and a "Default Priority" dropdown set to "High". The "Email Notifications" section has a note that updates will be sent to addresses added below, and a "Name/Email" dropdown set to "3 users selected". At the bottom of this section are "Save" and "Cancel" buttons.

**Note:** The “District Settings” tab is only accessible to Admins.

## Frontline Central Onboarding Integration

We’re excited to introduce a powerful new integration that connects Frontline Central (HCM) with Frontline Help Desk. With this enhancement, your onboarding process becomes more seamless, automated, and collaborative across departments — ensuring new staff members are set up for success from day one.

When a new staff member is onboarded in Frontline Central, the system will automatically generate a Help Desk ticket, notifying the appropriate teams (e.g., Technology, Finance, Operations, HR) that onboarding tasks need to be completed. This ticket acts as a launchpad for all the services and access the new employee may need — from email account creation and badge printing to systems access and equipment setup.

### Key Benefits

- **Automated Onboarding Workflows-** Eliminate the need for manual follow-ups between HR and support departments. Tickets are generated instantly, ensuring no steps are missed.

- **Cross-Departmental Visibility-** Everyone involved in new hire setup — from IT to Facilities — is aligned around one centralized request, reducing communication gaps and duplicate work.
- **Faster Time-to-Productivity-** New staff have the tools, credentials, and access they need before they even walk in the door.
- **Consistency & Compliance-** Standardize onboarding procedures across the district with pre-defined ticket templates and problem types tied to new hires.

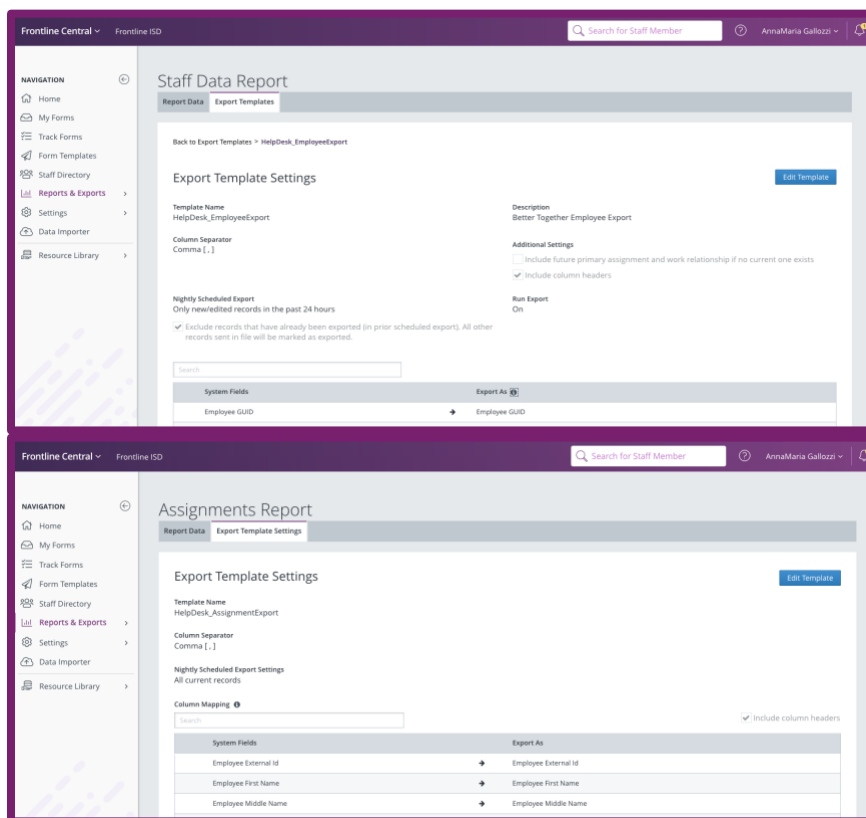
**Note:** This integration is only available to districts using Frontline Central. If you're interested in adding Frontline Central, contact your Client Value Partner to learn more.

## Setting Up a Nightly Onboarding Export from Frontline Central to Help Desk

To enable the HCM Integration with Help Desk, your district will need to configure a nightly export in Frontline Central that pushes key onboarding data directly into Frontline Help Desk. This ensures support teams are automatically notified when a new employee is hired and can begin their onboarding workflows promptly.

### Steps to Complete in Frontline Central

1. **Create Two Export Templates:**
  - Assignments Report: Named “HelpDesk\_AssignmentExport”
  - Staff Data Report: Named “HelpDesk\_EmployeeExport”



2. **Configure the Export Frequency:**
  - Set both exports to run **nightly**
  - **Set both to export only new in the past 24 hours**
  - Create a **one-time manual export** to support immediate testing or onboarding needs
3. **Export Format:**

- File Type: .CSV
- Delivery Method: [Based on your district's integration method — typically SFTP or automated file drop]

4. **Required Fields for the Export:**

Field Name	Description
Staff ID / External ID	Unique Employee Identifier
First Name, Middle Name, Last Name	Full employee name
Hire Date	Date employee is officially hired
Staff Type	Certified or Classified
Status	Active status (must be "Active")
Assignment External ID	Unique ID for the assignment record
Assignment Start Date	Start date of the employee's assignment
Job Type / Employment Group	Indicates role classification
Location	Work location or assigned site
Department	Department associated with the employee
Position Name	Job title or position description
Personal Phone	Employee's personal phone number
Personal Email	Employee's personal email address
Supervisor External ID	Unique ID of the employee's supervisor
Supervisor Name	Supervisor's full name
Supervisor Effective Dates	Dates tied to supervisor's role
Organization Phone	Work phone number
Organization Email	Work email address

### Additional Guidance for Existing Clients with Both Help Desk and Frontline Central

Additional Guidance for Existing Clients with Both Help Desk and Frontline Central

If your district already uses **both Frontline Help Desk and Frontline Central**, here's how to get started based on your current setup:

***If You Already Use Nightly Exports from Frontline Central:***

- Follow the integration setup instructions provided in this release.
- If you encounter any issues with the **export process**, reach out to **Frontline Central Support** for assistance.
- For Help Desk setup questions, contact **IHDM (Inventory & Help Desk Management) Support**.

***If You Do Not Currently Use Nightly Exports in Frontline Central:***

- Contact **Frontline Central Support** to:
  - Enable SFTP access
  - Configure the **nightly export schedule**

### ***If You Experience Issues During Help Desk Setup:***

- Reach out to **IHDM Support** for guidance on enabling the integration and managing onboarding tickets.

**Note:** Frontline Help Desk uses *imports* based on Central's *exports*. If your district does not yet have exports set up, they must be established first before tickets can be generated.

## **Help Desk Integration Setup: Connecting to Frontline Central**

Once your district has completed the **nightly onboarding export setup in Frontline Central**, you're ready to activate the integration in **Frontline Help Desk**.

This integration allows your district to automatically generate Help Desk tickets for new hires, ensuring departments like IT, HR, Facilities, and Finance are immediately looped in and can begin onboarding support.

### **Enabling the Integration in Help Desk**

1. **Navigate to District Settings**
  - Go to the **Admin** menu and select **District Settings**.
  - Locate the section titled **Frontline Central Integration**.
2. **Enable Onboarding Tickets**
  - Check the box labeled **"Enable tickets to be generated for onboarding through Frontline Central."**
  - This setting allows Help Desk to begin receiving and processing the nightly onboarding file from Central.
3. **Set Ticket Defaults**
  - **Default Problem Type:** Select the Problem Type that should be assigned to new onboarding tickets (e.g., "New Hire Onboarding").
  - **Default Priority:** Choose the appropriate default priority for incoming onboarding requests (e.g., High, Medium, Low).
4. **Configure Notification Recipients**
  - Under **Email Notifications**, select users who should receive email alerts regarding the integration.
  - These notifications will include success or failure reports from the nightly import file — helping your team proactively resolve any data issues or missed tickets.

### Frontline Central Integration

Get HCM Integration through Frontline Central. If you don't have it yet, contact your Frontline representative to discuss options.

#### Onboarding Tickets

Enable tickets to be generated for onboarding through Frontline Central

**Default Problem Type:**

**Default Priority:**

#### Email Notifications

Email updates for Frontline Central integration will be sent to any addresses added below.

**Name/Email:**

### Note: Don't Have Frontline Central?

This feature is available only to districts using **Frontline Central**. If you don't currently have access but are interested in streamlining onboarding workflows, please contact your Frontline Sales Representative to learn more.

## Automating Onboarding with Problem Types & Routing Rules

Once onboarding tickets are being generated from **Frontline Central**, Frontline Help Desk offers powerful tools to route, assign, and manage those tickets through your existing support workflows. This ensures that the right teams are informed at the right time — and that **new staff have everything they need to hit the ground running on Day 1**.

### Problem Types Drive Routing & Approvals

Every Help Desk ticket, including those from Frontline Central, is created with a **Problem Type** — and in this integration, that Problem Type is selected in **District Settings** when the integration is enabled.

Problem Types serve as the **triggering mechanism for routing rules** already configured in your Help Desk environment. This gives districts the flexibility to automate key onboarding processes, such as:

#### *Automatic Assignment (options/optional)*

- Route tickets to an **Onboarding service group**
- Assign directly to a **technician or team lead**

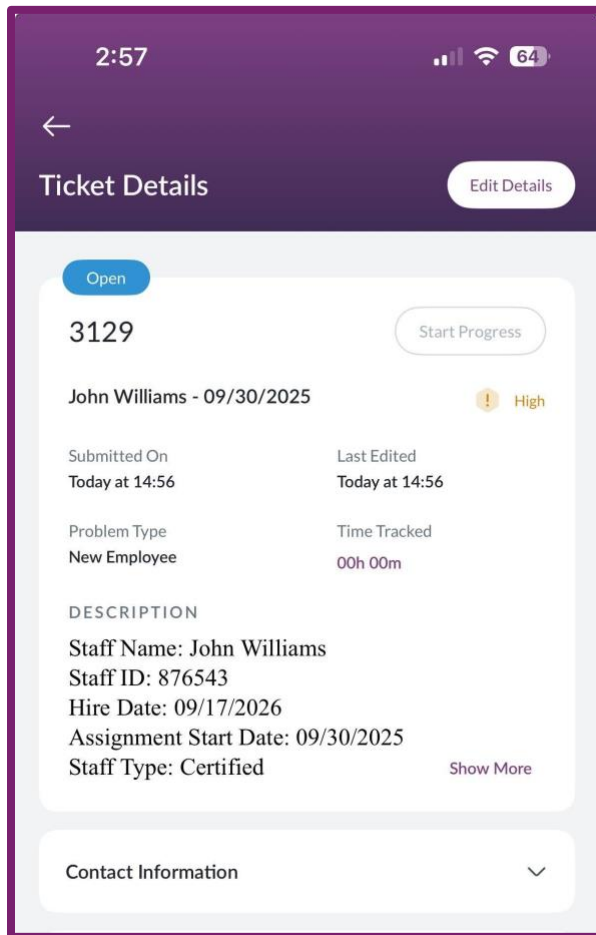
#### *Conditional Approvals (optional)*

- Kick off **approval workflows** based on the nature of the hire (e.g., high-level access roles)
- Require signoff from a manager or department head before provisioning resources

**Note:** You can build routing rules around Problem Type alone or use keywords within the Description to trigger more specific logic. For example, if “Math Teacher” appears in the Description, route to the Secondary Ed support team.

### **Onboarding Data Lives in the Description Field**

To ensure compatibility with all ticket templates and keep onboarding data centralized, all information sent from Frontline Central is formatted into the **Description field** of the ticket.



This includes:

#### *Employee Information*

- Employee ID / External ID
- Full name
- Job title / Position name
- Department and location
- Staff type (Certified/Classified)
- Hire and assignment start dates

#### *Contact Information*

- Personal and organizational email
- Personal phone number
- Work phone number


## Supervisor Information

- Supervisor name, ID, and effective dates
- Email address (if available)

**Note:** Fields that are missing from the HCM export will be marked as **"Not Provided"**. This allows your teams to quickly identify gaps and follow up if necessary.

**Note:** The integration will only pull over new Staff Members who are onboarding, not existing.

< Back

 **140171 - Onboarding: nancy sands - 0001TyPst**

New Staff Onboarding

[Edit Details](#) [Reroute](#) AnnaMaria Gallozzi ▼ [Start Progress](#)

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### Details

Status:	<span>Open</span>	Submitted On:	01/07/2026 2:59 AM
Priority:	<span>Medium</span>	Last Edited:	01/20/2026 2:13 PM
Problem Type:	New Staff Onboarding	Time Tracked:	00 hr 00 min

### Parts Usage

Total Cost: **\$0.00**

### Description

#### Employee Onboarding Request

**Employee Information:**

- Employee ID: 765672e6-9b0b-4b62-a195-fb3bff7bf7ad
- Name: nancy j sands
- Position: 0001TyPst
- Department: 00\_ESR\_0601
- Location: 00 location delete
- Job Type: \_Teacher
- Employment Group: teacher
- Staff Type: Math Teacher
- Employment Status: Active
- Hire Date: 01/01/2026
- Assignment Start Date: 01/05/2026
- Assignment ID: e8915ce9-749e-41d4-bd21-8512bb479917

**Contact Information:**

- Personal Email: sands@personal.com
- Personal Phone: (999) 999-9999
- Organization Email: sands@company.com
- Organization Phone: (112) 222-2222


**Supervisor Information:**


- Supervisor ID: 93fac988-5ddc-41d4-8be4-cc8227b2ecbe
- Supervisor Name: Supriya Bhat
- Supervisor Email: Not Provided
- Supervisor Effective Date: 01/05/2026 - 03/31/2026


*This ticket was automatically generated from Central (HCM) data to ensure Day 1 readiness for this new hire.*

*Fields showing 'Not Provided' indicate missing data from the source system.*

### Contact Info

Assigned Technician: AnnaMaria Gallozzi 

Submitted By: Frontline Central Integration (39) 

Service Groups: Onboarding:  [\(Manage\)](#)

Followers: [\(Manage\)](#)