

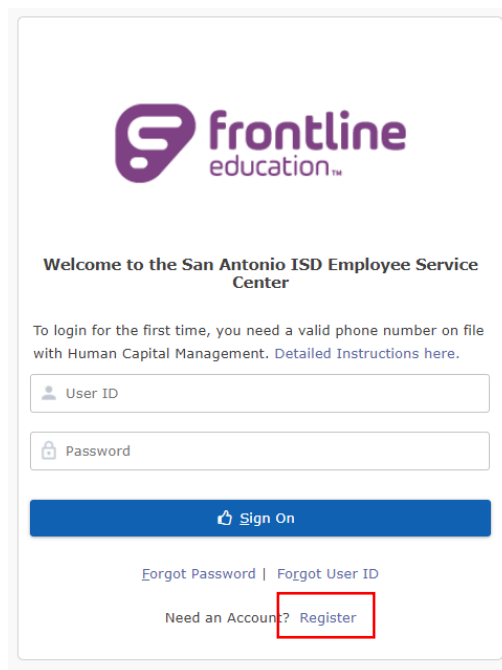


How to Access My Service Center as a Former Employee

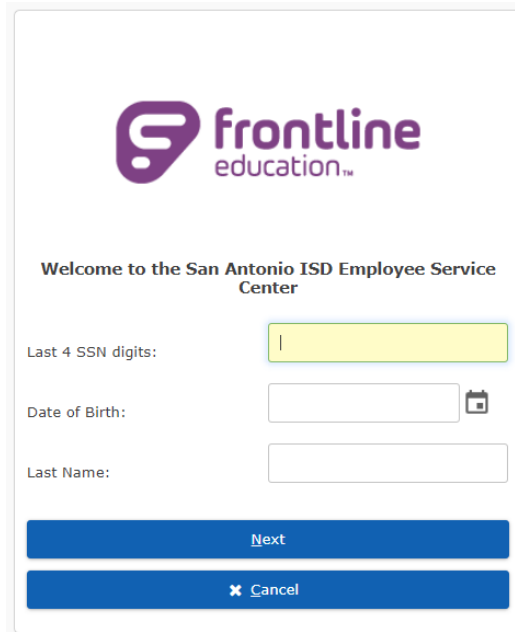
My Service Center can be used by former SAISD employees to view their:

- Personal Information on file with the district (Name, Address, Phone, etc.)
- Payroll Information (Paychecks and W2) as of July 1, 2021.

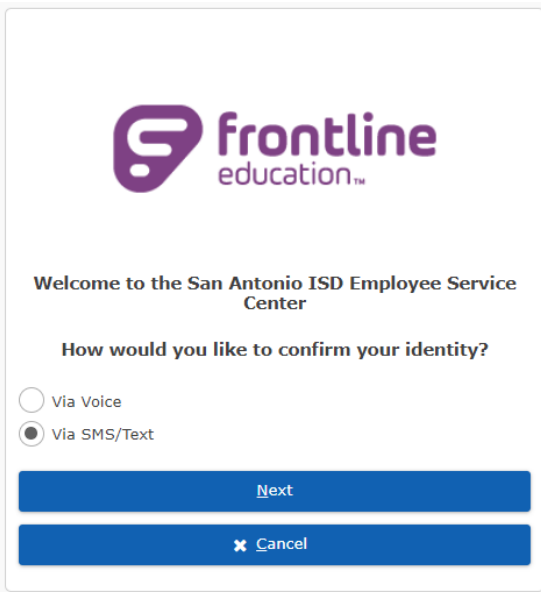
1. From your web browser access the login page by entering <https://sanantonioisd.teams.hosting/servicecenter>. Click on **Register** to create an account.


A screenshot of the Frontline Education login page. At the top is the Frontline Education logo. Below it, the text reads "Welcome to the San Antonio ISD Employee Service Center". A message states: "To login for the first time, you need a valid phone number on file with Human Capital Management. Detailed Instructions here." There are two input fields: "User ID" and "Password". Below these is a blue "Sign On" button. At the bottom, there are links for "Forgot Password" and "Forgot User ID", and a "Need an Account? Register" link, which is highlighted with a red box.

2. Enter the Last 4 of your social security digits, Date of Birth, and Last Name, then click on **Next**.

A screenshot of the Frontline Education registration page. At the top is the Frontline Education logo. Below it, the text reads "Welcome to the San Antonio ISD Employee Service Center". There are three input fields: "Last 4 SSN digits:" (highlighted with a yellow box), "Date of Birth:" (with a calendar icon), and "Last Name:". At the bottom, there are two blue buttons: "Next" and "Cancel".

3. You will be prompted to complete a Multi-Factor Authentication to confirm your identity using your phone number that is listed with the district. Select either Voice or SMS/Text and then click on **Next**. The number you receive the call/text from will be a 512 area code.





Welcome to the San Antonio ISD Employee Service Center

How would you like to confirm your identity?

Via Voice

Via SMS/Text

Next

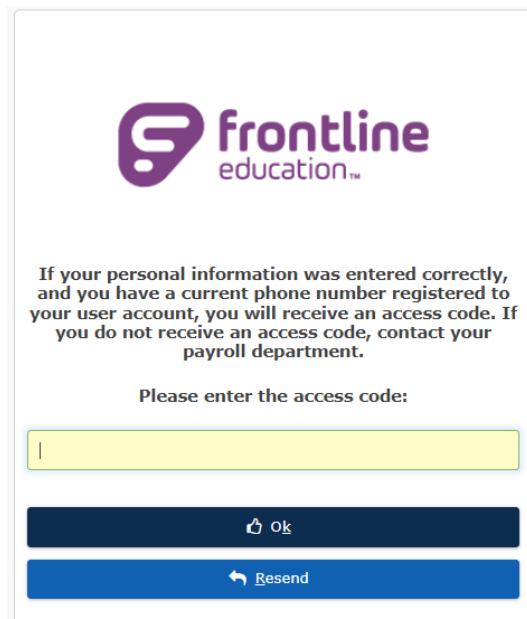
Cancel


Note: If the phone number to confirm your identity is incorrect, you will need to submit a phone number change by filling out the **Personal Address/Phone/Email Change** form found using the following link:

<https://www.saisd.net/page/talentmanagement-home>.

Phone number changes will be done same day during business hours. If submitted after 4:30pm, your request will be processed the following business day.

4. Enter the code provided and choose your preferred “Remember Me” Option. Click **OK**.





If your personal information was entered correctly, and you have a current phone number registered to your user account, you will receive an access code. If you do not receive an access code, contact your payroll department.

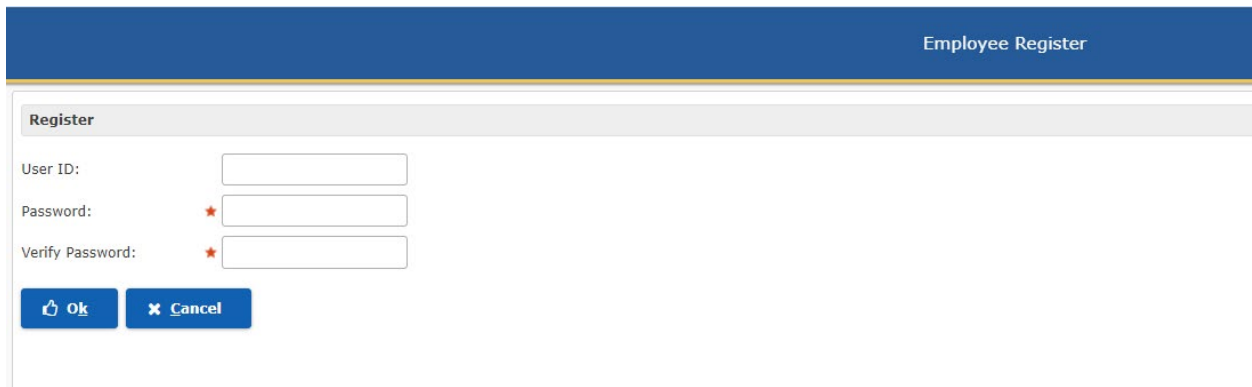
Please enter the access code:

|

Ok

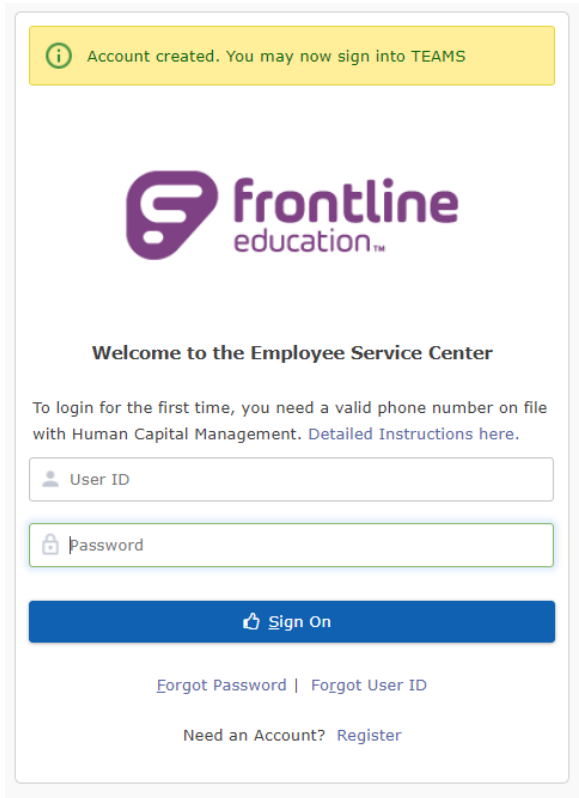
Resend

5. Enter a User ID and password you would like to use for your account, then click **Ok**. Your account will be created.



The image shows a web form titled "Employee Register" with a blue header. Below the header is a "Register" section with three input fields: "User ID:", "Password:", and "Verify Password:". Each field has a red asterisk next to it. At the bottom of the form are two buttons: "Ok" and "Cancel".

6. Once your account is created, you will then login with the User ID and password that you used to register. Click on **Sign on** to access My Service Center Home page.



The image shows the login page for the Frontline Education Employee Service Center. At the top, there is a yellow notification banner that says "Account created. You may now sign into TEAMS". Below this is the Frontline Education logo. The main heading is "Welcome to the Employee Service Center". A message states: "To login for the first time, you need a valid phone number on file with Human Capital Management. Detailed Instructions here." There are two input fields: "User ID" and "Password". Below these is a blue "Sign On" button. At the bottom, there are links for "Forgot Password", "Forgot User ID", and "Need an Account? Register".

Note: If you continue having difficulty logging into Frontline My Service Center you can contact IT Help desk at 210-244-2929 for assistance.