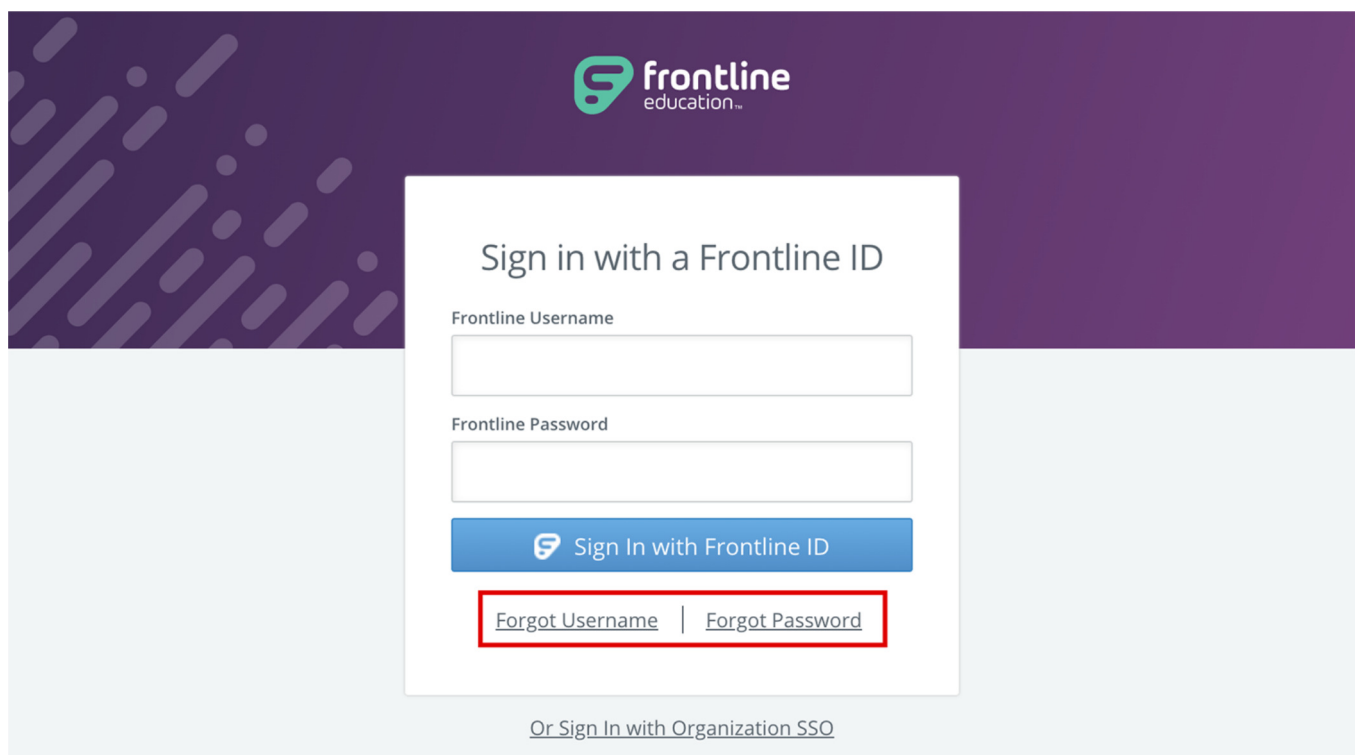


Acquiring Forgotten Credentials for a Substitute's Frontline ID Account

absence-help.frontlineeducation.com/hc/en-us/articles/115008139208-Acquiring-Forgotten-Credentials-for-a-Substitute-s-Frontline-ID-Account

Once you create your Frontline ID account, you can retrieve a forgotten username and password through the application's sign in page. This credential recovery process allows you to manage your own Frontline ID account without relying on District Administrators for assistance!

The Sign In page includes two links below the entry boxes that read "Forgot Username" and "Forgot Password".

The image shows the 'Sign in with a Frontline ID' page. At the top, there is a purple header with the 'frontline education' logo. Below the header, the main content area has a light blue background. In the center, there is a white box containing the sign-in form. The form has two input fields: 'Frontline Username' and 'Frontline Password'. Below these fields is a blue button with the text 'Sign In with Frontline ID'. Underneath the button, there are two links: 'Forgot Username' and 'Forgot Password', which are highlighted by a red rectangular box. At the bottom of the white box, there is a link that says 'Or Sign In with Organization SSO'.

Forgotten Username

If you select **I forgot my username**, the system will prompt you to enter the email affiliated with your Frontline ID account. (You chose this email during the initial account creation.)

The image shows the 'Forgot your username?' page. It has a purple header with the 'frontline education' logo. Below the header, the main content area has a light blue background. In the center, there is a white box with the text 'Forgot your username?'.

Please provide the email address you currently have on file in your organization. We will send the associated Usernames to that address.

Email Address

Email Username

[Return to Sign In](#)

Enter this address and click **Email Username** to receive an email to change your password.

Username reminder from Frontline Education Inbox x



Frontline Education <notifications@mail1.frontlineed.com>
to me ▾

Wed, Dec 18, 2019, 8:02 AM



The following usernames were found:

Bbarker

Sign In

You must have been granted access to by your Organization to successfully sign in. Contact your Organization administrator if you are having trouble.

Forgotten Password

If you select **I forgot my password**, the system will prompt you to enter the username affiliated with your Frontline ID account.



Provide your username and we will email you instructions to change your password.

Username

Continue

[Return to Sign In](#)

Enter this username and click **Continue** to receive an email through the address affiliated with your Frontline account. This email will contain a reset link where you can create a new password.

Change your Frontline ID password Inbox x



Frontline Education <notifications@mail1.frontlineed.com>
to Bbarkerlx1 ▾

Tue, Mar 3, 9:05 PM



Forgot your password, Bob?

Please click the link below to change your password.

Change Password

If you did not request to change your account password, you can disregard this email. If you believe someone may have accessed your account, you should update your Account Settings.

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