

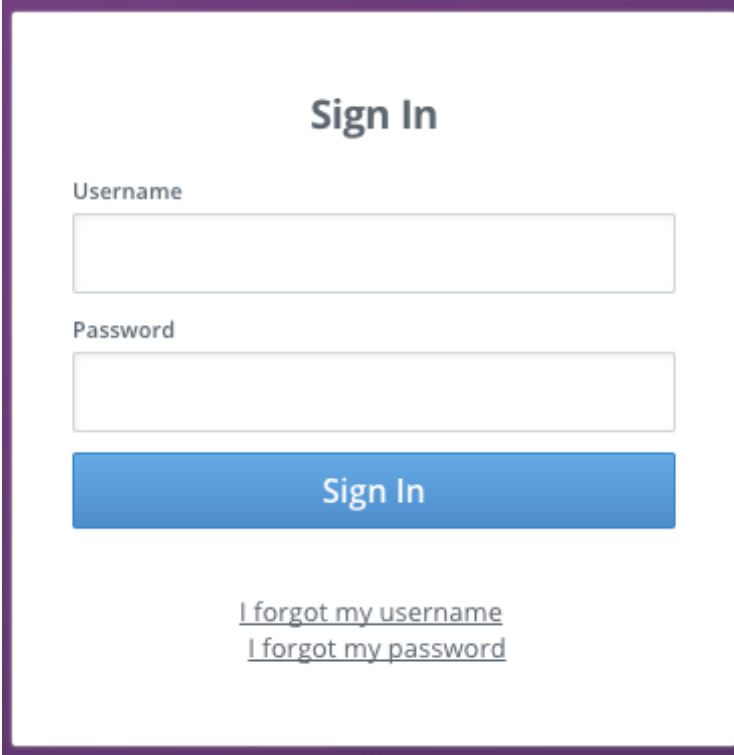
Acquiring Forgotten Credentials for a Frontline ID Account

help.frontlineeducation.com/hc/en-us/articles/115007754807-Acquiring-Forgotten-Credentials-for-a-Frontline-ID-

Provided your district has upgraded to the Frontline Insights Platform, you can now use one, unified Frontline ID account to access all your Frontline applications.

Curious about the creation of your Frontline ID account? [Click here to learn more!](#)

Once you create your Frontline ID account, you can retrieve a forgotten username and password through the application's sign in page. The Sign In page includes two links below the entry boxes that read "I forgot my username" and "I forgot my password".



Sign In

Username

Password

Sign In

[I forgot my username](#)
[I forgot my password](#)

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.)

Forgot your username?

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

Email Address

[Return to Sign In](#)

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

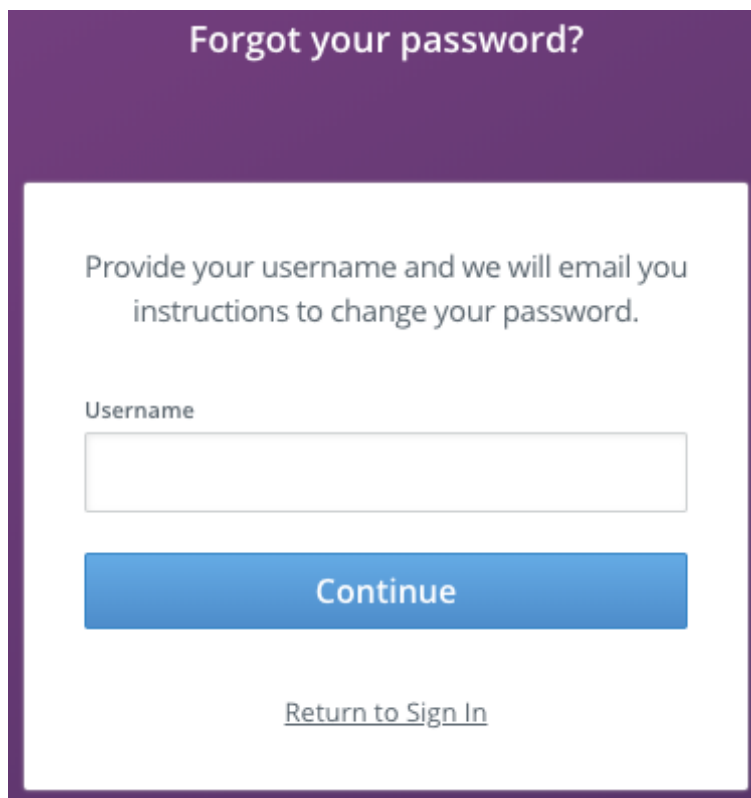
The following usernames were found for Absence Management:

Bbarker

[Sign in to Absence Management](#)

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

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



Forgot your password?

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.

Forgot your password, Bob?

Please click the link below to change your 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.

This credential recovery process allows you to manage your own Frontline ID account without relying on District Administrators for assistance!

Keep in mind, it is essential that you pay special attention when you enter the email address affiliated with your Frontline account, and we recommend you use a personal email address during your initial account creation, as this account may be connected to your profile within multiple districts.

In addition, it is important to note that District Administrators cannot retrieve a forgotten password, but they *can* assist with username retrieval. Contact your District Admin if you experience any trouble receiving the username recovery email.

