Frontline FAQ

- **What applications are part of the new Frontline Platform?**
  - Absence Management (Aesop)
  - Recruiting and Hiring (Applitrack)
  - Frontline IEP
  - Frontline 504
  - You only have access to the systems you used before the transition. If you did not previously have access to the IEP and 504 applications, you still will not have access to them.

- **What is my username and password?**
  - For all BR staff members, your user ID is your district email address.
  - For all BR staff members, your password is your district password.
  - For substitutes, you will need to create a new Frontline ID and password by following the directions in the link sent to your personal email address on January 28, 2020. Please check your spam and trash for this email, and submit a tech ticket if you need further assistance.

- **What is the difference between the three login methods?**

  - District Sign-In Link → https://login.frontlineeducation.com/sso/brrsd
    - Please bookmark the new link.
    - This link will log you in directly if you are using your district Google account.
    - This is NOT recommended if you are using a personal Google account on your device.

  - Frontline Sign-In Page → https://app.frontlineeducation.com

    Sign in with a Frontline ID

    Frontline Username

    Frontline Password

    Sign In with Frontline ID

    Forgot Username | Forgot Password

    Or Sign In with Organization SSO

    - On this page you must click the link that reads "**Or Sign in with Organization SSO.**"
    - Then enter your district email address, and click on Sign In.
    - Substitutes must access this link in order to log in with their new Frontline ID and Password.
   - This method is recommended for personal devices.

○ Google App Icon → Click on the Google Apps icon (waffle) to access the Frontline shortcut. Scroll down and select Frontline.
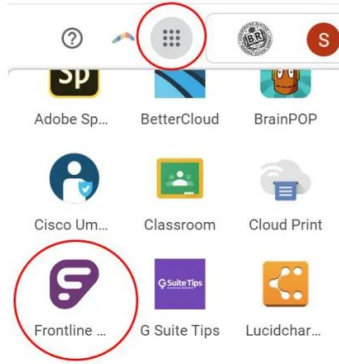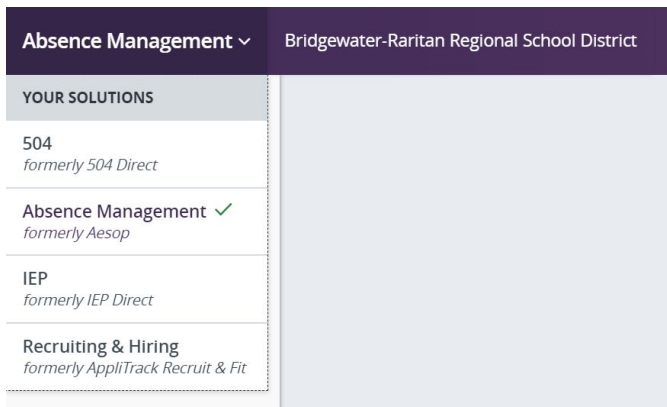

This shortcut is available when you are logged into your district Google account.

- **How can I switch between applications?**
  When you first log in using one of the new methods, you will be able to select an application to access.
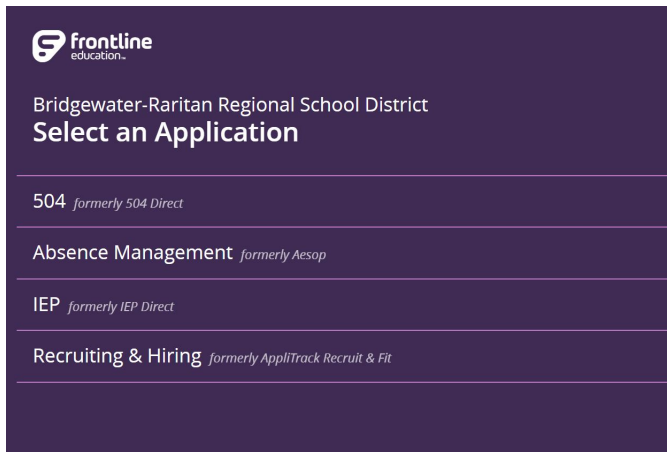
From within an application, click on the application name in the top left corner to switch.

- **I have multiple roles in Absence Management (Aesop) - how can I switch between roles?**
  Log into Aesop. Then click on your name in the top right corner. Select the role you would like to use.
  Please note that Aesop will default to your highest level of access.
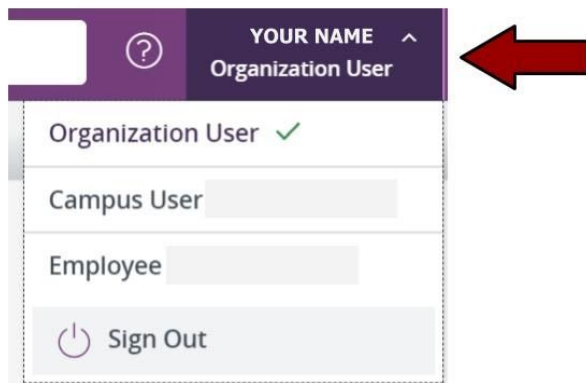
  - Organization User - System Administrators only
  - Campus User - Approve absences, monitor daily absences and substitute assignments, etc.
  - Employee - Input your own absences

- **I use Absence Management (Aesop) to pick up jobs as a substitute and to put in my own absences - how can I switch between roles?**
  - If you are a permanent staff member or leave replacement AND a substitute, you have two accounts: one for personal absences (employee account) and one to pick up jobs (substitute account).
  - To log in as a substitute, you will need to create a Frontline ID by following the directions you received at your personal email address on January 28, 2020.
  - You will use your district Google account to log in as an employee.

- **What if I am a teacher and want to apply for a stipend position such as curriculum writing in Frontline Applitrack?**
  The process for applicants has not changed. Applicants will need to create a separate account for Applitrack. You can use either your district or personal email account to apply for a position.

- **Can I use the Frontline app to submit absences?**
  Yes! To use the Frontline app, follow the directions outlined in the link below. The Frontline app can ONLY be used to submit, monitor, and approve absences. It is not available for substitutes.
  [Frontline App Directions](#)

- **What do I do if I still can't log in?**
  Submit a tech ticket at https://techhelpdesk.brrsd.org/.
  Please explain what system you are trying to access and what type of error message you are receiving.