


# Receiving an Email Invitation for a Frontline Application as a Substitute

 [absence-help.frontlineeducation.com/hc/en-us/articles/115008139068-Receiving-an-Email-Invitation-for-a-Frontline-Product-as-a-Substitute](https://absence-help.frontlineeducation.com/hc/en-us/articles/115008139068-Receiving-an-Email-Invitation-for-a-Frontline-Product-as-a-Substitute)

## Receiving an Invitation

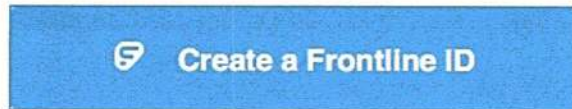
Those who receive an email invitation must make the proper selections to either set up a new Frontline ID account or to sign in with an existing account.



Hello, Amy.

Phoenix Insights School District has invited you to access **Absence Management**.

A Frontline ID account is required to access your Frontline solutions.



Already have a Frontline ID account? [Sign In with your Frontline ID](#)

Note: This is different than the Aesop ID.

**Important: please do not forward this email.**

## Create a New Account

To access the new functionality associated with your application(s), you will need to create a new Frontline ID account in accordance with Frontline requirements.

This new account replaces your former login credentials and allows you to collectively access all your different Frontline applications via a single username and password.

Select **Create a Frontline ID** within the invitation email. This selection takes you to a login page where you must create new login credentials.

Your new username must contain 1 alphabet character and at least 4 total characters. The password must have 1 alphabet character, 1 number or special character, and 8 total characters.

Include an email address for password recovery and click **Create Frontline ID** once you are finished.

## Phoenix Insights School District Create a Frontline ID

|   |                                   |
|---|-----------------------------------|
| First Name  | Last Name                         |
| <input type="text" value="Amy"/>  | <input type="text" value="Pond"/> |
| Create a Username   |                                   |
| <input checked="" type="checkbox"/> <input type="text" value="Apond"/>                  |                                   |
| Create a Password   |                                   |
| <input checked="" type="checkbox"/> ..... <a href="#">Show</a>                          |                                   |
| Email Address   |                                   |
| <input checked="" type="checkbox"/> <input type="text" value="apond@education.com"/>    |                                   |
| <input checked="" type="checkbox"/> I accept the <a href="#">terms and conditions</a> . |                                   |
| <input type="button" value="Create Frontline ID"/>                                      |                                   |

Already have a Frontline ID? [Sign In](#)

The system signs you in with your new username and password and activates the enhancements associated with the Insights Platform. These new upgrades incorporate features such as application switching and a single url sign-on page (go to [app.frontlineeducation.com](http://app.frontlineeducation.com)).

### Sign in with Existing Account

The "Sign In with your Frontline ID" option is only applicable in special circumstances (such as having to provide access to a multi-district user, etc.) In such cases, you will have already received this email invitation in the past and created a Frontline ID account.

If this applies, select **Sign In with your Frontline ID** and enter the Frontline ID account you previously created from the prior invitation email.

As a general rule, users will primarily receive an invitation email to create a new Frontline ID account and not to sign in with an existing one.

With the creation of your new account, you can begin to utilize all the improved functionality associated with the Insights Platform.

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