Acquiring Forgotten Credentials for a Substitute's Frontline ID Account

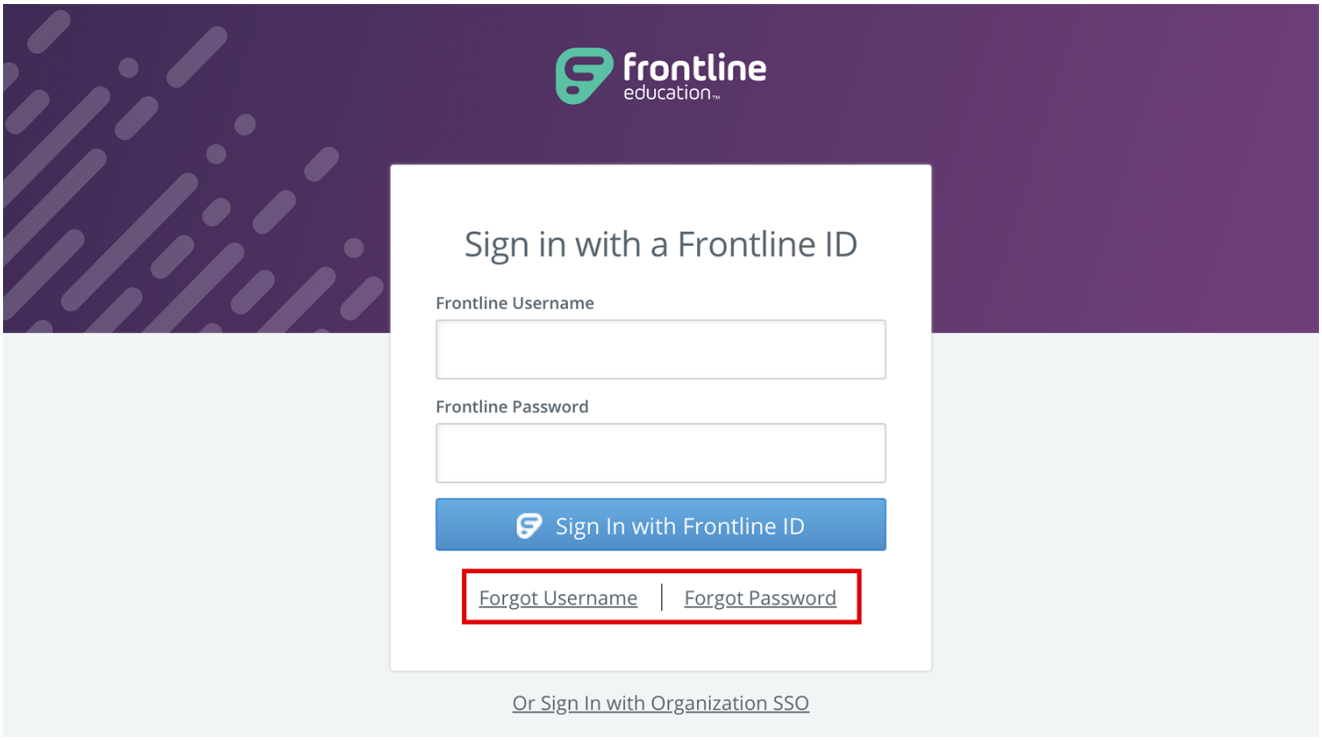
absence-help.frontlineeducation.com/hc/en-us/articles/115008139208-Acquiring-Forgotten-Credentials-for-a-Substitute-s-Frontline-ID-Account

This article is only applicable if your organization has upgraded to the Frontline Insights Platform. Please reference this article if you are curious about the creation of a Frontline ID.

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!

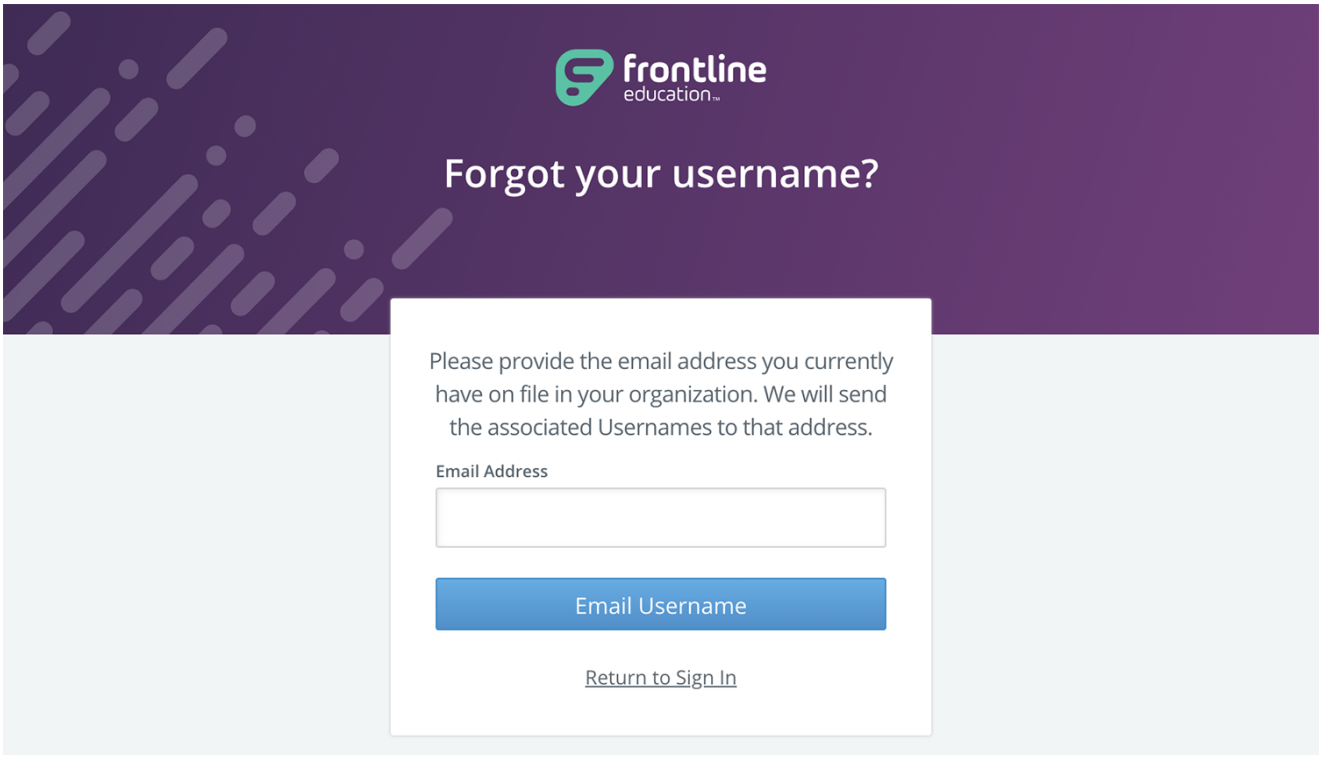


The Sign In page includes two links below the entry boxes that read "Forgot Username" and "Forgot Password".

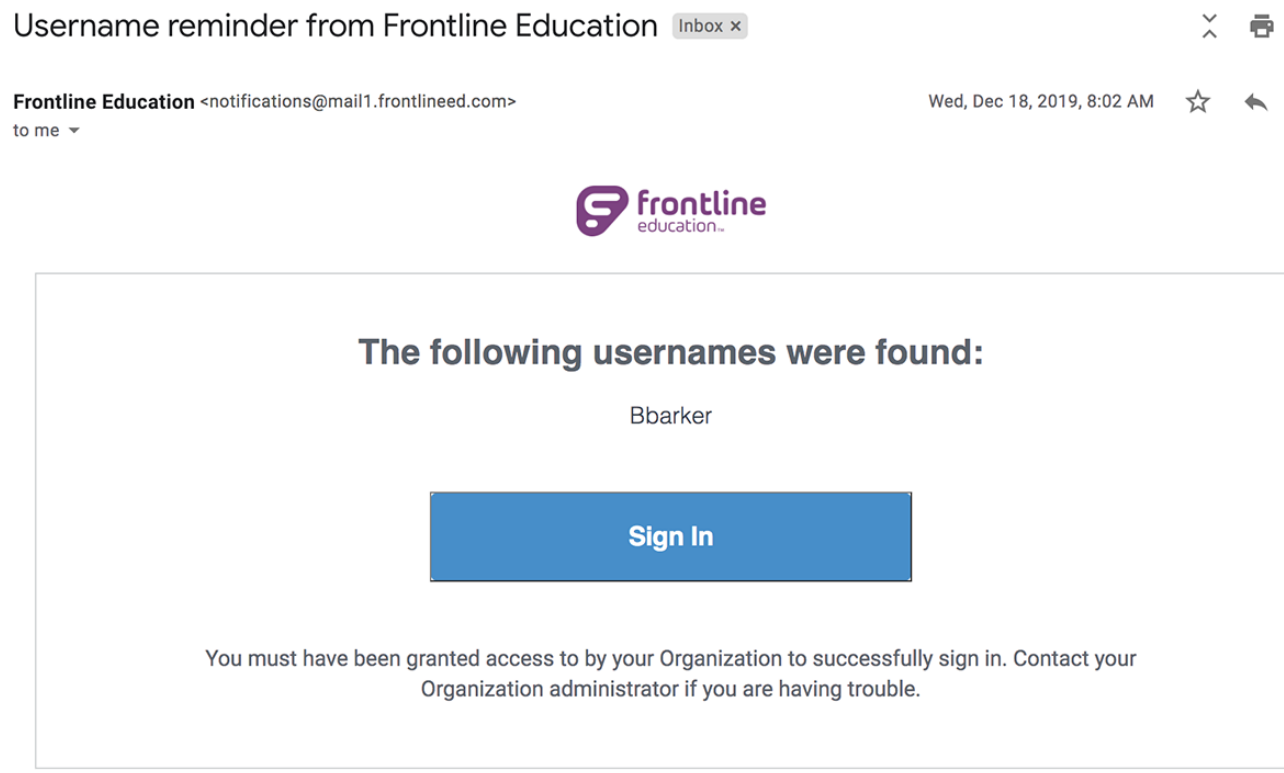


Forgotten Username

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.)

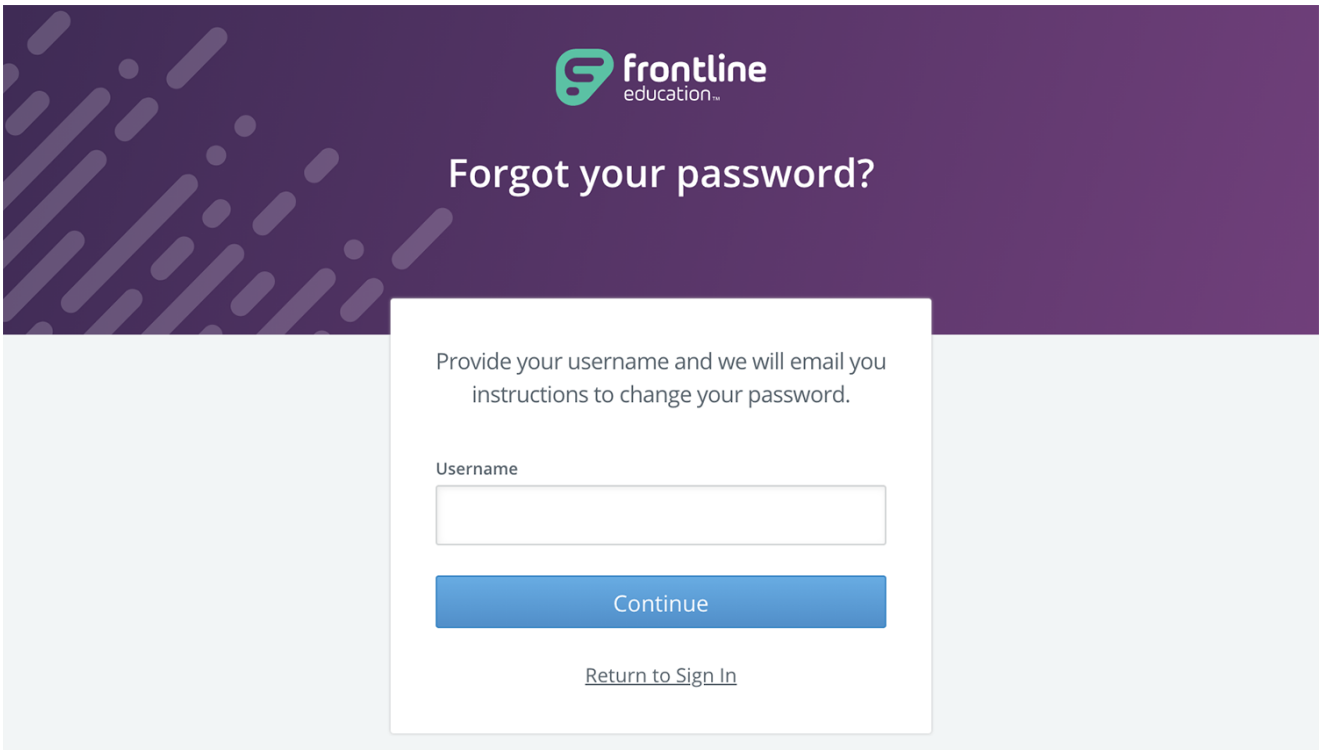


Enter this address and click **Email Username** to receive an email to change your password.

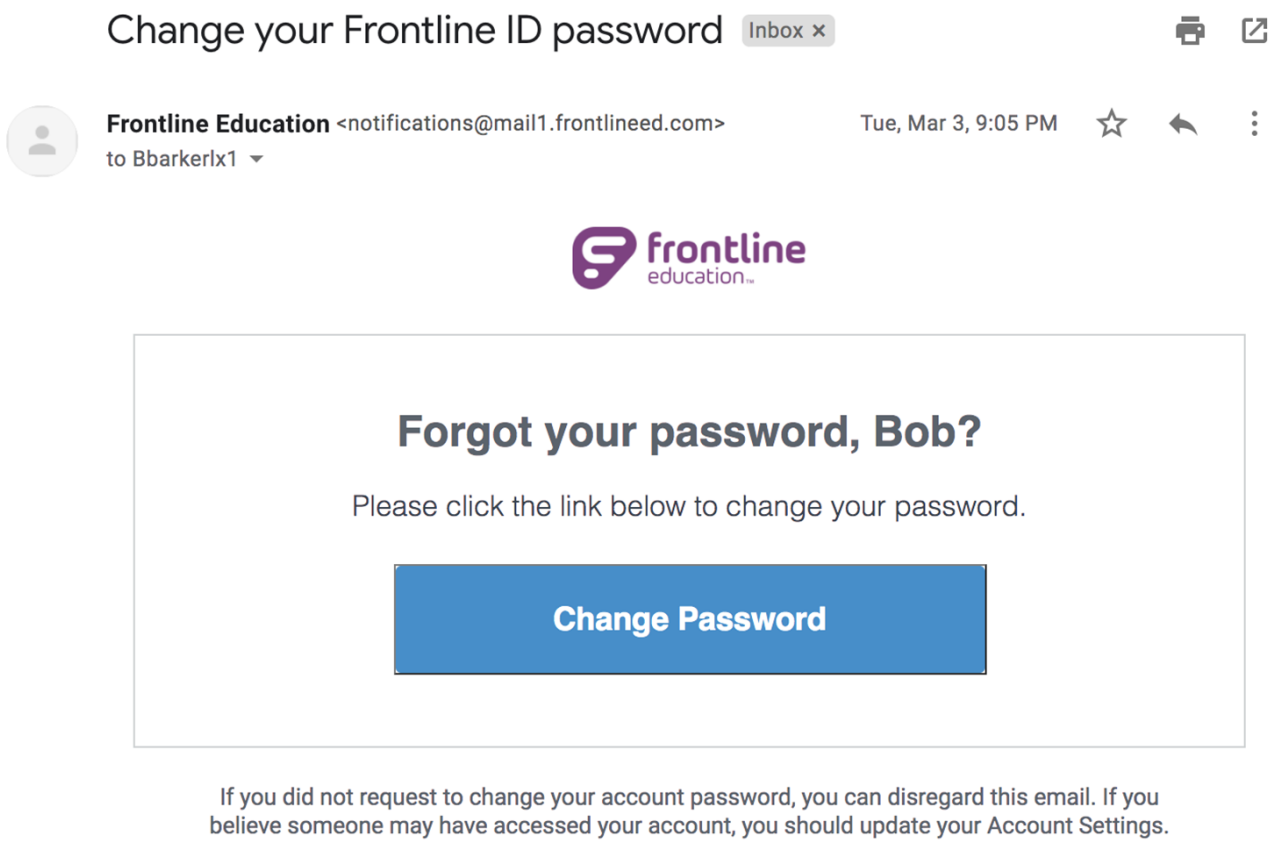


Forgotten Password

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



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.



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

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