

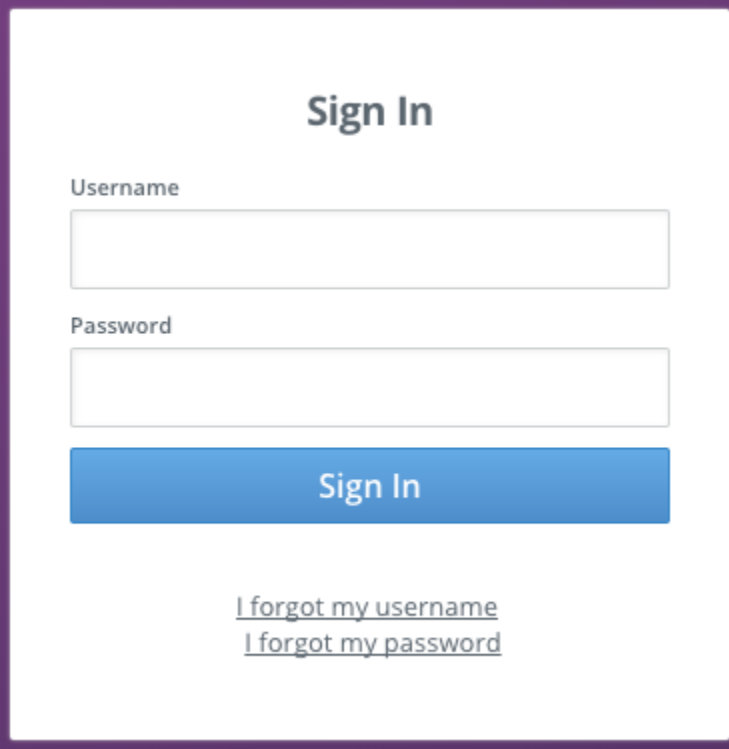
# Acquiring Forgotten Credentials for a Substitute's Frontline ID Account

[absence-help.frontlineeducation.com/hc/en-us/articles/115008139208-Acquiring-Forgotten-Credentials-for-a-Substitute-s-Frontline-ID-Account](https://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 "I forgot my username" and "I forgot my password".



The image shows a screenshot of a web form titled "Sign In". It features two input fields: "Username" and "Password". Below the "Password" field is a blue "Sign In" button. At the bottom of the form, there are two underlined links: "[I forgot my username](#)" and "[I forgot my 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.)

### 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

**Email Username**

[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

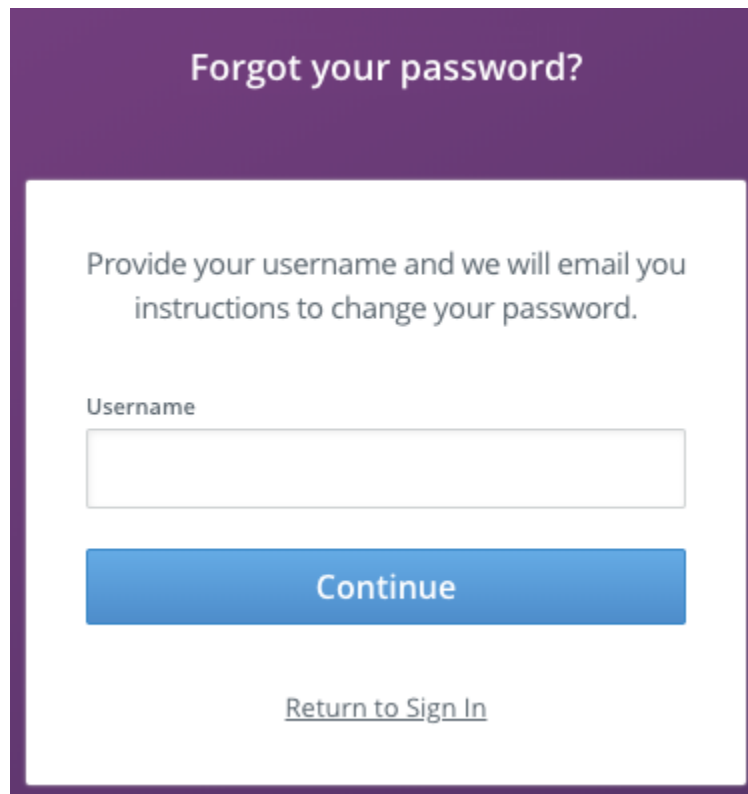
**Sign in to Absence Management**

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

## Forgotten Password

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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. This email will contain a reset link where you can create a new password.

## Forgot your password, Bob?

Please click the link below to change your password.



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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.

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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