

Acquiring Forgotten Credentials for a Frontline Account

absence-help.frontlineeducation.com/hc/en-us/articles/115008139548-Acquiring-Forgotten-Credentials-for-a-Frontline-Account

Frontline Education now provides a single sign in through the Foundation of the Insights Platform. Provided your district has the Platform, this means you can now use one, unified "Frontline Account" to access all your Frontline Education solutions.

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

Once you create a single Frontline 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 ID and username" and "I forgot my PIN or password".

Sign In

ID or Username

PIN or Password

Sign In

[Having trouble signing in?](#)

[I forgot my ID or username](#) | [I forgot my PIN or password](#)

If you select **I forgot my ID or username**, the system will prompt you to enter the email affiliated with your Frontline Account. (You chose this email during the initial creation of your Frontline Account.)

Forgot your ID or username?

Provide the email address you currently have on file in your district. We will send all associated IDs or 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 IDs / usernames were found for Absence Management (formerly Aesop):

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 administrator if you are having trouble.

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

Forgot your PIN or password?

Provide your ID or username and we will email you instructions to change your PIN / password.

ID or Username

Continue

[Return to Sign In](#)

Enter this ID/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.

Change Password

This credential recovery process allows you to manage your own sign in credentials.

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.