

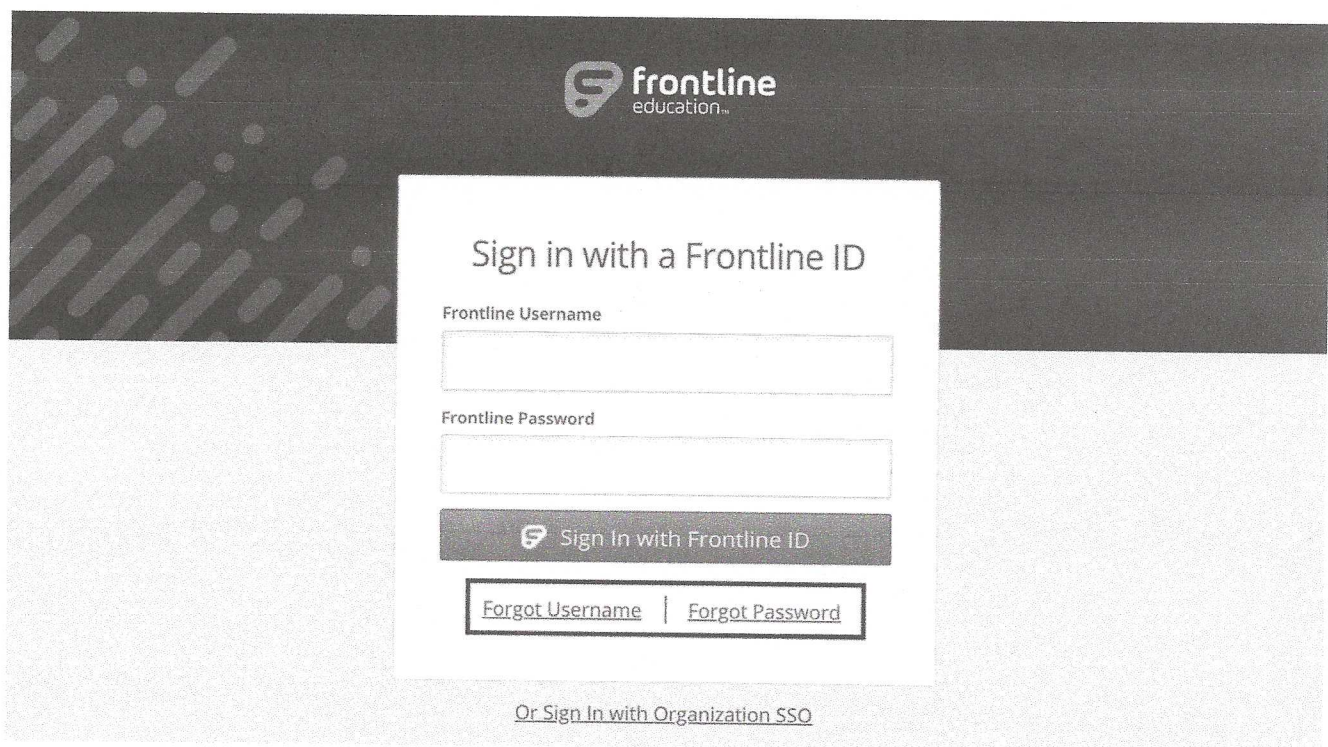
# Acquiring Forgotten Credentials for a Substitute's Frontline ID Account

[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 "Forgot Username" and "Forgot Password".



frontline  
education

Sign in with a Frontline ID

Frontline Username

Frontline Password

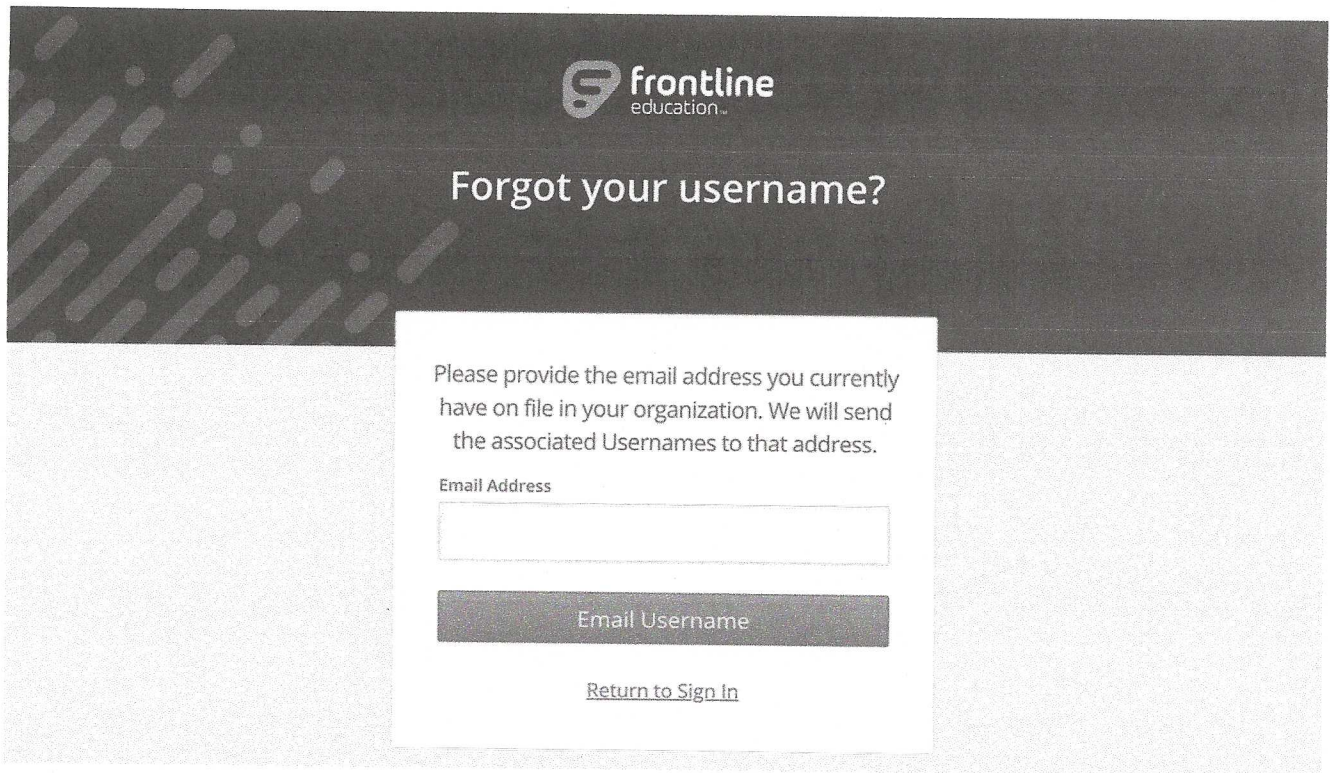
Sign In with Frontline ID

[Forgot Username](#) | [Forgot Password](#)

[Or Sign In with Organization SSO](#)

## 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.

Username reminder from Frontline Education Inbox x



Frontline Education <notifications@mail1.frontlineed.com>  
to me ▾

Wed, Dec 18, 2019, 8:02 AM



### The following usernames were found:

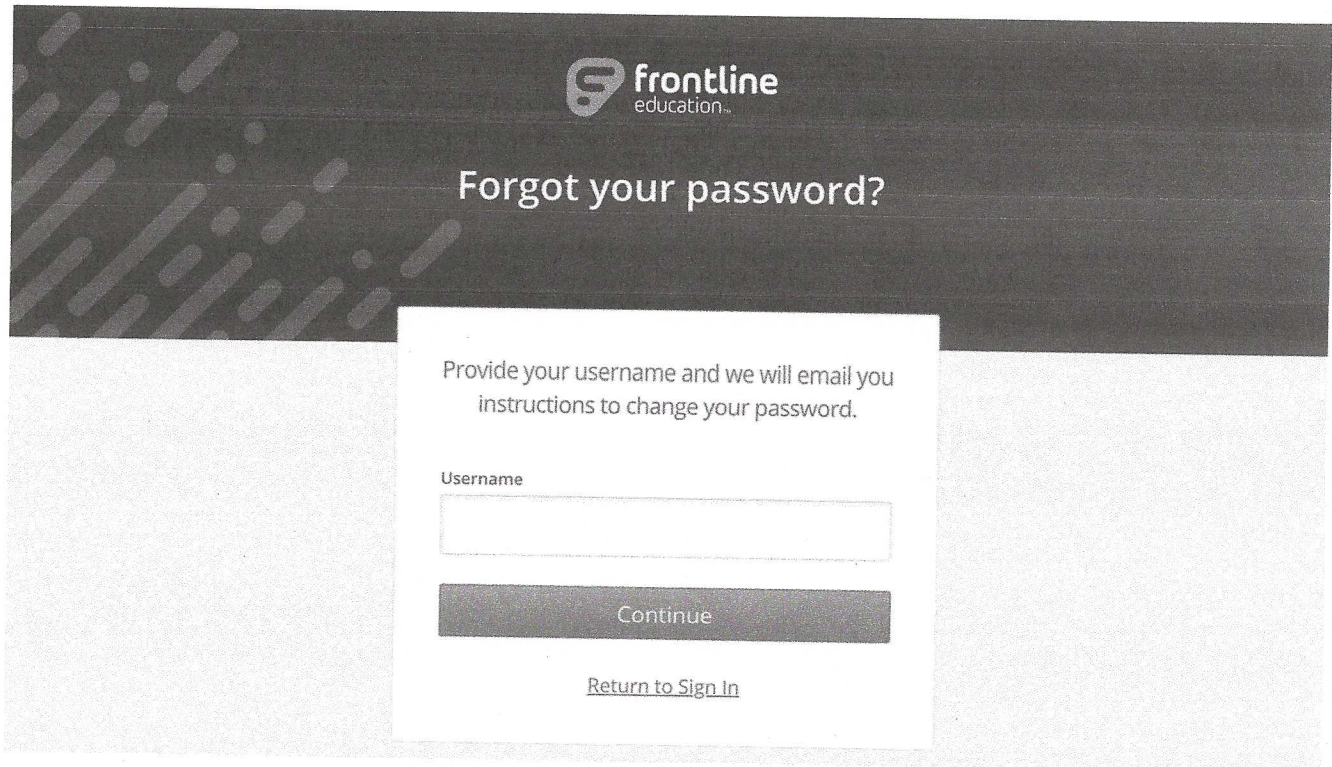
Bbarker



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

## Forgotten Password

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



The screenshot shows a web interface for Frontline Education. At the top, the logo for 'frontline education' is visible. Below the logo, the text 'Forgot your password?' is displayed. A white form box is centered on the page, containing the following elements:

- Text: 'Provide your username and we will email you instructions to change your password.'
- Text: 'Username'
- Text input field
- Button: 'Continue'
- Text: [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.

# Change your Frontline ID password Inbox x



**Frontline Education** <notifications@mail1.frontlineed.com>  
to Bbarkerlx1

Tue, Mar 3, 9:05 PM ☆ ↶ ⋮



## Forgot your password, Bob?

Please click the link below to change your password.

[Change Password](#)

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.

### Recently viewed articles

---

[Receiving an Email Invitation for a Frontline Application as a Substitute](#)

© Copyright 2020 Frontline Education