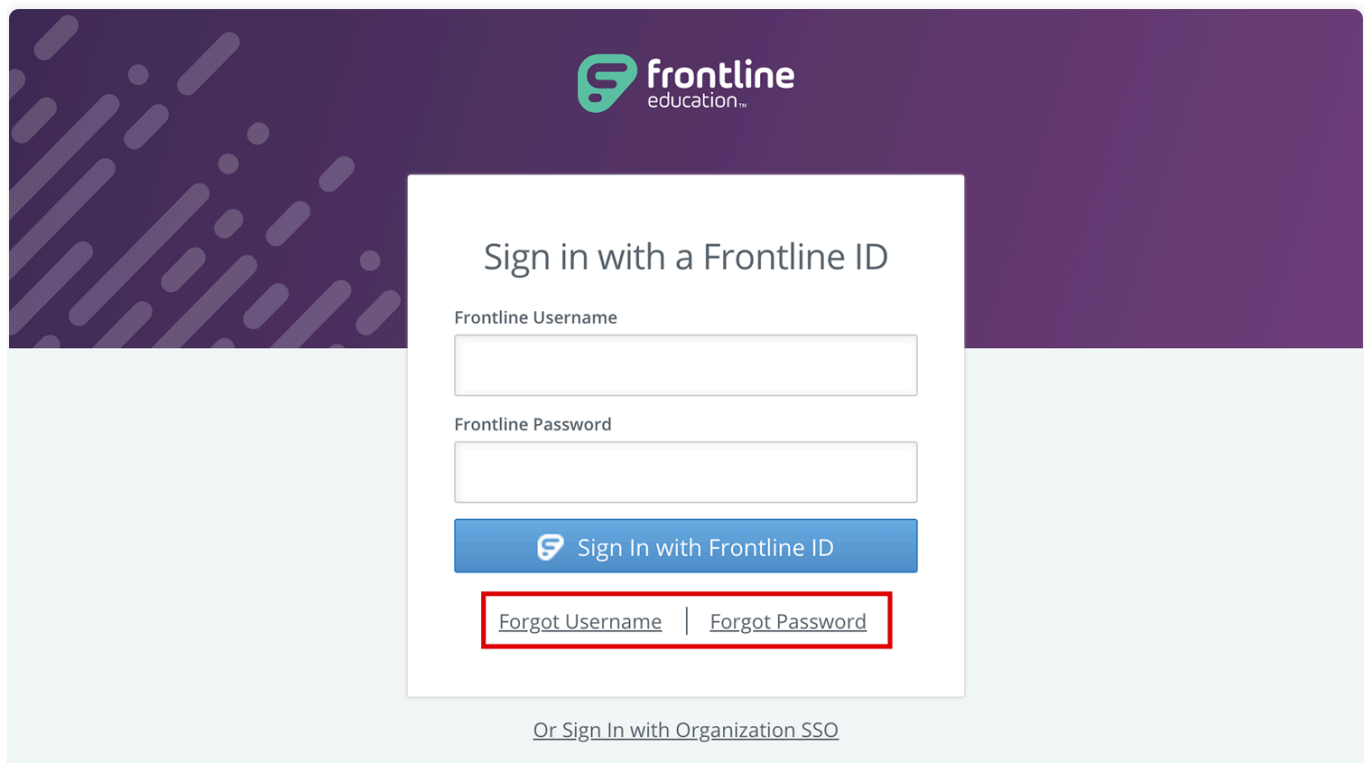


Recover a Substitute's Frontline ID Username or Password

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 Administrators for assistance!

Choosing an Option

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

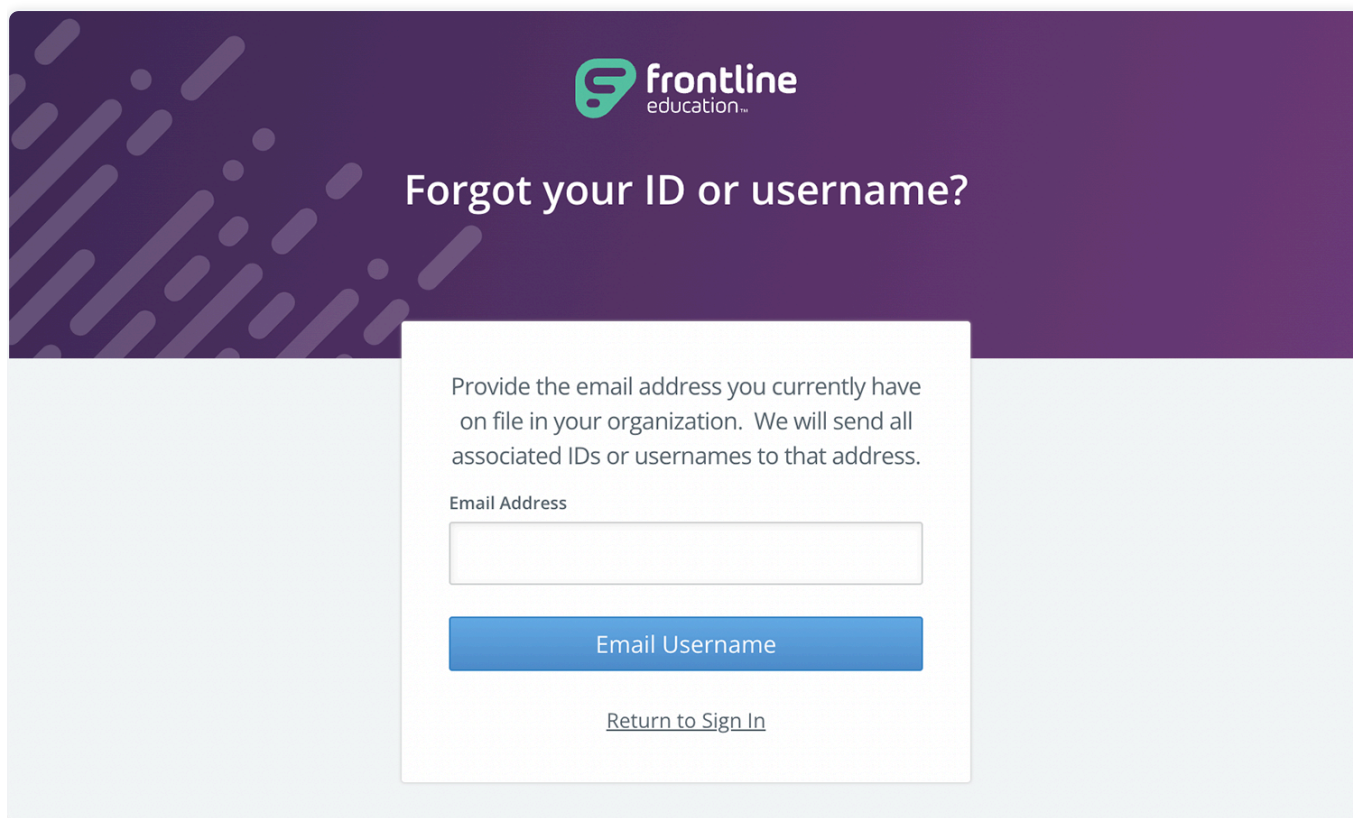


The screenshot shows the Frontline ID sign-in interface. At the top center is the Frontline Education logo. Below it, the heading reads "Sign in with a Frontline ID". There are two input fields: "Frontline Username" and "Frontline Password". Below the password field is a blue button labeled "Sign In with Frontline ID". At the bottom of the sign-in form, two links are displayed: "Forgot Username" and "Forgot Password", which are highlighted with a red rectangular box. Below the sign-in form, there is a link that says "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 email address and click **Email Username**.




The screenshot shows a web form for recovering a forgotten username. At the top, the Frontline Education logo is displayed. Below the logo, the heading reads "Forgot your ID or username?". The main instruction states: "Provide the email address you currently have on file in your organization. We will send all associated IDs or usernames to that address." There is a text input field labeled "Email Address". Below the input field is a blue button labeled "Email Username". At the bottom of the form, there is a link that says "Return to Sign In".

You will receive an email with the username(s) found in the system.

Username reminder from Frontline Education Inbox x  

 **Frontline Education** <notifications@mail1.frontlineed.com> 11:23 AM (2 minutes ago) ☆ ↶ ⋮
to me ▾



The following usernames were found:


kataradria@gmail.com

[Sign In](#)

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.





Forgot your password?





Provide your username and we will email you instructions to change your password.


Username

[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 change your password.

Change your Frontline ID password Inbox x  

 **Frontline Education** <notifications@mail1.frontlineed.com> 11:41 AM (0 minutes ago)   
to me ▾




Forgot your password, Katara?

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.
Please do not reply to this email.

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