

Welcome, Joe! How can we help?

 absence-help.frontlineeducation.com/hc/en-us/articles/115008139068-Receiving-an-Email-Invitation-for-a-Frontline-Application-as-a-Substitute

Once your district upgrades to the Frontline Insights Platform, you will receive an email invitation to create a Frontline ID account. This new username and password will replace any former login credentials and allow you to access all your Frontline applications with a single username and password.

In a rush? Reference this brief, printable [QuickStart Guide](#) to quickly review the account creation process.

Receiving an Invitation

Those who receive an email invitation must make the proper selections to either set up a new Frontline ID account or to sign in with an existing account.



Hello, Amy.

Phoenix Insights School District has invited you to access **Absence Management**.

A Frontline ID account is required to access your Frontline solutions.

 **Create a Frontline ID**

Already have a Frontline ID account? [Sign In with your Frontline ID](#)

Note: This is different than the Aesop ID.

Important: please do not forward this email.

Create a New Account

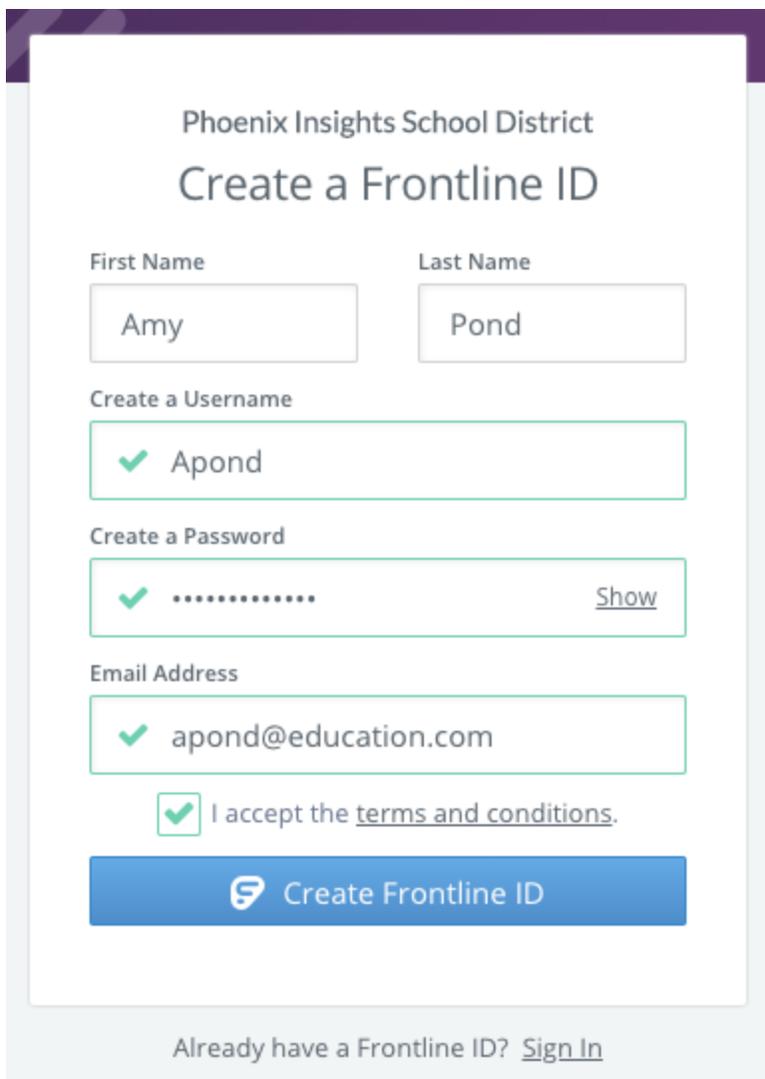
To access the new functionality associated with your application(s), you will need to create a new Frontline ID account in accordance with Frontline requirements.

This new account replaces your former login credentials and allows you to collectively access all your different Frontline applications via a single username and password.

Select **Create a Frontline ID** within the invitation email. This selection takes you to a login page where you must create new login credentials.

Your new username must contain 1 alphabet character and at least 4 total characters. The password must have 1 alphabet character, 1 number or special character, and 8 total characters.

Include an email address for password recovery and click **Create Frontline ID** once you are finished.



The screenshot shows a web form titled "Phoenix Insights School District Create a Frontline ID". The form includes several input fields and a checkbox, all with green checkmarks indicating successful validation. The fields are: "First Name" (Amy), "Last Name" (Pond), "Create a Username" (Apond), "Create a Password" (represented by dots with a "Show" link), and "Email Address" (apond@education.com). Below the email field is a checkbox labeled "I accept the terms and conditions." At the bottom of the form is a blue button with a speech bubble icon and the text "Create Frontline ID". At the very bottom of the page, there is a link: "Already have a Frontline ID? [Sign In](#)".

The system signs you in with your new username and password and activates the enhancements associated with the Insights Platform. These new upgrades incorporate features such as application switching and a single url sign-on page (go to app.frontlineeducation.com).

Sign in with Existing Account

The "Sign In with your Frontline ID" option is only applicable in special circumstances (such as having to provide access to a multi-district user, etc.) In such cases, you will have already received this email invitation in the past and created a Frontline ID account.

If this applies, select **Sign In with your Frontline ID** and enter the Frontline ID account you previously created from the prior invitation email.

As a general rule, users will primarily receive an invitation email to create a new Frontline ID account and not to sign in with an existing one.

With the creation of your new account, you can begin to utilize all the improved functionality associated with the Insights Platform.