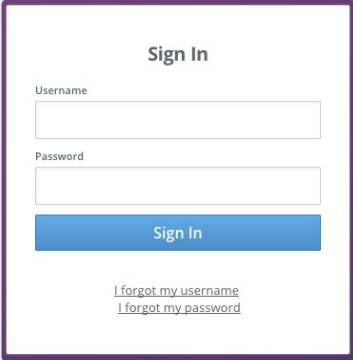


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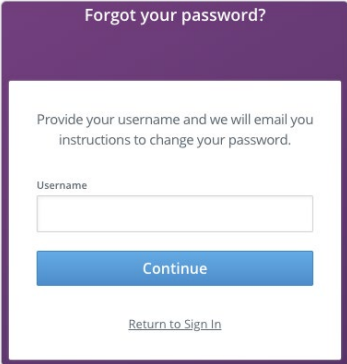
HOW TO RETRIEVE FORGOTTEN PASSWORD

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 username" and "I forgot my password."



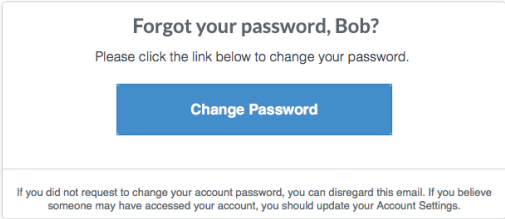
The screenshot shows a 'Sign In' form with two input fields: 'Username' and 'Password'. Below the fields is a blue 'Sign In' button. At the bottom of the form, there are two links: 'I forgot my username' and 'I forgot my password'.

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 'Forgot your password?' page. It has a purple header with the text 'Forgot your password?'. Below the header, it says 'Provide your username and we will email you instructions to change your password.' There is a 'Username' input field and a blue 'Continue' button. At the bottom, there is a link 'Return to Sign In'.

Enter this username and click **Continue** to receive an email through the address affiliated with your Frontline account. This is what your email will look like:



The screenshot shows an email template for password recovery. It has a header 'Forgot your password, Bob?' and a sub-header 'Please click the link below to change your password.' Below the sub-header is a blue 'Change Password' button. At the bottom, there is a disclaimer: '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.'

Contact Karina Ramirez, at Ext 6109 or karina.ramirez@isd518.net, if you experience any trouble receiving the password recovery email.