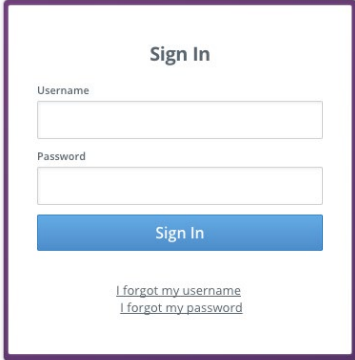


# FRONTLINE-

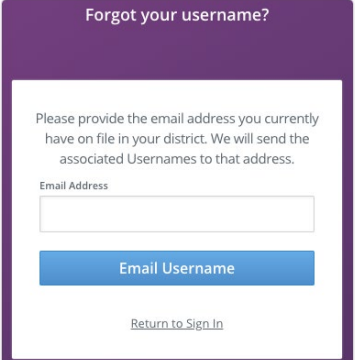
## HOW TO RETRIEVE FORGOTTEN USERNAME

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."



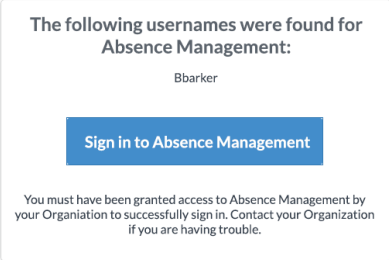
The screenshot shows a "Sign In" form with two input fields: "Username" and "Password". Below the fields is a blue "Sign In" button. At the bottom of the form, there are two links: "I forgot my username" and "I forgot my password".

If you select **I forgot my 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.)



The screenshot shows a "Forgot your username?" page. It contains a text prompt: "Please provide the email address you currently have on file in your district. We will send the associated Usernames to that address." Below this is an "Email Address" input field and a blue "Email Username" button. At the bottom, there is a link "Return to Sign In".

Enter email address and click Email Username to receive an email with your username. The email will look like this:



The screenshot shows an email with the following content: "The following usernames were found for Absence Management: Bbarker". Below this is a blue button that says "Sign in to Absence Management". At the bottom, there is a note: "You must have been granted access to Absence Management by your Organization to successfully sign in. Contact your Organization if you are having trouble."

Contact Karina Ramirez, at Ext 6109 or [karina.ramirez@isd518.net](mailto:karina.ramirez@isd518.net), if you experience any trouble receiving the username recovery email.