Troubleshooting

This document provides tips to resolve sign-in issues for your Frontline application. Review all the following options to help identify and resolve your problem.

DETERMINE IF DISTRICT UPGRADED TO THE INSIGHTS PLATFORM

District administrators traditionally assigned login IDs and PINs to each individual user for each of his/her Frontline solutions, but an upgrade to the Insights Platform provides enhancements to current functionality.

FRONTLINE ID - THIS SECTION APPLIES TO ALL SUBSTITUTES, WHO DO NOT USE NCLACK EMAILS
The Insights Platform allows users to manage their own credentials. If your district (or one of your districts, if you are a multi-district user) has upgraded to the Insights Platform, you can create a single Frontline ID account to access your applications. **Once you have upgraded to a Frontline ID, you can only sign in with that account.**

> **Applicable to Absence & Time users (formerly Aesop and VeriTime):** If one of your districts has upgraded to the Insights Platform, you can only use your phone number and pin login (even your multi-district pin) for the phone, Jobulator, and clock kiosks. Use your Frontline ID account to log in *online.*

Email Invitation *TO SUBSTITUTES*
You will receive an invitation email when your district upgrades to the Insights Platform. Follow these instructions *to accept that invite.*

Take note, you will see an error message that states, "The credentials were incorrect" if you try to log in with your old credentials once you have been sent an email invitation. If you see this message on the sign-in page, check your email again for the invite (including your spam folder). If you still cannot locate the email, try the suggestions below and then contact your district administrator.

VERIFY USERNAME AND PASSWORD

Regardless of whether your district has upgraded to the Platform, it is important to use the correct sign-in credentials. The sign-in page for a Frontline application includes links to recover a forgotten ID/username or PIN/password.

Select **I forgot my ID or username** *and enter the email address associated with your account or click* **I forgot my PIN or password** *and enter your ID or username. The system will email you information to complete the sign-in process. Contact your administrator if you do not receive the response email.*

CLEAR THE WEB BROWSER CACHE

The cache serves as a web browser's short-term memory and stores data each time you access the Internet. It can occasionally store outdated information (such as an "incorrect credentials" message from a previous sign-in attempt) and will need to be cleared out.

Access your browser settings and select the option to empty or delete your browser's cache. Once this is complete, close *all* web pages, including pages unrelated to Frontline. (This exit step is crucial for the cache clearing to take effect.) You can then re-open the web browser, return to the sign-in page, and proceed.

USE THE CORRECT URL

Individuals who use an older saved or bookmarked URL may experience sign-in problems when the bookmark does not redirect to the updated sign-in page.

To avoid this problem, check with your district administrator regarding what sign-in URL to use or go to signin.frontlineeducation.com and select **Sign In** for your application. Then, enter your credentials once more on this sign-in page. (Remember to save the page as a future bookmark if you can now sign in.)

MANUALLY ENTER YOUR VERIFIED ID/USERNAME AND PIN/PASSWORD

Do not rely on any saved sign-in credentials if you begin to encounter a sign-in problem. Instead, go to your sign-in page and manually type your ID/username and PIN/password.

TRY A DIFFERENT WEB BROWSER

If a problem persists, use a different web browser to sign in to your Frontline application. This may help identify whether the system or a specific web browser is responsible for your sign in problems.

IDENTIFY SAFARI-SPECIFIC BROWSER PROBLEMS

Individuals who use the Safari browser on their smart devices may encounter an inaccessible Frontline page or an unending, looped loading page. If this occurs, check your settings and disable two specific options: do *not* use Private Browsing Mode and do *not* block Cookies.

CHECK THE TIME ON YOUR DEVICE

Some Frontline applications require that your device display the correct local time to sign in, so make sure the time is correct on your computer or smart device if you experience a sign-in issue.

CONTACT YOUR ADMINISTRATOR

If you are still unable to sign in after trying the above suggestions, call your district office and ask to speak to the administrator for the application you are trying to access.