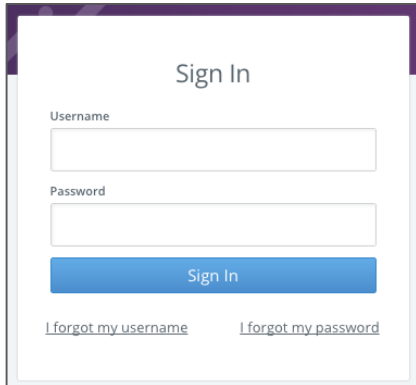# Identity Management

Your district now uses Frontline's unique Insights Platform! This solution allows users to access all their Frontline products with one unique login! You can set up this single Frontline Account in one of two ways. Reference each section below to determine which option applies.

CREATE AN ACCOUNT WITH EXISTING FRONTLINE CREDENTIALS

This section applies to those who already have login credentials specific to a Frontline product.

For applicant tracking, please log in to your application first to begin the process. Otherwise, proceed to the application login url with which you are familiar.
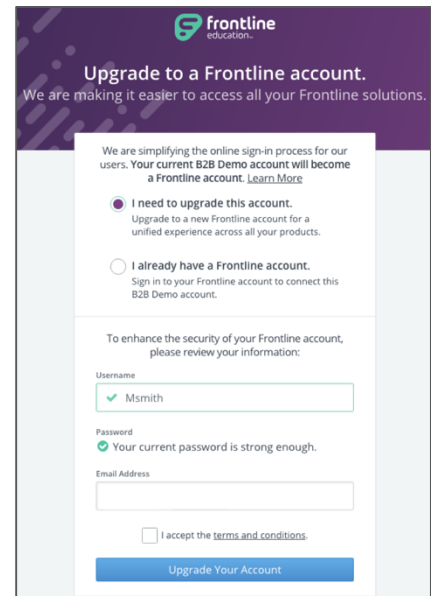
The Sign In page will appear. Enter your username and password. Then, click **Sign In**. The system recognizes your current credentials and prompts you to set up your new Frontline Account.

Click the radio button beside "I need to upgrade this account."

The system compares your current login credentials with the new single-login requirements and identifies whether anyone already has the username you entered.

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

If your credentials meet the requirements, you can create your new Frontline Account with your current identifiers or choose alternatives. Once complete, enter an email address for password recovery, accept terms and conditions, and click **Upgrade Your Account**.

You can then click **Continue to "product"** if you have nothing else to merge with your Frontline Account. Or, you can alternately click **Connect Other Products to this Account** to merge additional products in use.

To merge, make a selection from the dropdown, enter the current credentials associated with that product, and click **Connect this Account**. Repeat this last merge step for each product you use.

RECEIVE AN INVITATION FROM A FRONTLINE PRODUCT

This section applies to a user who receives an email invitation from the system. This scenario occurs when a district begins to use a new Frontline product or if you begin to use an existing product once the Insights Platform becomes activated.

Select **Sign in with Existing Account** if you already created a Frontline Account. This selection takes you to the Sign In page where you can enter your unique username and password associated with your Frontline Account.

Select **Create a New Account** if you have yet to create a username or password for your Frontline Account. This selection takes you to a Sign In page where you must create login credentials in accordance to Frontline requirements.

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

Include an email address to provide a means for password recovery and click the checkbox to accept the terms and conditions.
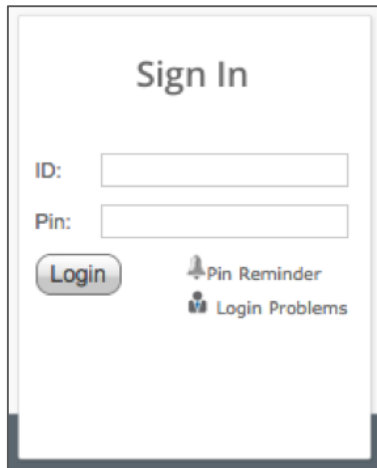
Once you are finished, click **Create Your Account**.

The system signs you in with your new username and password and requires these credentials for any future logins.

> If you have any additional questions regarding Identify Management, consider referencing your application's Learning Center!

Absence and Substitute Management

LOGGING IN ON THE WEB

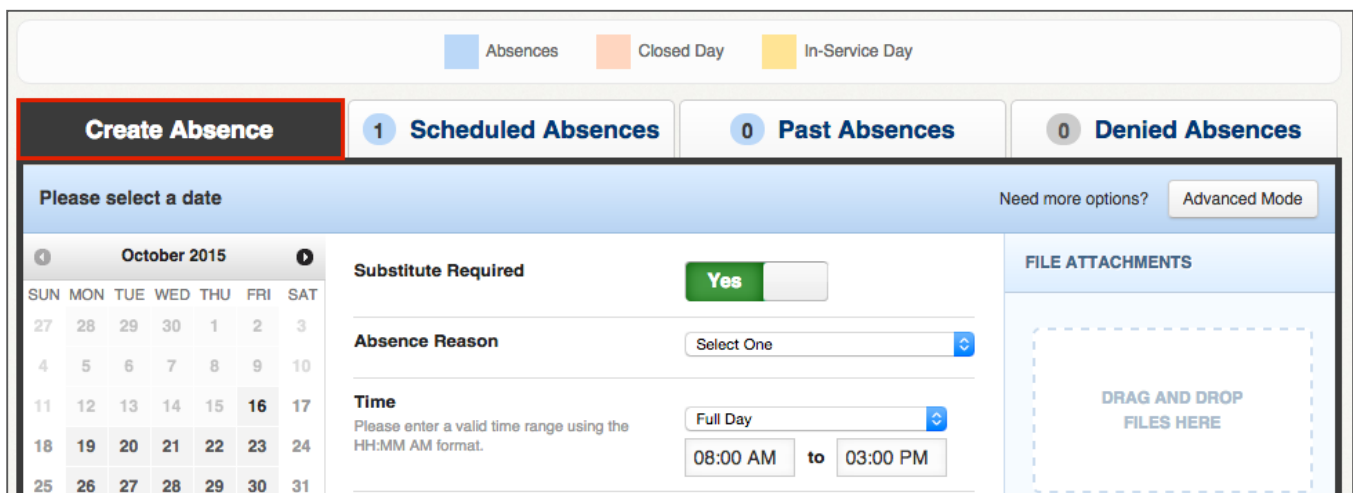To log in to the absence management system, type aesoponline.com in your web browser's address bar.

The Sign In page will appear. Enter your ID and PIN and click **Login**.

CAN'T REMEMBER YOUR LOGIN INFO?

If you're having trouble logging in, click the **Login Problems** link next to the "Login button for more information.

CREATING AN ABSENCE

You can enter a new absence from your absence management home page under the **Create Absence** tab.

Fill out the absence details including the date of the absence, the absence reason, notes to the Administrator or substitute, and more. You can also attach files to the absence from here.

When you're completed entering the absence details, click the **Create Absence** button.
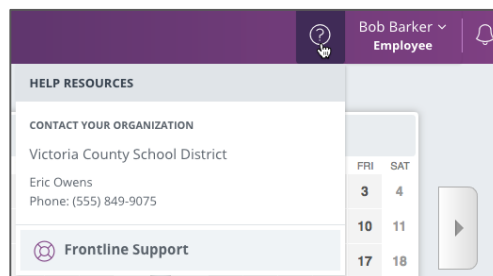
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education™

MANAGING YOUR PIN AND PERSONAL INFORMATION

Using the "Account" option, you can manage your personal information, change your PIN number, upload shared attachments (lesson plans, classroom rules, etc.), view absence reason balances, manage your preferred substitutes, and more.

GETTING HELP AND TRAINING

If you have questions, want to learn more about a certain feature, or need more information about a specific topic, click **Help Resources** and select **Frontline Support** to go to the absence management Learning Center, where you can search a knowledge base of help and training materials.

ACCESSING ABSENCE MANAGEMENT ON THE PHONE

Not only is Frontline's absence management on the web but you can also create absences, manage personal information, check absence reason balances, and more, all over the phone.

To call the absence management system, dial **1-800-942-3767**. You'll be prompted to enter your ID number (followed by the # sign), then your PIN number (followed by the # sign).

Over the phone you can:
- Create an absence (within the next 30 days) – **Press 1**
- Check your absence reason (entitlement) balances – **Press 2**
- Review upcoming absences – **Press 3**
- Review a specific absence – **Press 4**
- Review or change your personal information – **Press 5**

If you create an absence over the phone, be sure to make note of the confirmation number that the system assigns the new absence for reference.