

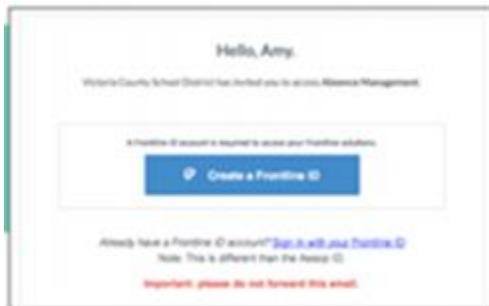
Need to reset your Frontline password? Check your email – you should receive a notification from “Frontline Absence Management.” **Please complete this within 48 hours, as the link does expire.** Complete directions are below for setting up the account, and you can view the [QuickStart Guide](#) as well. You may also want to check your spam folder if you do not see the link.

## **GETTING STARTED**

1. You will receive an invitation email to create a Frontline ID account.
2. Click “Create a Frontline ID” within the invitation email. This selection takes you to a Sign In page where you must create login credentials in accordance to Frontline requirements.

Note: **\*\*DO NOT use your Conroe ISD email! (i.e. [yourname@conroeisd.net](#))\*\***  
*Frontline reads these emails as full-time employee emails; this will sever your account as a substitute. Only use your personal email when setting up information for Frontline.*

3. NOTE: If you worked previously as a substitute, **this new login replaces your former login credentials.** Do NOT sign into Frontline directly – this will also sever your account. You should only login via the [SSO \(single sign-on\) Portal](#) for CISD.

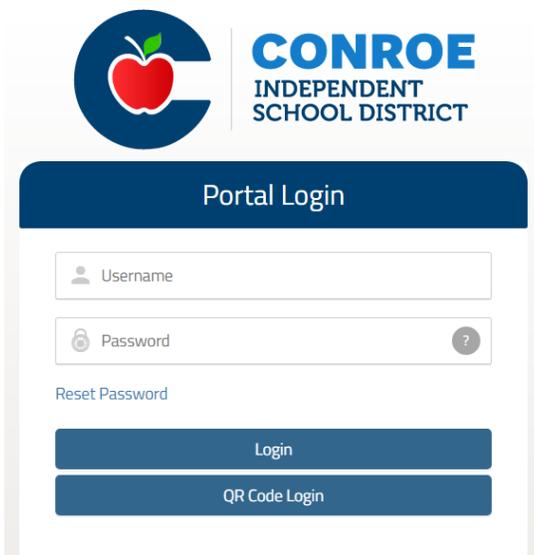


## **CREATING AN ACCOUNT**

1. Your new username must contain 1 alphabet character and at least 4 total characters. (You can potentially use your email address, or your first initial and last name -- i.e. *jsmith*)
2. The password must have 1 alphabet character, 1 number or special character, and 8 total characters.
3. Include an email address to provide a means for password recovery and click the checkbox to accept the terms and conditions.
4. Once you are finished, click “Create Frontline ID.” The system signs you in with your new username and password and requires these credentials for any future logins.

## **LOG-IN TO YOUR ACCOUNT**

Sign in to your Frontline account ONLY through the CISD website and the [SSO \(single sign-on\) Portal](#). Use your district username and password (the same one you use to login to district computers or access email). If you have issues with your district log-in, visit the [technology page to reset your password](#).



The screenshot shows the 'Portal Login' interface for Conroe Independent School District. At the top left is the district logo, a red apple inside a blue 'C'. To the right of the logo is the text 'CONROE INDEPENDENT SCHOOL DISTRICT'. Below the logo and text is a dark blue header with the text 'Portal Login'. Underneath the header are two input fields: 'Username' and 'Password'. The 'Password' field has a small question mark icon to its right. Below the input fields is a link that says 'Reset Password'. At the bottom of the form are two dark blue buttons: 'Login' and 'QR Code Login'.

Once you can access Frontline through the SSO, **be sure to click on the blue “Frontline Subs and Part-Time” icon** – see below.) You can then login to Frontline using the username and password your created above. Just remember that the SSO username/password is NOT the same as the Frontline username/password.



**Please be sure to choose your preferred schools**; follow the directions [HERE](#) carefully. If you do NOT select a school, you will not be able to see available positions at that school, and they will not be able to choose you for jobs