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 user your Conroe ISD email! (i.e. [yourname@conroeisd.net](mailto: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.
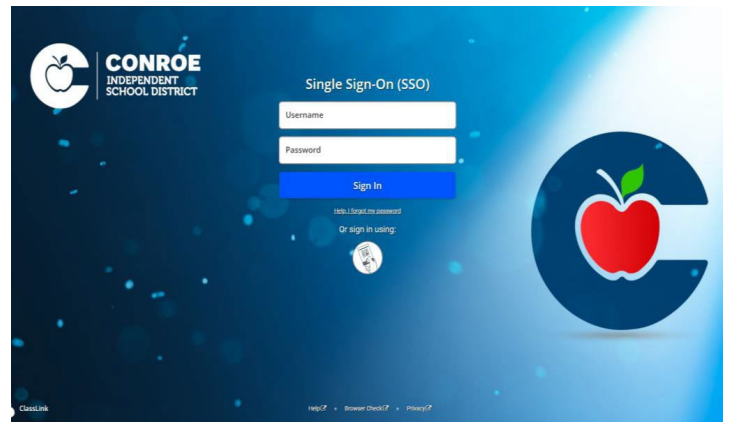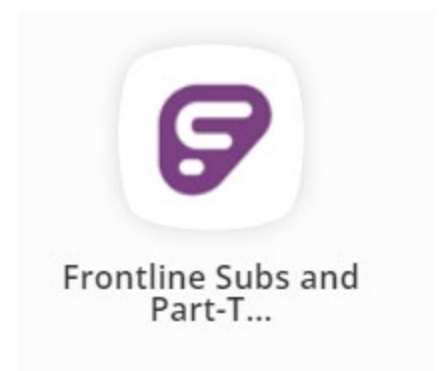


## CREATING AN ACCOUNT

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. Note: As of August 2022, we are using a new SSO system (ClassLink). You may click on THIS LINK for instructions to use the new SSO if needed or visit the Technology Page for directions.

Once you can access Frontline through the SSO, be sure to click on the "Frontline Subs and Part-Time" icon (see image). You can then login to Frontline using the username and password your created earlier. Just remember that the SSO username/password is may not be 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.