

Changing or Recovering Your PIN

absence-help.frontlineeducation.com/hc/en-us/articles/115003384908-Changing-or-Recovering-Your-PIN

You may occasionally need to change or recover your PIN, and this can be done in one of two ways.

The steps to update a PIN remain the same for both standard and multi-district subs.

Change Via "Preferences"

If you are already logged in, you can review and update your PIN via the "Preferences" option in your side navigation.

Select the **Phone Credentials** option and enter a new, 6-digit PIN in the "New PIN" field. You must then re-enter the same 6-digit PIN in the "Confirm New PIN" field for verification purposes.

Once you enter the new PIN, click the **Save Changes** button to update your account.

Phone Credentials

The phone ID and PIN listed below are only used to sign in to the Absence Management phone system as a multiple district substitute.
[Learn More](#) about why you have separate phone sign in credentials.

Phone Login ID: 4845556863

Multi-District Phone PIN: 675837

New PIN:

Confirm New PIN:

Retrieve Via PIN Recovery

If you are unable to log in and view your phone credentials, you can request they be sent to your email from the Absence Management PIN webpage.

Pin

Not sure what your ID is? - Try your phone number.

Click 'Email PIN' to have your PIN emailed to you.

Employee Type

Phone

First Name

Last Name

Enter the phone number affiliated with your account and include your first and last name. Then, click the **Email PIN** button.

The system will send a recovery email where you can view your PIN.

Confused about the different between your PIN vs a Frontline ID account? Reference this article to learn more.

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