

Frontline/Absence Management (*formerly Aesop*) New URL, Contact Information, Forgot Username or Password For SWO-COG Certified Substitutes

Absence Management's NEW URL:

Please DO NOT use, www.aesoponline.com, any longer. This is an "old" URL and Frontline will be doing away with this URL shortly.

Please use the following **NEW** URL: app.frontlineeducation.com. This "new" URL works with any type of stand-alone computer and any mobile device!

Frontline recommends everyone to use the best web browser, **Google Chrome**, with all of their products!

Frontline's Contact Information *if you are having any issues accessing your account or with your account:*

EMAIL: absencesupport@frontlineed.com

PHONE (2 options):

1-610-722-9745

OR

1-866-504-8222

Option 2. Menu #1> Option 1 (*listed as Absence and Time*)> Absence Management> #1

FRONTLINE ID ONLINE ACCOUNT – Forgot Your Username or Password?

Anna Hennig (*BCESC/SWO-COG*), Donna Hamilton (*WCESC/SWO-COG*) and Julie Blackburn (*WCESC/SWO-COG Payroll*) can look up your **Username**, but they do not have access to look up your **password**!

So, if you forget your **Username** or **password** or it's not letting you log in to your Frontline ID (*Absence Management*) online account, here's what you need to do:

- 1) Log on to app.frontlineeducation.com.
- 2) Enter either your **Username** or **password** in the **Sign In** box—the one you remember. Leave the other box blank—the one you forgot.
- 3) Below the **Sign In** box on the left, there is an active link, **I forgot my username**. Click on the link. Frontline will ask for your email. Enter it. They will email you back your username.
- 4) Below the **Sign In** box on the right, there is an active link, **I forgot my password**. Click on the link. Frontline will ask for your email. Enter it. They will email you back your password.

If none of these steps work for you, then contact Frontline either by email or phone, which is listed above.