

Some users may experience a problem when attempting to sign in to their designated feature. These issues generally result from inaccurate credentials or browser settings specific to Internet Explorer.

## LOGIN INFO

Let's examine your basic login credentials first. Access the sign in page at [frontlineeducation.com](http://frontlineeducation.com) and select the feature you wish to use.

Admins generally assign employees or subs a phone number with the area code as the Login ID while Campus Users have an alphanumeric Login ID (preferably an email address). The PIN then serves as an extra layer of protection and consists of a 4-5 digit number. Keep in mind, this PIN cannot contain a numerical sequence such as "1234" or a singular repetitive number such as "1111."

Compare your credentials with the designated format and determine if they meet the requirements. If you use Internet Explorer and a problem persists, then the issue may reside with browser settings.

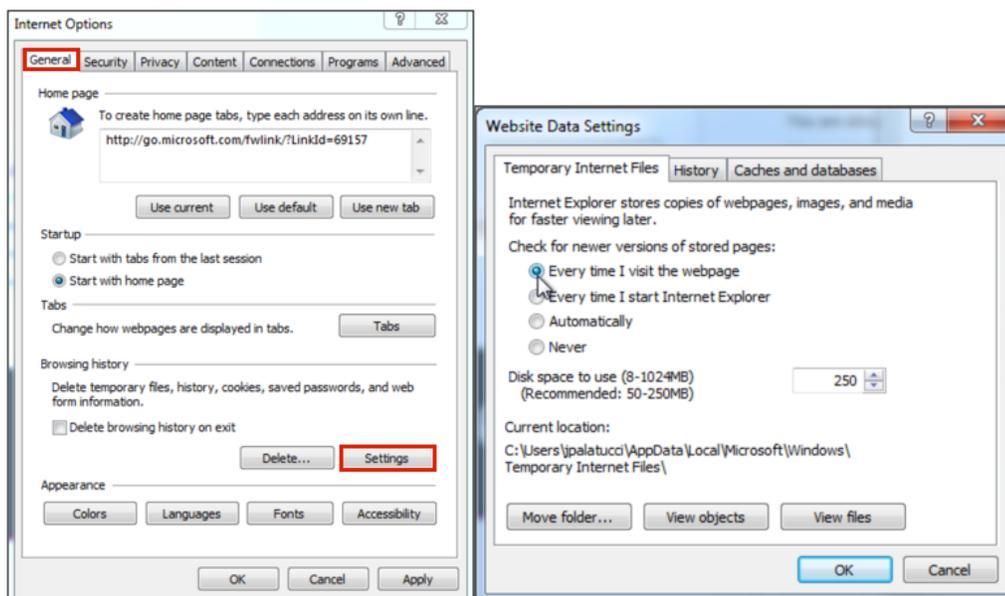
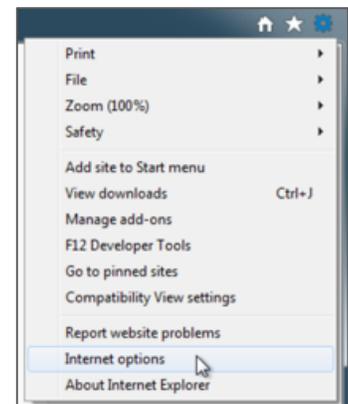
## INTERNET EXPLORER

Select the **Tools** menu (gear-wheel icon) and click **Internet Options**.

### GENERAL TAB

A pop-up box will appear. Choose the **General** tab and select **Settings** under "Browsing History."

A secondary box will appear. Click the radio button beside "Every time I visit the webpage" and click **OK**.



## PRIVACY TAB

Next, click the **Privacy** tab and adjust the setting to “Medium.”



## ADVANCED TAB

Click the **Advanced** tab and locate the listing for “use SSL 3.0.” Click the checkbox beside this option if not already selected.



And there you have it! Close your browser, reopen it, and try to log in.

If the problem persists, please contact your system Administrator for further assistance.

