



Welcome!

As an administrator, you will need to prepare your organization for an upgrade to the Frontline Insights Platform. Please complete the following checklist to ensure a smooth transition.

CHECKLIST

Complete Manage User Access Training

The Insights Platform allows you to manage all your applications and affiliated users from one comprehensive page titled “Manage User Access.” Please review the new functionality and reference your application’s Learning Center for instructional materials to help with this endeavor.

Review User Data

(This step is applicable to Absence & Time and/or Multi-application users.) We recommend you review a list of your users and ensure your applications do not contain any unnecessary, repeat user instances. Account repetition can occur for several reasons, so please review your applications or reference the provided user spreadsheet to complete any necessary updates.

Communicate Upgrade & Upcoming Changes

The Frontline Insights Platform incorporates new benefits and improvements to your Frontline application(s), and we recommend you relay these changes to your users prior to Launch Day. The updates will incorporate enhancements such as a single Frontline ID account, single URL login page, application switching, etc.

Review IT Items

Ensure your IT team increases its rate control to account for the number of emails on the organization’s servers. This action will affirm that users receive an email initiation and that the invitation is not sent to a user’s spam folder. In addition, please have your IT team whitelist the email no-reply@frontlineed.com and provide them with this [whitelisting article](#) if they have any questions.

Launch Day

Each user can create their new Frontline ID account once your organization upgrades to the Insights Platform. Make sure your users take a moment to follow the process and create their account sooner rather than later. It is also important that you understand your new onboarding process when adding new users. Please review the necessary steps to add the user and send them their email invite.