

Absence Management System Login Problems – Steps to Resolve

Here's what works for most login problems – try in this order:

1. Make sure you are using the Google Chrome browser to access the internet (the colored circle icon) – Absence Management doesn't work well with Internet Explorer ("e" icon), Firefox (flame icon), etc.
2. Shut the whole browser down and start from scratch.
3. Website is **app.frontlineeducation.com**
4. If you have forgotten your User ID, I can give it to you – call me.
5. If you have forgotten your password, please use the password recovery link at the sign-in page.
6. If this didn't work, try clearing your Chrome browser cache by following the instructions below. Then start again at step 1. *After clearing the cache, you need to close down the Chrome browser completely and restart it again.*

When you are clearing your cache in Google Chrome, be sure to clear all items back to the beginning of time. Also, once the cache clear processes, you need to be sure to close ALL of your browser windows completely.

Note that Google Chrome is the recommended browser for use with Absence Management – the system sometimes does not work correctly in other browsers. If you are using another browser, please see this link to find instructions for clearing the cache:

<https://help.frontlineeducation.com/hc/en-us/articles/115011285727-Clearing-Your-Web-Browser-s-Cache>

For Apple devices such as iPads, this link may also be helpful: <https://support.apple.com/en-us/HT201265>

If none of this works, please call or email the BPS Absence Management System administrator who can help figure out the issue:

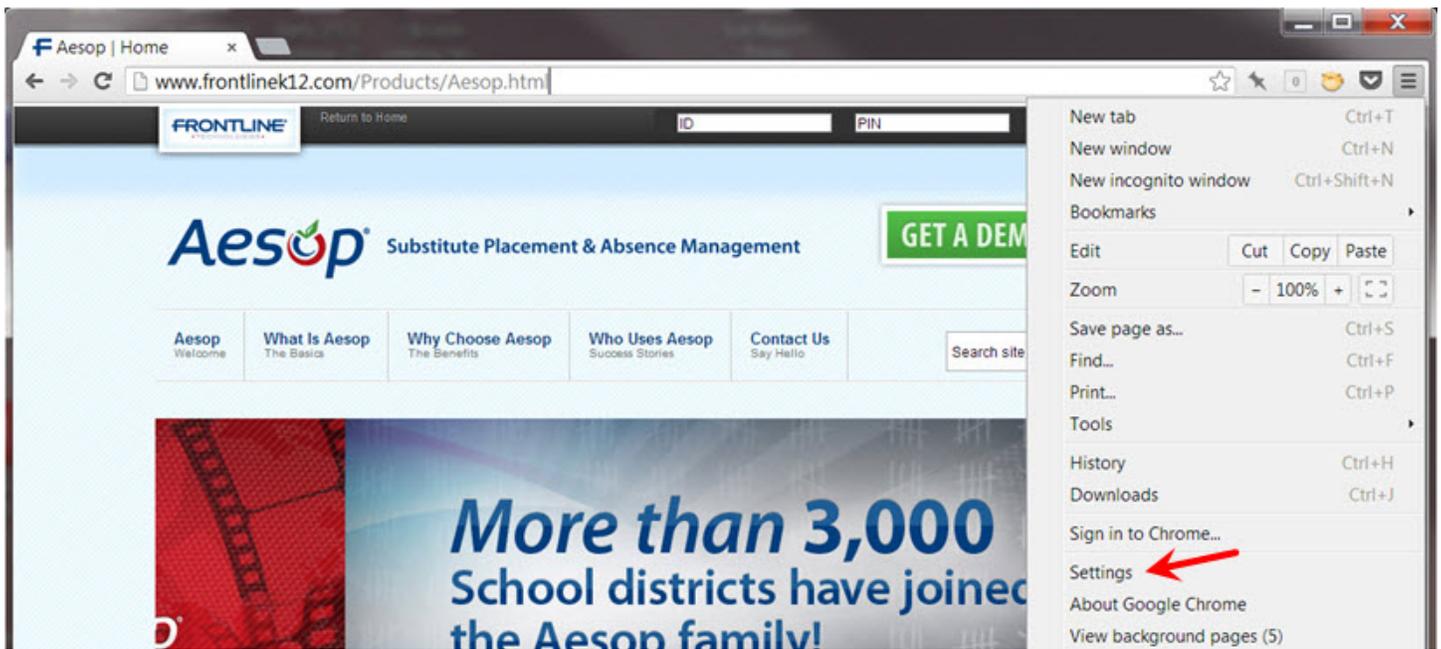
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TO CLEAR CHROME BROWSER CACHE:

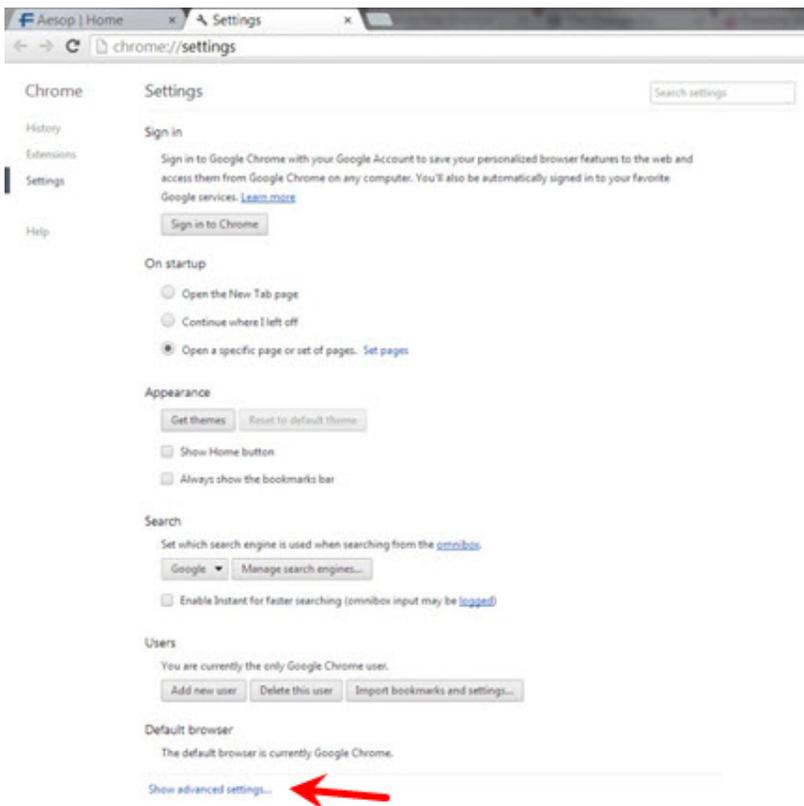
When you visit a website, your browser will save super-small files to your computer to help the website load faster the next time you visit. These files are called the browser's *cache*. Sometimes, old cached files can make a website function incorrectly. The simple process of clearing your browser's cache can often fix many internet-related problems.

Follow the instructions below to clear the cached internet files from your browser.





In Google Chrome, click the **menu button** (the icon with three horizontal lines or vertical dots) in the top right corner of the browser window, then click on **Settings**. Click on the **Show advanced settings...** link at the bottom of the page.



This will drop down more settings; scroll down to the “Privacy” section. Click the **Clear browsing data...** button.

Privacy

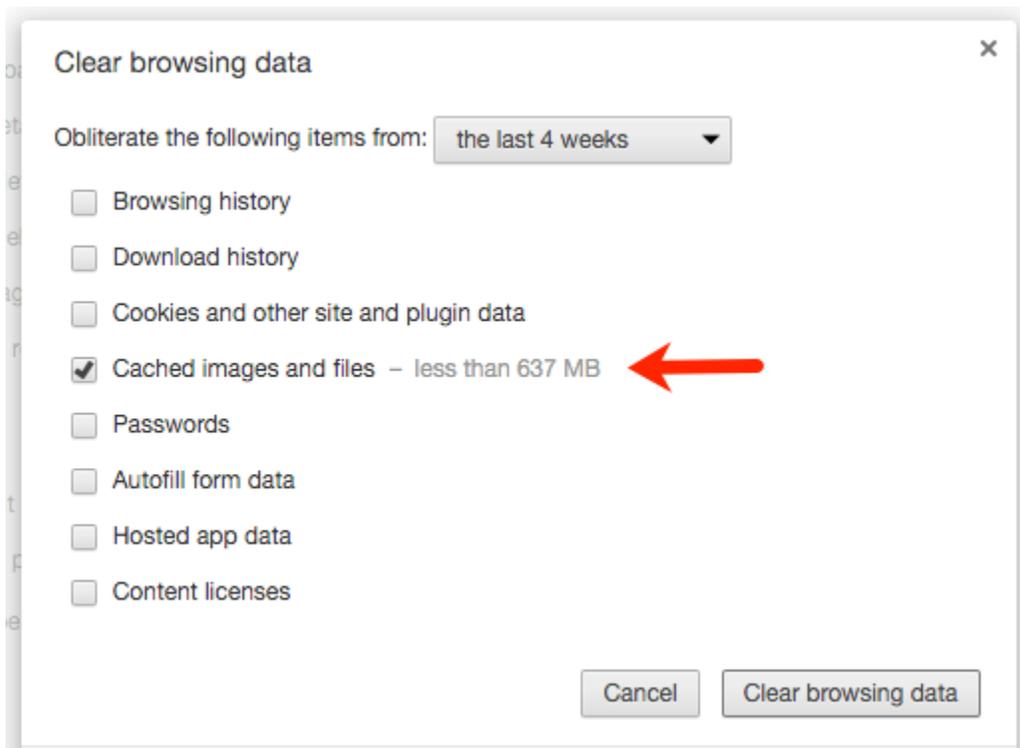
Content settings...

Clear browsing data...

Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

- Use a web service to help resolve navigation errors
- Use a prediction service to help complete searches and URLs typed in the address bar
- Predict network actions to improve page load performance
- Enable phishing and malware protection

Click the timeline dropdown and select “the last 4 weeks” or “the beginning of time” to ensure you cover the time period when the issue occurred. Then, check the “Cached images and files” box.



OPTIONAL:

It may also be beneficial to clear the browser’s Cookies and History. To do this, just check the Cookies and History boxes too. Clearing the browser’s cookies may erase saved login information from websites, so be sure to make note of User ID and PINs before doing so.

Click the **Clear browsing data** button.