



Signing in with Single Sign On (SSO)

Some organizations utilize a single sign-on (SSO) service, and users with this functionality can access their Frontline applications(s) via a few different methods.

What is SSO? SSO is a user authentication service where a user can access multiple, organization-specific applications with one username/password.

A user's organization will provide access and login credentials for the designated Frontline applications. Once these login credentials and access are granted, a user must simply log in to the Frontline application with the SSO account credentials through one of the following paths:



DISTRICT SIGN-IN LINK

Each organization will have a unique district URL that is provided to them when Frontline makes the SSO feature available. This URL will include both the "frontlineeducation.com" path and also the organization's name.

For example, the URL will read: "frontlineeducation.com/sso/mydistrict" and you will replace "mydistrict" with your unique district name at the end.

An organization administrator can locate this login URL by selecting the "SSO: Active" dropdown in the top right corner of the Manage User Access page. (Reference the "Manage User Access (for Single Sign-On)" article to learn more.)

DISTRICT SINGLE SIGN-ON APPLICATION PAGE

SSO organizations often have a specific page that hosts all the applications affiliated with a user's single sign-in credentials. This page will vary from one organization to another, but when used, it will include a link to sign into the Frontline application.

FRONTLINE SIGN-IN PAGE

Frontline also provides the standard sign-in option via a global URL (app.frontlineeducation.com) or through a specific application login page (e.g. Absence Management, Time and Attendance, etc.). From here, a user will select the link that says **Or Sign in with Organization SSO**. This opens the Provider Discovery page. Enter the email address affiliated with your organization and click **Look up organization sign in page**.

The screenshot shows the Frontline sign-in page. At the top left is the Frontline Education logo. The main heading is "Sign in with a Frontline ID". Below this are two input fields: "Frontline Username" and "Frontline Password". A blue button labeled "Sign In with Frontline ID" is positioned below the password field. At the bottom of the form area are two links: "Forgot Username" and "Forgot Password". At the very bottom of the page, a link "Or Sign In with Organization SSO" is highlighted with a red rectangular box.

The screenshot shows the "Single Sign-On (SSO)" page. At the top left is the Frontline Education logo. The heading is "Single Sign-On (SSO)". Below the heading is the instruction: "Enter your organization email address to lookup your organization's sign in page." followed by the note: "This feature must be enabled by your organization." Below this is an input field labeled "Organization Email Address" with the placeholder text "Enter your organization email address". A blue button labeled "Look up organization sign in page" is located below the input field. At the bottom of the page is a link "Or Sign In with Frontline ID".

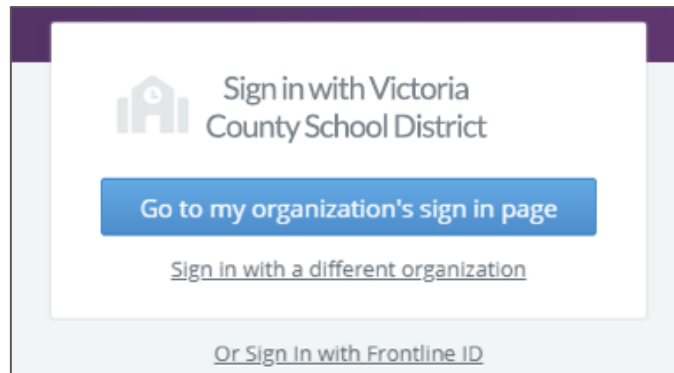
This email authenticates your affiliation with your organization. Once a successful authentication occurs, the system will remember your credentials for any future login attempts.

If an error occurs during sign in, you will be prompted to re-enter your email, and if a problem persists, we recommend you contact Frontline support or your organization administrator.

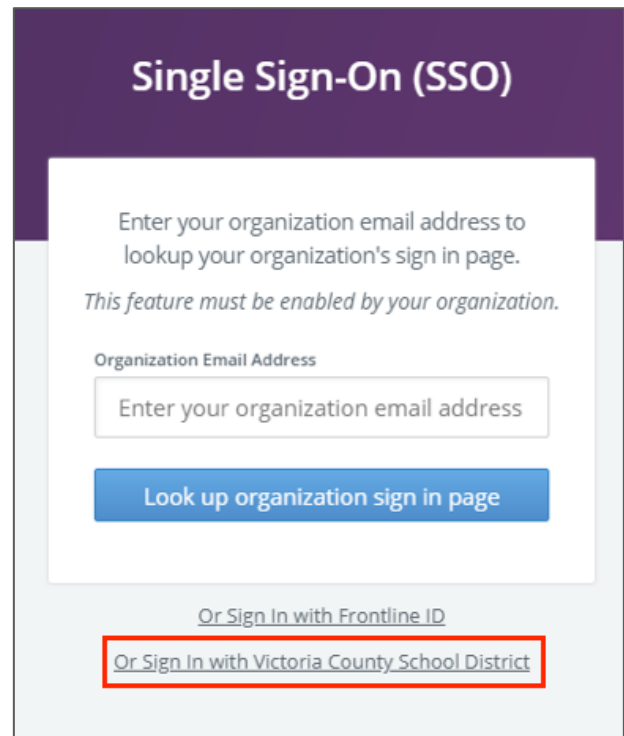
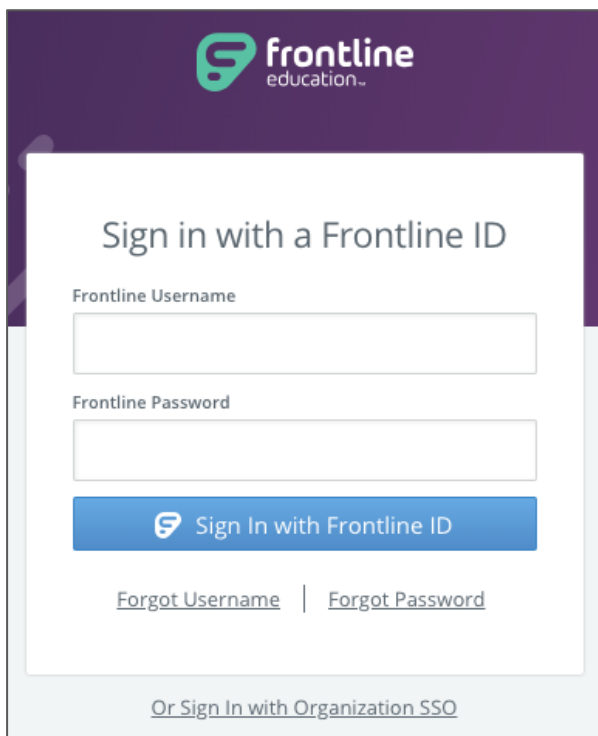
This screenshot shows the SSO page with an error. The "Organization Email Address" input field contains "msmith@education.com" and has a red error icon to its left. A red error message box on the right side of the page reads: "We were not able to match an organization sign in page to the email address you entered. Make sure you are entering your organization email address." The "Look up organization sign in page" button is still visible below the input field.



An authenticated user who signs out and re-visits the login page will see something similar to the image below. You have three different options to select.



- Click "Go to my organization's sign in page" to directly log in and access the Frontline application.
- Select "Or Sign In with Frontline ID" to open the initial user Sign In page (as seen in the left image).
- Click "Sign in with a different organization" to open the Provider Discovery page. In this scenario, you can select an additional link at the bottom to sign in with the organization SSO again.



Note, an organization on the Frontline Insights Platform must first contact Frontline support to have the SSO functionality made live. You can learn more about how Frontline applications coincide with the organization's SSO setup in the "Single Sign-On (SSO) Functionality" article.

