

# Troubleshooting Login Issues

This article is meant to help if you are having trouble logging into the absence management system as an employee in light of recent updates to the login screen. Here are some troubleshooting tips to help resolve login issues for your employee account. It's important to know that the following tips should be used together (and not piecemeal) for any current or future login issues.

**Remember: You created your username and password when you first set up your Frontline/AESOP account.**

## Clear your web browser's cache

The cache is like a web browser's short-term memory. Each time you access the Internet, a portion of that session is stored in the cache. After a while, this cache becomes overloaded and bogged down, which can affect how the browser interacts with the absence management system.

You can find steps for Clearing Your Web Browser's Cache in the following Learning Center Article: [Clearing your web Browser's Cache](#)

**IMPORTANT:** Once you have cleared out your web browser's cache, it is important that you exit from ALL web browser windows and tabs before trying to log in again. A complete cache clearing includes exiting from the web browser entirely. Access issues might continue if the web browser is not closed out completely before trying to access the site again.

## Be aware of saved or bookmarked websites for the system

If you've had your username and password saved to your web browser in the past and aren't sure what your login credentials are now, you will need to reach out to your district's absence management administrator to verify what is listed for you on your employee account.

If you are accessing the system through a saved or bookmarked site, you might not be redirected to the new login screen correctly. Try typing in the website "www.aesoponline.com" directly into your web browser's address bar. You can then save that website as a bookmark.



## Manually type in the verified Login ID and PIN

Do not rely on any saved login credentials. Try typing in your login information instead of allowing your web browser to pre-fill the saved information.

## Try using another web browser

If problems persist, try logging in using another web browser. This might help identify whether the issues are being caused by the previous web browser or by the system. If using another web browser allows access, then the issue was caused by the previous web browser, which might not have had its cache cleared correctly or is outdated.

## Troubleshooting issues using the Safari browser

If any users are trying to log into the absence management system using the Safari web browser on smart devices, and see that the page is either inaccessible or continually loops without loading, there are conditions that must be in place with Safari for the system to be accessible.

- Safari cannot access Absence Management in Private Browsing Mode.
- Safari cannot access Absence Management if Cookies are Blocked.

Any users reporting issues accessing the system on a smart phone, smart device, or Mac, specifically using the Safari web browser will need to be made aware of the above conditions, and make any necessary changes to enable access.

If users are not sure how to check their phones and devices for the above conditions and still cannot access Absence Management using Safari, please have them download an app for another web browser, such as Google Chrome.