

Educator Troubleshooting Checklist

This checklist outlines items to do when students' experience issues accessing their CaliforniaColleges.edu account.

Register Account: [Has the student registered their account? If not, click here for more details.](#)

- In your Educator Dashboard, click **Account Management** (under Manage Student Accounts).
- Search for the student and view the **Last Login** column (second to last).
 - If listed as "Pending Registration", then the student would need to register their account. To register the student would click on the lock icon and select **Register Your Account** (in the Student box). Then answer the required fields.
 - If there is a timestamp of their last login date and time, ask the student to sign in with the username on file and the password.

Password Reset: [Does the student remember their password? If not, click here for more details.](#)

- In your Educator Dashboard, click **Account Management** (under Manage Student Accounts).
- Search for the student and click on the box next to their name. If the student does not have a box, check the Last Login column to make sure they have registered.
 - Confirm the student has entered their district email as their username. If not entered correctly, the student can edit it themselves. See next section for more information.
- Select **Reset Password** on the top right hand.
- Select **Manually** to change the password instantly. You will be prompted to enter a new password for the student. Then let them know their updated password.

Edit Username: [Is the username correct? If not, see below.](#)

- Students would sign into their account (using the username found on the Educator Dashboard).
- Once signed into the account, click **My Account** (icon on the top right-hand corner).
- Under Student Info, click **Edit**.
- Students would then delete the previous username and include their district email. Then click **Update** for the changes to be reflected.

The screenshot shows the California Colleges Educator Dashboard. At the top, there is a navigation bar with 'My Plan', 'College', 'Career', and 'Financial Aid'. A user profile icon is highlighted with an orange box. Below this is the 'My Account' section, which includes a 'Student Info' form and a 'School Info' form. The 'Student Info' form has fields for First Name (John), Last Name (Williams), Username & Email Address, Secondary Email Address, DOB, Gender, and Ethnicity. The 'Edit' button is highlighted with an orange box. The 'School Info' form has fields for Statewide ID, Student ID, Grade, District Name, and School Name.

Account Creation: [Does the student have an account? If not, click here for more details.](#)

- In your Educator Dashboard, click **Account Management** (under Manage Student Accounts).
- Click **Create Single Account**.
- Enter the required fields (Name, Date of Birth, Grade Level and Local ID). If you do not know the SSID, then uncheck the box.
- Click **Save**. Then ask the student to register their account.