

### Student Login Troubleshooting

✓ Did your student forget their password?

Direct students with username and password issues to your Online Instruction Center. They can reset their password using the Forgot Password? link at either the Home page or the My Classroom page using the Student Sign In tool. They do need to enter in the email address they used when they signed up so we can send them their password reset email. An email is automatically sent to the address they entered. The email will contain a link they will follow to change their password. If the email address they use is not in our system, they will need to contact Student Support (directions below).

✓ Are they using the same email address that they used when they signed up as their username?

Students need to use the email address they entered at the time of enrollment.

✓ Your student followed the above directions already.

When students are having trouble logging in to their courses, best practice is to have the student contact Student Support directly. Student Support has access to systems that will quickly identify the issue and can reset passwords.

### Student Support

1. Direct students to your Online Instruction Center: [www.ed2go.com/⟨⟨webname⟩⟩](http://www.ed2go.com/⟨⟨webname⟩⟩).
2. Click Help.
3. Look for Help Topics on the left side of the page.
4. Look for the Need More Help category.
5. Click on E-Mail Support.
6. Complete the support form. Our Student Support Services will respond within 24 business hours.

### Student Access Troubleshooting

✓ **Is your student at the right site?**

Students may inadvertently arrive at another ed2go.com site. They can log in, but they will not see their course(s). Make sure they are going to your ed2go.com/⟨⟨webname⟩⟩ site.

✓ **Has the course started?**

Students are unable to access their course until the start date. They will see the course title displayed under Upcoming Courses within the My Classroom page. Upcoming Courses is listed on the left-hand side of the page.

✓ **Is your student Verified?**

If the course has started, it is past the one-week grace period, and they have paid you directly, you need to ensure you have Verified the enrollment. Go to your Online Administration Center > Tracking > Manage and Enroll Students > Search for the student by name or email address > Verify the enrollment if Unverified.

✓ **Has the course ended?**

Instructor-Led Courses have an end date that is posted within the Classroom. Courses do have a built-in 10-day extension after the course has ended and students can continue to access it. When that 10-day extension period ends, students will no longer be able to access course content.