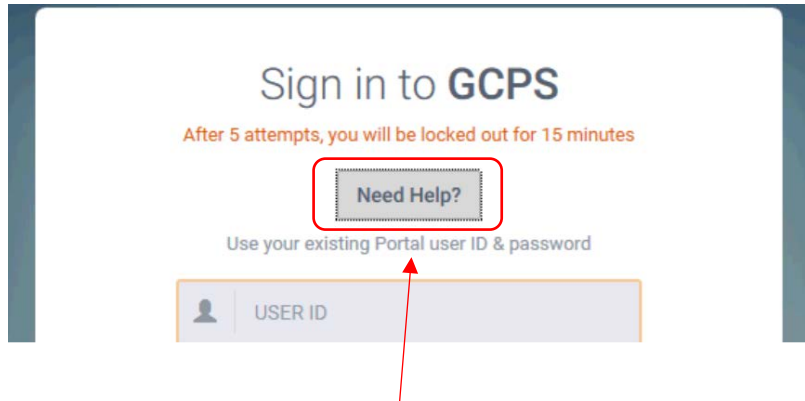# Student Password Errors Guide

When an unsuccessful login occurs, the following screen will pop up.

Selecting the "Need Help" button, will prompt one of the following messages:
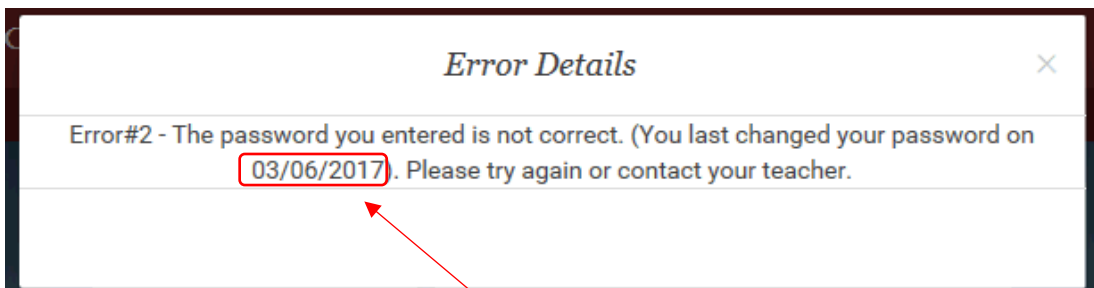
Error #1:

This is for students who need to change their password. When selecting "*this link,*" students will be prompted to change their password. (Remember, students' default password is their GCPS-issued student ID.)
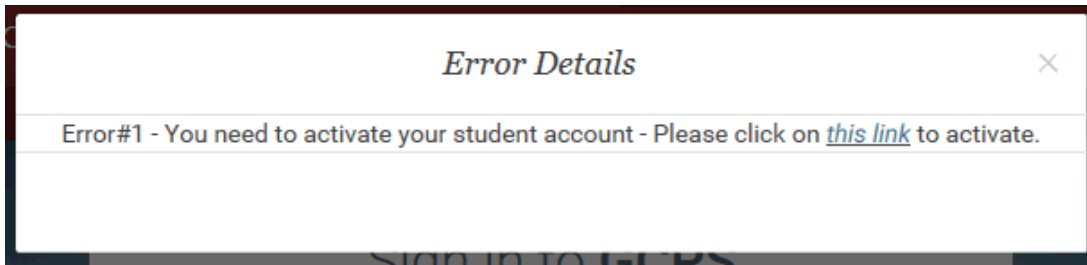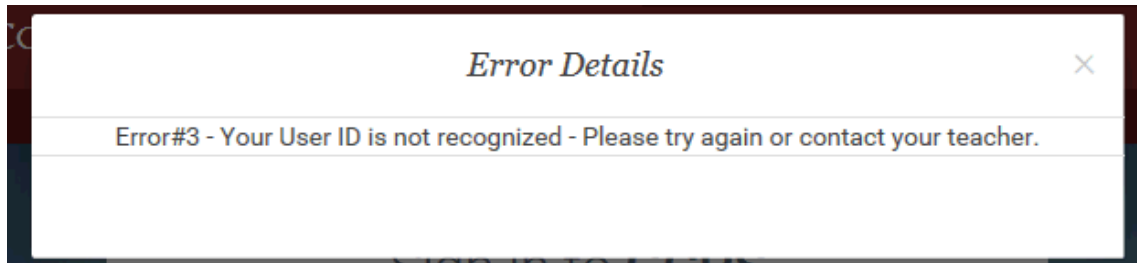

Error #2:

This message occurs when students type in an incorrect password.

Note: Date will reflect student's last password change.

<u>Error #3</u>:

This message occurs when students type in an incorrect GCPS-issued student ID for their User ID.

Error Details   ×

Error#3 - Your User ID is not recognized - Please try again or contact your teacher.

<u>Error #4</u>:

If students are entering an ID that is incorrectly configured in the system (not recognized), then the following message will occur. If students are unsuccessful logging in after additional attempts, a ticket should be created, so GCPS can further investigate the issue.

Error Details   ×

Error#4 - Please contact your teacher about your account.