1. **AM I USING THE CORRECT WEB ADDRESS?**

Ensure you are going to https://ctlslearn.cobbk12.org

**Please do not conduct a google/internet search for CTLS Learn—the websites in the search results may not be correctly redirecting to the accurate site.**

**If you have bookmarked the site in the past, ensure your bookmark/favorite matches the exact site listed above.**

2. **AM I USING THE CORRECT LOGIN INFO?**

   **Username:**
   Office 365 Username

   **Password:**
   Office 365 Password

   Note: If prompted for a Client ID, please use gacobb

   **I DON'T KNOW MY OFFICE 365 USERNAME**

   Locate your username any of the following ways:
   - StudentVue
   - ParentVue
   - ParentVue (Spanish)

3. **AM I HAVING A BROWSER ISSUE?**

   1. **Try a different browser** (for example, if you are using Safari, try Chrome)
   2. **Clear the cached files in your browser** (instructions linked below)

   - Google Chrome
   - Microsoft Edge
   - Microsoft Chromium Edge

   **I NEED TO RESET MY OFFICE 365 PASSWORD**

   Find your school at the link below and email the contact or submit using the Forms link. Reset will take 12-24 hours. Click HERE