# CTLS LEARN SIGN-IN TROUBLESHOOTING GUIDE

## 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:** Microsoft 365 Username  
**Password:** Microsoft 365 Password

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

### I DON'T KNOW MY MICROSOFT 365 USERNAME
Locate your username any of the following ways:
- StudentVUE | Spanish
- ParentVUE | Spanish

### I NEED TO RESET MY MICROSOFT 365 PASSWORD
**First:** Click [HERE](#) to Register for Password Self Service ([video](#))  
**Second:** Click [HERE](#) to reset your password ([video](#))

## 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)

- Apple Safari
- Google Chrome
- Microsoft Edge
- Microsoft Chromium Edge
- Kindle Fire Silk

Visit [CTLS Student and Parent Resources](#) for more support.