# 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:**
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)

### 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**

## 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**

Visit CTLS Student and Parent Resources for more support.