Changing Owner Name of Account from Non-Enrolling Adult to Enrolling Adult’s Name

The Enrolling Adult as defined by Cobb County School District Policy is the parent/guardian with whom the student resides and who enrolled the student in school. The steps below outline the procedure to update the account owner’s name from the non-enrolling adult to the enrolling adult.

Step #1:
- **For Enrolling Adult Only**
  - On your computer, open an internet browser
  - In the browser, enter the URL: [https://cobbk12.ce.eleyo.com](https://cobbk12.ce.eleyo.com)
  - Choose your preferred language
  - Click into the “Always translate Spanish” if needed
  - Click the small “x” in the top right corner to close the box
  - Click on the words that say “Sign In” at the top right corner of the screen

Step #2:
- Now at the Eleyo Sign in Screen, the email used to register your account will populate in the email address box
  - Click Next in the blue box
  - The password for the account will automatically populate click Sign In

Step #3:
- You are now on the dashboard of your account
- From here you have access to Manage Family members, view your invoices and enroll your children into ASP by creating a separate contract for each child to be enrolled
- Use the slider bar at the right of the Manage Family Members box and scroll to the bottom of the list of your family members
  - At the bottom you will click on the Manage All Relationships box beside the small pencil

*If you have any questions, please contact your school’s ASP Director*
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Step #4:
 On the screen presented, the non-enrolling adult that created the account will be displayed at the top of the list

 Click on the Edit button to the right of the name

 The information can now be updated by entering the enrolling adult’s information

Step #5:
The enrolling adult will now need to reset the password on the Eleyo account.

Follow these steps to reset the password:
 In your browser, enter the URL: https://cobbk12.ce.eleyo.com to access the Eleyo site

 Click the small blue sign in box at the top right of the screen

 At the screen presented, enter the same email address that was just updated on the Eleyo account and click Next

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Step #6:

- On the next screen leave the password field **blank** and **click** Sign In

- On the next screen click the **blue** words that say: **Forgot Password?**

- Enter the **same** email that was just updated on the Eleyo account and **click** the **blue** box that says: **Send Password Reset Email**

- You will receive an email with the subject: **Forgot Password** for your Cobb Schools ASP Account (reset your password)

- Open the email and **click** on the **blue** Reset Your Password box within the body of the email

- The link will work for the next 24 hours

- After clicking to open the link, follow the system generated prompts with the email message received to complete the password reset process before attempting to log back into your Eleyo account

*If you have any questions, please contact your school’s ASP Director*