

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

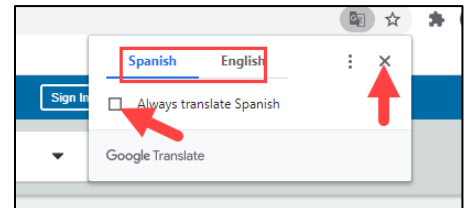
The Enrolling Adult as defined by Cobb County School District Policy is the parent/guardian with whom the student resides and who enrolled the student in school.

The steps below outline the procedure to update the account owner's name from the non-enrolling adult to the enrolling adult.

Step #1:

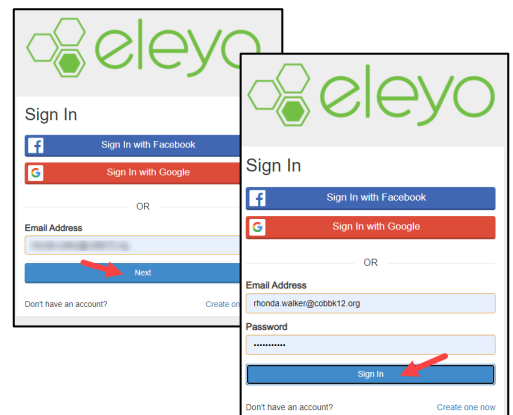
For Enrolling Adult Only

- On your computer, open an internet browser
- In the browser, enter the URL: <https://cobbk12.ce.eleyo.com>
- 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



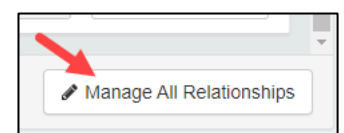
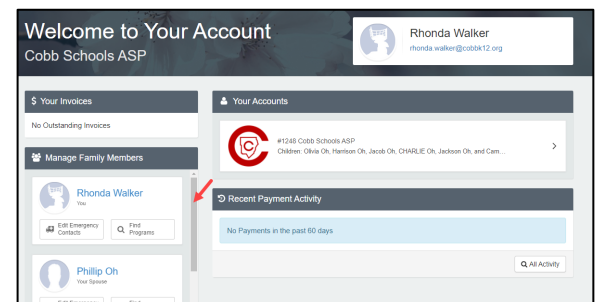
Step #2:

- 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

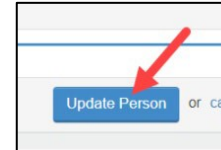
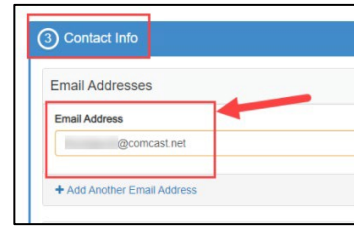
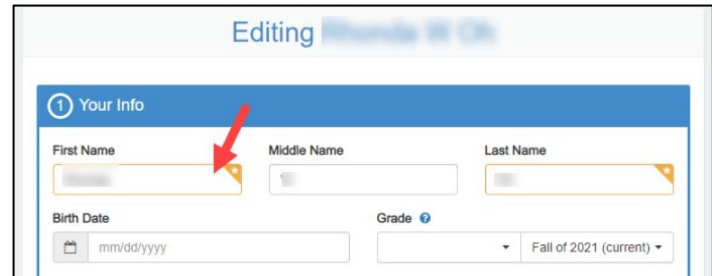
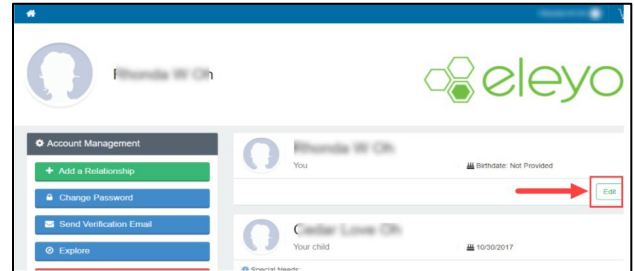


If you have any questions, please contact your school's ASP Director

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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
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- Scroll down to Item#3 on the screen: "Contact Info" and **update** the email address to the **enrolling adult's email address**



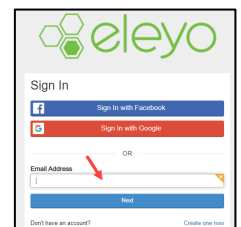
- Next, click the **blue** box that says: **Update Person**

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

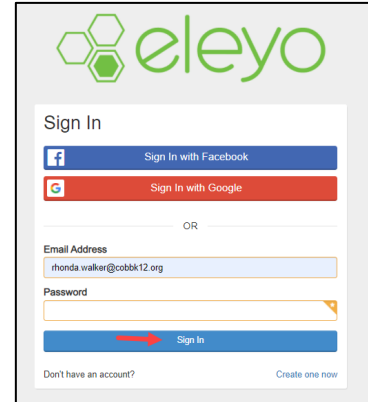


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Step #6:

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



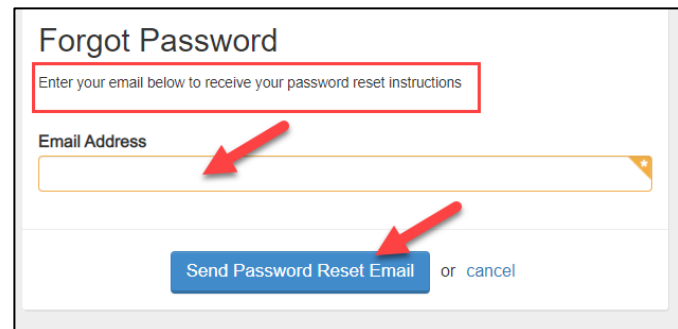
The screenshot shows the Eleyo login interface. At the top is the Eleyo logo. Below it are two social login buttons: 'Sign In with Facebook' and 'Sign In with Google'. Underneath is an 'OR' separator, followed by an 'Email Address' field containing 'rhonda.walker@cobbk12.org' and a 'Password' field which is empty. A red arrow points to the 'Sign In' button at the bottom.

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



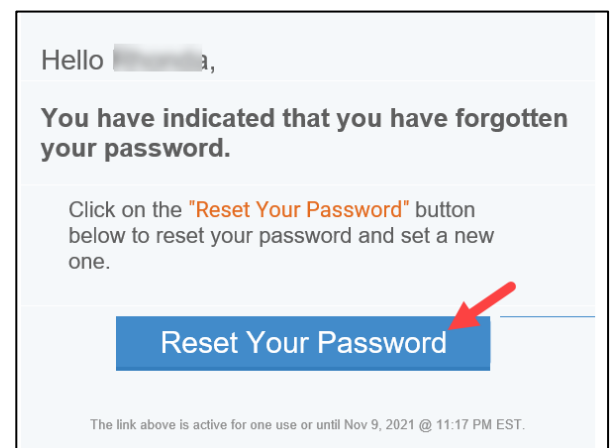
This screenshot is similar to the previous one but shows the 'Forgot Password?' link in blue text at the end of the password field. A red arrow points to this link.

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



The screenshot shows the 'Forgot Password' screen. It has a title 'Forgot Password' and a text box that says 'Enter your email below to receive your password reset instructions'. Below this is an 'Email Address' field. At the bottom, there is a blue button labeled 'Send Password Reset Email' and a link 'or cancel'. A red arrow points to the 'Send Password Reset Email' button.

- 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 withing the email message received to complete the password reset process before attempting to log back into your Eleyo account



The screenshot shows an email notification. It starts with 'Hello [Name],'. The main text says 'You have indicated that you have forgotten your password.' Below this, it instructs the user to 'Click on the "Reset Your Password" button below to reset your password and set a new one.' A blue button labeled 'Reset Your Password' is visible, with a red arrow pointing to it. At the bottom, there is a small note: 'The link above is active for one use or until Nov 9, 2021 @ 11:17 PM EST.'

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