

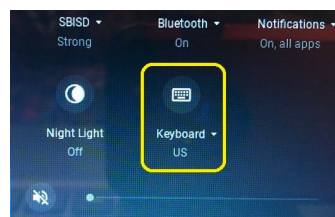
# Itslearning Login Error Fix

Are you getting an error message when you try to login to Itslearning?

Follow these steps in order **WORD FOR WORD!** Don't skip a step & type exactly what it says or it won't work.

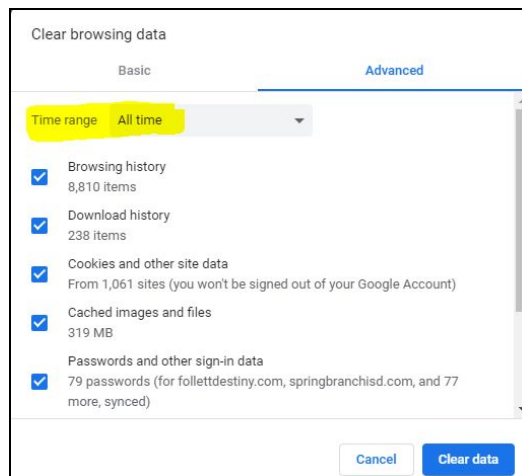
## Check your Keyboard settings

1. Click the clock on the bottom right corner.
2. Your keyboard should be set to US.
3. If not, click the keyboard icon and choose US Keyboard.



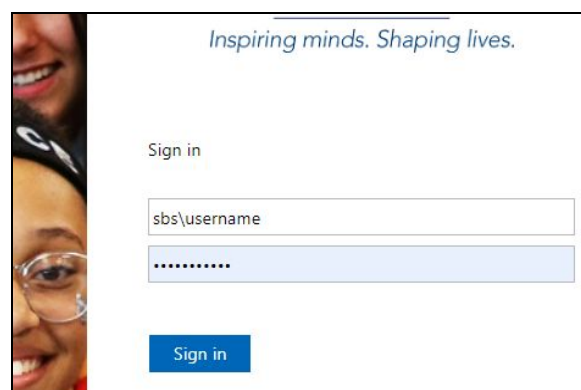
## Clear your Cache and Cookies

1. Open Chrome.
2. At the top-right, click More : .
3. Click More tools ☰ Clear browsing data.
4. At the top, select Advanced. →
5. **Select All time.**
6. Tick the **AVAILABLE** boxes. →
7. Click Clear data.
8. Close & then reopen Chrome.
9. Then use directions **BELOW** to login to Itslearning.



## Login to Itslearning

1. Open Chrome.
2. Click on the **SBISD Bookmarks** in your toolbar.  
**Do NOT use your own bookmarks. Your links can break.**
3. Click on SBISD Itslearning.
4. Click Login with a Spring Branch ISD Account.
5. Type your login info on the following screen **just like this.** →  
**Username: sbs\username (NOT YOUR WHOLE EMAIL!)**  
**Password: NEW password**
6. Click to Save your password.

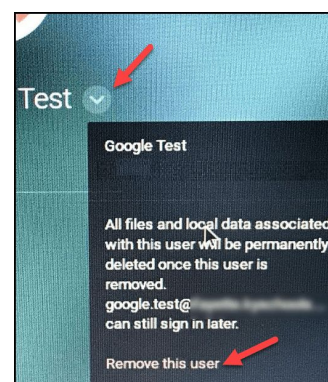


## If the above steps don't work...

### Sign out of your PERSONAL Google accounts (if applicable)

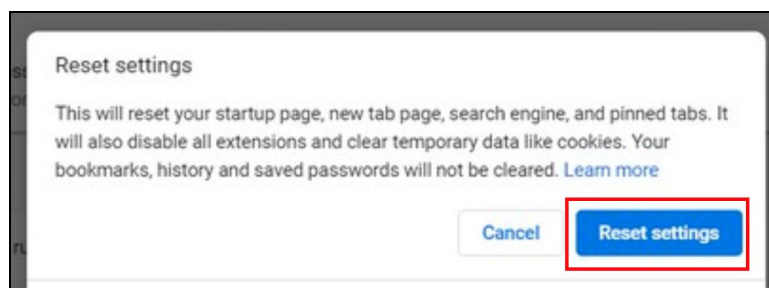
1. Power on your chromebook.
2. On the sign-in screen, click the profile that you want to remove.
3. In the lower-right corner of the profile picture, click the Down arrow ☐.
4. Click **Remove this user.**
5. In the box that appears, click **Remove this user.**

When you remove an account, it's only removed from the Chromebook. The Google Account itself, including its data and settings, will still exist.



## Reset Google Chrome

1. Open Chrome.
2. At the top-right, click More : and then Settings.
3. At the bottom, click Advanced.
4. Click Restore settings to their original defaults
5. Click Reset Settings



**Still need help? Call the SBISD Tech Help Desk at 713-251-TECH (8324)**