

## Student Remote Login FAQs

This document provides information for logging in to the various tools and resources that are available to CCPS students. As well as some troubleshooting tips/hints.

**Q1: I don't know my student's username or password. Where can I find this information?**

You can find your student's login information on the Registration page in Home Access Center.

<https://mystudent.carrollk12.org/homeaccess>

Your Home Access Center username (i.e. for the parent or guardian) is the email address you provided to the school on your student's emergency card. You can [Request/Forgot Password](#) if you haven't logged in before or have forgotten your password.

**Q2: The email address the school has on file for me is incorrect. How do I get this corrected?**

If you need to update your email address, you will need to reach out your student's school directly.

**Q3: My computer is remembering my oldest student's login and I can't get my younger student logged in.**

Previous login information could be saved in the browser's Cache. It is recommended to clear your Cache if you need to switch accounts, or log in to the other student's account with a different internet browser.

**Q4: The teacher sent home a barcode for the student to use to login to Clever. How do I use that?**

This is referred to as a Clever 'Badge'. In order to login with the badge you need a webcam setup on your computer.

- Go to <https://clever.com/in/carrollk12>
- Click the Clever Badge Log In icon.
- Click 'Allow' in the browser prompt to give Clever access to their camera.
- The webcam will activate so the student can hold their badge up to the camera. Once the sensors recognize the code, the screen border will flash green.
- Students will then be redirected to their Clever Portal.

**Q5: I was able to get logged in to the app, but now I'm having difficulties accessing the resources.**

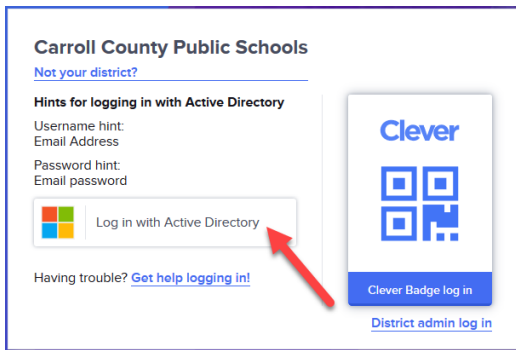
Please reach out to your student's teacher. All CCPS staff are available via email. You can locate email addresses on the school website.

**Q6: I went to Home Access and tried to use the Request password for my student's account and it's not working.**

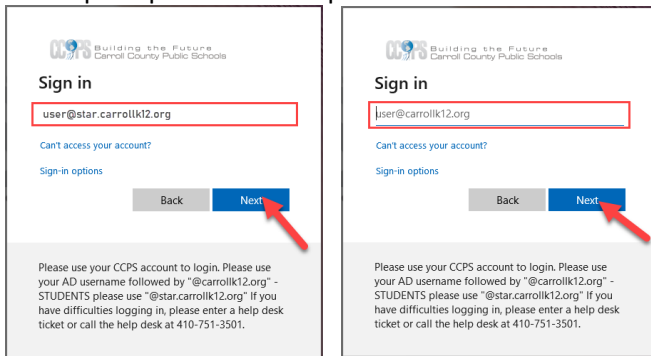
The Request/Forgot password is only to be used for parent accounts. After you log in you will have access to all of your students' usernames and passwords.

**Q7: I have my student's username and I'm trying to get them logged in, but it's not working.**

Please make sure you are including the @star.carrollk12.org suffix AFTER their username. If using Clever, be sure to click 'Login with Active Directory' as shown in the screenshot below.



Then enter the username you provided below (including the @star.carrollk12.org)  
When prompted enter the password



Below are direct links to some of the most frequently used apps...

- Clever - <https://clever.com/in/carrollk12>
- Google Classroom - <https://classroom.google.com>
- Discovery Ed - <https://carrollk12.discoveryeducation.com/>
- Office 365/Email - <https://login.microsoftonline.com/?whr=carrollk12.org>
- All Other Apps - <https://www.carrollk12.org/instruction/studentparentresources/Pages/Web-Apps.aspx>

**Q8: When I click on the Login with Active Directory button it just brings me back to the login screen. I never see the prompt to login.**

Try clearing your cache and browser history. If that doesn't work, try using a different browser.

**Q9: What do I do if the Google Classroom code doesn't work?**

Please reach out to your student's teacher. All CCPS staff are available via email. You can locate email addresses on the school website.

**Q10: How do I get my student's username and password?**

You can log into your Home Access Center via your parent account to view the username and password for all of your students. If you are new to CCPS you will receive a Registration email soon after the school enrolls your student. Follow the steps in that email to create your account. If you don't receive the email please reach out to your School Registrar. They have the ability to re-send the email to you.