

Remind

Troubleshooting Guide for Teachers

Troubleshooting Guide - Teachers

- ❑ **How to login to Remind** - If a notification has not been received, go to [Remind](#) to login. Choose Sign Up or Login and create or reset password if necessary. The email notification is not required to login to a Remind account. Teachers and students should use their school email address as their username and reset or create password.

- ❑ **Cannot see your classes - Rostered Classes:**

- ❑ Did you log into your Remind account using your **school email domain** and accept terms of use?

See bullet above on how to login into Remind.

- ❑ Did you click on **FINISH** at the bottom of the page to claim your classes. It will be the first screen you see when you login when classes are ready for you to claim.
- ❑ Is your class archived? [How to Archive/Unarchive Classes](#)
- ❑ Do you have more than one Remind account? If you have been using a different emails or numbers, you can update your profile with all emails like your stamfordct.gov and stamfordpublicschools.org, for example. Go to your account settings/notification preferences and add DEVICE (this will be any email or number you would like to add) [how to merge their accounts](#).

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- ❑ **Cannot see your classes:**
 - ❑ Do you have more than one Remind account? If you have been using a different emails or numbers, you can update your profile with all emails or numbers. Go to any of your Remind accounts - from your settings, go to notification preferences and add DEVICE (this will be any email or number you would like to add) [how to merge their accounts](#).

Resources for Teachers

- ❑ For more information on setting-up and using your Remind account, visit:
 - ❑ <https://www.remind.com/resources/teacher-onboarding-guide>
 - ❑ <https://bit.ly/3BDxlKd>