



## PROBLEMS LOGGING INTO PERFORM?

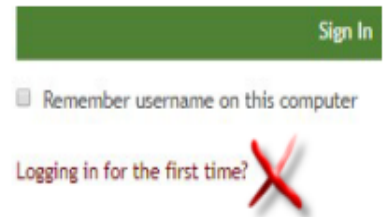
The **USERNAME** for logging into Perform will always be the ALPHA log on that was assigned to the employee by the district. It is the first five letters of the employee's last name, the first letter of their first name, followed by the first letter of their middle name. (Example: John Q. Learner = Learnjq)

The **PASSWORD** is the same password the employee uses to sign onto any district computer.

**IMPORTANT:** If you feel that you are using the correct information please contact LeAnn Amason at 719.250.2159 or [leann.amason@d11.org](mailto:leann.amason@d11.org) to verify the username in Perform. The only way to reset a password is to contact the IT help desk at 520-2211 and reset your district password.

1. **Question:** I have clicked "Logging in for the first time" on the log in page and followed the directions in the email so why can't I log on?

**Answer:** The prompt "Logging in for the first time" is INOPERABLE. We are working with Perform to have this link removed completely from the site. You do not need to do anything special when logging in for the first time. Simply enter your username and password and click sign in.



2. **Question:** I have clicked "Forgot your password" on the log in page and followed the directions in the email, so why can't I log on?

**Answer:** The prompt "Forgot your password" is INOPERABLE. We are working with Perform to have this link removed completely from the site. If you are having trouble logging in please contact LeAnn Amason at 719.520.2159 or [leann.amason@d11.org](mailto:leann.amason@d11.org)



3. **Question:** What happens to my Perform password when I get a notice that I have to reset my district password?  
**Answer:** Since the information in Perform is uploaded from our district system, anytime your district password is changed it will be changed in Perform as well. Likewise, if you have contacted IT to have your Perform password reset it will also reset your password to any and all district computers.

For additional questions or assistance logging into Perform, please contact Wendi Rivera at 719.520.2112 or [wendi.rivera@d11.org](mailto:wendi.rivera@d11.org)