

Frequently Asked Questions

1. What is GreenLight Credentials? Why do I need it?

Please refer to the [Letter to Parents](#) and [Letter to Students](#) for additional information.

2. I cannot share my transcript. How do I get parental permission?

Please refer to the Step-by-Step Guide for Parents ([English](#)) and ([Spanish](#)) and Step-by-Step Guide for Students ([English](#)) and ([Spanish](#)).

3. I am having trouble with my account, how can I get help?

Region 10 has a helpdesk that students can contact for assistance:
<https://www.region10.org/help/>

4. I am a dual-credit student at Dallas County Community College District (DCCCD), but I haven't registered to view my college transcripts. How do I locate my DCCCD enrollment code for GreenLight Credentials?

Visit the DCCCD webpage at
<https://www.dccd.edu/services/onlineservices/transcripts/pages/electronic.aspx>

5. My email address that I used to sign up for my GreenLight account is no longer valid, how do I change it?

Go back to the registration form and re-enter the enrollment code, date of birth and last name, then choose the options to have the activation code re-sent and update registration (as shown below). If the account has already been activated and the email needs to be changed, it can be done on the profile page.

The screenshot shows the 'Student Registration' form. At the top, there are two radio buttons: 'I'm a student' (selected) and 'I'm a parent/guardian'. Below this is a dropdown menu with the text 'I have an enrollment code'. The form contains three input fields: 'Enrollment Code *' with the value '92e6cbce-1db4-11ea-af00-06422365ca66', 'Date of Birth (MM/DD/YYYY) *' with a calendar icon, and 'Last Name *' with a calendar icon. A green 'Validate' button is to the right of these fields. Below the fields, there is a message: '⊗ Your account is inactive please check your mail. Or contact support if you are still having issues.' At the bottom, there are two questions with 'Yes' buttons: 'Do you want us to resend the activation email?' and 'Do you want to update your registration?'. Red arrows point to the 'Yes' buttons for both questions.