

Frequently Asked Questions

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

Letter to Parents ([English](#)) and ([Spanish](#))
Letter to Students ([English](#)) and ([Spanish](#))
Link to [Promotional Video](#)

2. How do I register for a GreenLight account?

Please view the video tutorial for student account registration
<https://www.youtube.com/watch?v=mUfF9XssNR4&feature=youtu.be>

3. 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](#)).

Video tutorial for parent registration:
<https://www.youtube.com/watch?v=gk3XScUOLJM&t=89s>

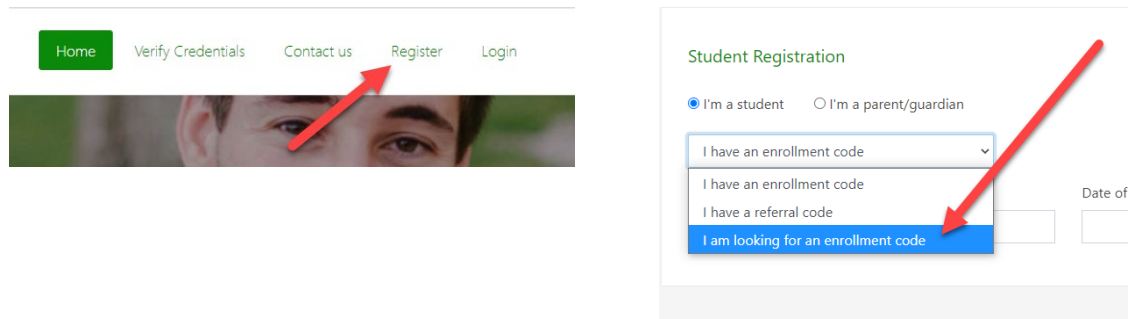
4. I am having trouble with my account, how can I get help?

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

5. I didn't get an enrollment code from my high school. Where can I find it?

Look up the enrollment code directly on www.GreenLightLocker.com

Click on Register, then using the drop-down select "I am looking for an enrollment code"



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

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

7. My email address that I used to sign up for my GreenLight account is no longer valid, how do I change it?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 labeled '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 blue scribble, and 'Last Name *' with a blue scribble. A green 'Validate' button is to the right of the last name field. Below the input fields, there is a blue notification: 'Your account is inactive please check your mail. Or contact support if you are still having issues.' 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.

8. How do I share my transcripts with colleges and universities?

View the video tutorial at

<https://www.youtube.com/watch?v=cWJcIZXnFs&feature=youtu.be>

9. What institutions will accept an electronic copy of my transcript through Greenlight?

Follow this link to access the most current list of Greenlight Receivers

<https://www.glcredentials.com/receiver-about>

10. How can I find and apply for scholarship opportunities on GreenLight?

Follow this link to watch a video tutorial

https://www.youtube.com/watch?v=ZS_fJPBAAtB4&feature=youtu.be

11. How can I store my COVID-19 vaccine records on GreenLight?

Follow this link to watch a video tutorial

https://www.youtube.com/watch?v=GMV_tBGmfwQ