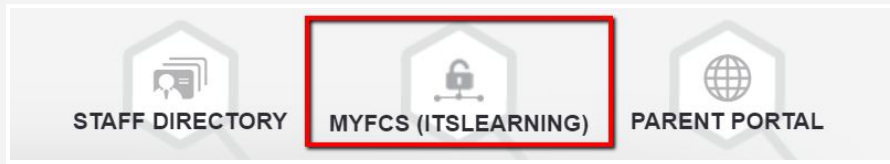


Troubleshooting steps for logging in to ClassLink and /or itslearning:

1. Verify that you are on the correct site.

Classlink.forsythk12.org

Or navigate to your school's web page, and click MyFCS.



2. Verify that you are using the correct login credentials and are typing them correctly. Is CAPS LOCK on? *This would change the way you type your password.*
3. Do you have more than one browser installed? Try logging in using a different browser. For example, if you could not log in using Chrome, try Edge or Safari.
4. If you were successful in a different browser, it is likely that there are multiple accounts in the household that are interfering with each other. These experiences can be resolved by making sure each user fully logs out of all sites (Google, itslearning, ClassLink) and closes the browser between users. Users can also continue to use different browsers to do their work as a solution to the problem.
5. When all else fails, clear the browser cache so the computer can “forget” you and allow others to log on. [Chrome](#) [Safari](#) [Edge](#) [Firefox](#) [Presentation](#)
6. If adults in the household have remained logged in to Google services such as Gmail, this can interfere with the student's ability to log in to Google or open Google documents shared by the teacher. These resources may then prompt the student to request access, which is not necessary. The parent needs to log out, then have the student log in to Google Drive via ClassLink.
 - Occasionally, a parent's Gmail account will become attached to a student's itslearning account. This can be corrected by following these steps:
 - Click the student profile picture or icon.
 - Select *Your settings*
 - Select *Connected accounts*
 - Check the account listed in the row with the Google symbol. If an account is listed that does not belong to the student, click **Disconnect**.



_____@forsythk12.org

- Now select **Add account**. Enter the student's district Gmail address which is the 6-digit student identification number followed by forsythk12.org. For example:
123456@forsythk12.org.

7. Due to high Internet traffic and high usage of itslearning throughout the world during the extended school closure, you may at times experience sluggishness and failure of resources to load. Try closing itslearning and signing in again.
8. If some resources in Classlink are not opening, it is possible that the user needs to confirm the password in Classlink. Users may be just closing the box asking for password confirmation instead of entering the password. Here are directions for how one can [Confirm Password in Classlink](#).
9. Solving a variety of issues..don't forget that old standby, restarting the computer.



- [Parent itslearning Help Resources](#)
- [Itslearning Support Website](#) (Viewable in other languages)
- [Additional ClassLink Information](#)