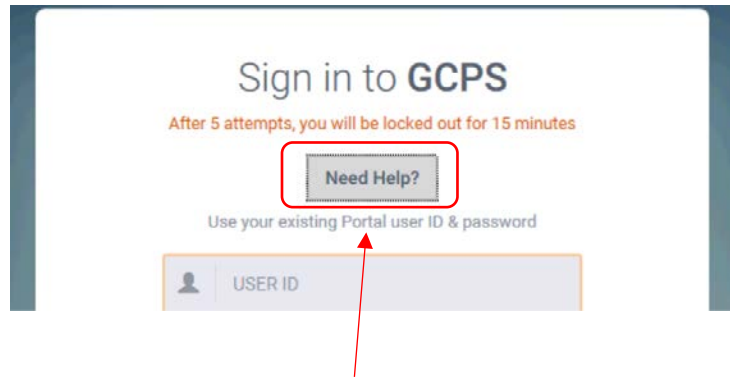




Student Password Errors Guide

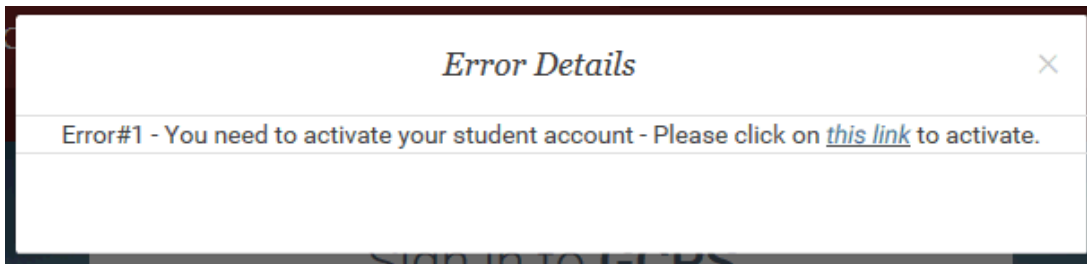
When an unsuccessful login to MY eCLASS occurs, the following screen will pop up.



When a student selects the “Need Help” button, one of the following messages will appear.

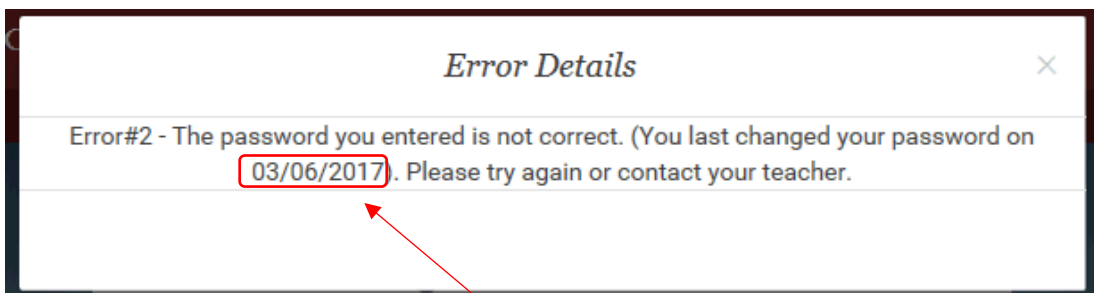
Error #1:

This will appear when students need to change their password. When selecting “[*this link*](#),” students will be prompted to change their password. (Remember, students’ default password is their GCPS-issued student ID.)



Error #2:

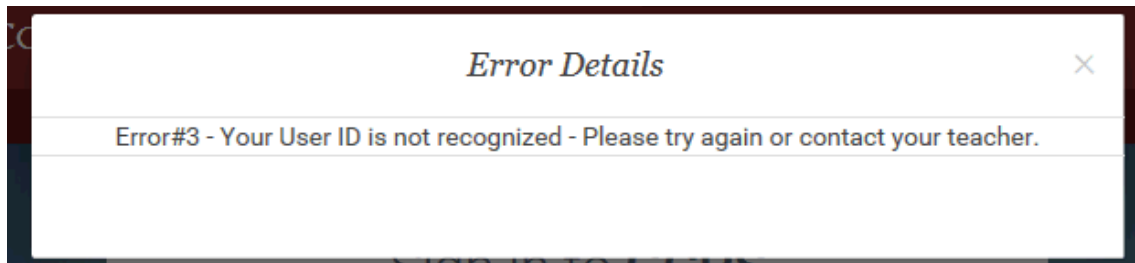
This message occurs when students type in an incorrect password.



Note: Date will reflect the student’s last password change.

Error #3:

This message occurs when students type in an incorrect GCPS-issued student ID for their User ID.



Error #4:

If students are entering an ID that is incorrectly configured in the system (not recognized), then the following message will occur. If students are unsuccessful logging in after additional attempts, a ticket should be created, so GCPS can further investigate the issue.

