

## FAQ: Accessing Edline

These are the most common questions people have about accessing Edline. If you do not see the answer to your question here, please contact your school. There is an Edline manager at the school who can help you.

### Setting Up an Edline Account

- [Print an account setup guide](#)
- [What is an activation code and where do I get one?](#)
- [How do I use my activation code to set up an Edline account?](#)
- [What if I have more than one activation code?](#)
- [What if I already have an account and I receive another activation code?](#)
- [How do I add a child to my account?](#)

### Logging In

- [How do I log in?](#)
- [How do I visit Edline as a guest?](#)
- [Supported browsers, and how to turn on cookies and javascript](#)
- [When I click "Log In", I go right back to the Edline login page](#)
- [I am using AOL and I can't get to the Edline login page](#)

### Lost Screen Names and Passwords

- [I forgot my screen name or password \(or both\)](#)
- [I asked for my screen name and password, but they were sent to the wrong email address](#)
- [I asked for my screen name and password, but I never received them](#)
- [My temporary password does not work](#)

### I See a Message That Says...

- [my screen name or password is wrong](#)
  - [my screen name does not exist](#)
  - [my account has been deleted](#)
  - [my activation code has already been used](#)
  - [my activation code does not exist](#)
  - [I do not have permission to perform this operation](#)
  - [Edline's certificate is invalid or expired](#)
  - ["False is not a number"](#)
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## Setting Up an Edline Account

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### What is an activation code and where do I get one?

Your school has already created an Edline account for you. It is linked to information about you (like your grades). To keep this information private, your account is protected by an "activation code" until you choose your own screen name and password.

Your school will give you the activation code for your account. Contact the school if you do not have one yet.

You will use your activation code to activate your Edline account (described below). You will only use it one time. When you activate your account, you choose your own screen name and password. After that, you will always use your screen name and password to log in to Edline.

[Top](#)

### How do I use my activation code to setup an Edline account?

Every member of the school will receive an [activation code](#) that allows him or her to set up an Edline account. Students, parents, teachers, administrators and school staff members each have their own accounts.

Parent accounts are special because they are linked to one or more students, allowing the parents to see their own information as well as their children's information. Parents who have more than one child in an Edline school may receive more than one activation code.

***If you have more than one activation code, you can combine your accounts into a single account.***

Please print and follow the [Account Setup Guide](#) to activate your account. If you have more than one activation code, pay careful attention to steps 3 and 6 on page 2 of the guide.

[Top](#)

### What if I have more than one activation code?

Parents with more than one child in Edline schools may receive more than one parent activation code. Parents should combine all of their parent accounts into one account that can access all their children.

Someone who works at the school and who also has children attending the school will receive more than one activation code (e.g., a teacher activation code and one or more parent activation codes). We always recommend combining parent accounts together. You can also combine a teacher, administrator, or staff account with a parent account if you wish.

A student who attends more than one school using Edline may receive more than one student activation code. Students can combine these accounts into one account that can access information from all schools.

If you have been given more than one activation code, you can enter them all at once. Click the blue "Help" button at the top of the *Enter an Activation Code Page* for instructions.

Or, if you have printed the [Account Setup Guide](#), follow the steps that start on page 2 ***paying special attention to the instructions in steps 3 and 6.***

## What if I already have an account and I receive another activation code?

Parents who have more than one child in Edline schools, and people who are both employees and parents in Edline schools may receive more than one activation code.

If you already have an Edline account and you receive another activation code, you can combine the new account with your existing account (always recommended for parents).

Enter your new activation code the same way you did the first one. When Edline asks "*Do You Have an Existing Edline Account?*", click the "Combine Accounts" button to add your new account to your existing account.

Click the blue "Help" button on that page for details. Or, if you have printed the [Account Setup Guide](#), follow the steps that start on page 2. ***In step 6, use the "Combine Accounts" button.***

## How do I add a child to my account?

If you are a parent, you will see your children's names in the yellow "Shortcuts" box on the left side of the school home page. You can add a child to this list at any time.

To add a new child to this list, obtain the *parent* activation code for the child from the school. Enter this new activation code the same way you did your first one. When Edline asks, "*Do You Have an Existing Edline Account?*", click the "Combine Accounts" button.

Click the blue "Help" button on that page for details. Or, if you have printed the [Account Setup Guide](#), follow the steps that start on page 2. ***In step 6, use the "Combine Accounts" button.***

### **IMPORTANT**

These instructions will ***not*** work if you have already activated all of your parent accounts. If you can only see one child's information when you log in to Edline and you were given more than one parent activation code, then you have activated each parent account as a *separate* account. You need to combine these separate accounts together. To do this, you will need the school's help. Contact the Edline manager at your school in this situation.

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## Logging In

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### How do I log in?

If this is your first time using Edline you need to [setup your account](#) before you can log in. Contact your school for an [activation code](#) that will let you set up your Edline account.

If you have already set up your Edline account, then you have a screen name and password. Enter your screen name in the "Screen Name" field and your

password in the "Password" field. Then click "Log In."

If you do not remember your screen name or password, click the "I forgot my screen name or password" link to have Edline email your screen name and a new, temporary password to you. See [below](#) for details.

[Top](#)

### **How do I visit Edline as a guest?**

The address [www.edline.net](http://www.edline.net) is the general Edline login page used by Edline members only. Each school has its own Edline URL address that leads to a special login page just for that particular school. This is where guests can view the school site. **Contact the school's on-site Edline manager for this web address.**

Enter the school's Edline address into your browser's address bar. Once you are on the school's Edline page, you will be able to see anything that the school has deemed viewable by the public.

Because you are a guest, you will not see private information (like grades) or other specially restricted information. You will, however, see all public school information like announcements, calendars of events, admission information, etc.

[Top](#)

### **How do I turn on cookies and javascript?**

Edline needs temporary cookies and javascript to run properly. If Edline detects that your browser has one or both of these turned off, it will tell you.

Below you will find links to instructions for enabling both cookies and javascript in some common browsers and internet providers.

If you do not find instructions for your particular setup, we recommend you contact the customer support department of the company that makes your browser or provides your Internet service.

**Please note:** Edline does not support browsers that are older than those listed here. We also support other browsers such as Mozilla/Firefox.

#### **Internet Explorer**

- [Version 6.x for the PC](#)
- [Version 5.x for the PC](#)
- [Version 5.x for Mac OS X](#)
- [Version 5.x for Mac OS 9](#)

#### **Netscape**

- [Version 6.x for the PC](#)
- [Version 6.x for Mac OS X](#)

#### **AOL**

- [Version 6.x and 7.x](#)
- [Version 5.x](#)

[Top](#)

## When I click "Log In" I come right back to the Edline login page

There are some browsers that do not recognize the "Enter" key in Edline. As a result, nothing happens if you press the "Enter" key on your keyboard instead of clicking the "Log In" button with your mouse. This is an issue primarily for Macintosh users.

If you click the "Log In" button with your mouse and you are still taken back to the Edline login page, you may need to look at other software you have on your computer. Proxy, firewall, and other filtering software can interfere with Edline.

If you have software like this on your computer, please try these things:

- Configure your software to allow cookies. Edline needs at least temporary cookies to run properly.
- Configure your software to enable javascript. Edline cannot run properly without javascript.
- Make sure your software does not block secure sites. Edline uses SSL security to protect pages with sensitive information.
- If you have a proxy server, put Edline on your proxy's exception list.
- If you have a proxy server, do not allow it to cache Edline's pages.

[Top](#)

## I am using AOL and I can't get to the Edline login page

You may see a message that says the server is unavailable when you try to access Edline through AOL.

This message usually means one of these things:

- ***The AOL servers are overloaded.***  
Too many people are using AOL right now and AOL cannot process your request. Try again later when there are fewer people using AOL.
- ***The parental controls on your account are too restrictive.***  
The "Adult" and "Mature Teen" parental control levels allow you to access secure sites (like Edline) at any time. More restrictive parental control levels may not. Parents can ask AOL to make the Edline site available to their children who have more restrictive parental controls.

Visit the following AOL web page for instructions:  
<http://webmaster.info.aol.com/parentalcontrols.html>.

If these suggestions do not address the problem, you may need to consult AOL's customer service.

[Top](#)

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## Lost Screen Names and Passwords

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### I forgot my screen name or my password (or both)

If you have forgotten your screen name or password (or both), you can ask

Edline to email your screen and a new, temporary password to you. To get this information, click the "I forgot my screen name or password link" on the Edline login page.

On the next page, Edline will try to find your account. It needs **either** your screen name **or** your email address to do this. If you remember your screen name, enter it in the "Screen Name" field. Otherwise, click the "I forgot my screen name" link, then enter your email address.

If you enter your email address, you must enter the same email address on file with your Edline account.

Edline will then display your security question. If you answer it correctly, Edline will send your screen name and a new, temporary password to the email address on file with your Edline account.

### **IMPORTANT**

Edline **cannot** send your screen name and temporary password to you if...

- you have never given Edline your email address
- your email address has changed or is incorrect
- you have not chosen a security question
- you cannot remember the answer to your security question

***In this case, contact your school.*** The Edline manager at the school will give you your screen name and a new, temporary password.

[Top](#)

### **I asked for my screen name and password, but they were sent to the wrong email address**

When you use the "I forgot my screen name or password" link, Edline sends your information to the email address on file with your Edline account. If that email address is wrong, you will not receive the message.

***In this case, contact your school.*** The Edline manager at the school will give you your screen name and a new, temporary password.

The next time you log into Edline, update your email address by clicking the "Manage Account" link in your Command Center on the left side of the school home page.

[Top](#)

### **I asked for my screen name and password, but I never received them**

When you use the "I forgot my screen name or password" link, Edline sends your information to the email address on file with your Edline account. This message usually arrives right away, but it may take several hours.

If you do not receive the message at all, it may be because...

- the email address on file with your Edline account is wrong;
- your email account is full;
- you use an email service that allows you to set parental controls (e.g., AOL) and your account blocks email from Edline;

- you share your email account with someone else and that person has already opened and deleted the message.

We recommend you first try requesting your screen name and temporary password again using the "I forgot my screen name or password" link. Edline will display the email address it is sending the message to. Make sure this is the right one.

If the email address is not correct or if you cannot receive email from Edline, then you will need to contact your school. The Edline manager at the school will give you your screen name and a new, temporary password.

[Top](#)

### **My temporary password does not work**

If you are not able to log into Edline using the screen name and temporary password sent to you, please try the following suggestions:

- Edline assigns random temporary passwords that can sometimes be difficult to type correctly. We recommend you use your computer's copy and paste commands to copy the password from the email message and paste it into the "Password" field on the Edline login page.
- The first time you use the temporary password, Edline asks you to choose your own password. Once you have done this, the temporary password will no longer work. If you don't remember the password you chose, use the "I forgot my screen name or password" link to get a new temporary password.
- If you share this account with another family member, that person may have already changed the password on the account.

[Top](#)

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## **I See a Message That Says...**

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### **I see a message that says my screen name or password is wrong**

If you see a message that says the screen name or password you entered is incorrect, this means:

Edline recognized the screen name as a valid screen name, **but...**the password you entered is not the right one for that screen name.

This can happen when you enter your correct screen name but the wrong password.

This can also happen when you enter what you think is your screen name, but really isn't. You actually entered the screen name of another Edline user.

In either case, the screen name and the password you entered do not go together.

If you mistyped your screen name or password, try it again. If you cannot remember the right screen name and password combination, click the "I forgot my screen name or password" link on the Edline login page to find it (see [above](#)).

### **I see a message that says my screen name does not exist**

If you see a message that says the screen name you entered does not exist, that means there is no account in Edline with that screen name.

This happens when you enter what you think is your correct screen name but really isn't. No one in Edline has the screen name you just entered.

If you mistyped your screen name, try logging in again. If you cannot remember your screen name, click the "I forgot my screen name or password" link on the Edline login page to find it (see [above](#)).

[Top](#)

### **I see a message that says my account has been deleted**

If you see a message that says your account has been deleted, that means your school has deleted your Edline account.

Each school creates and manages its own Edline accounts. Periodically, your school's administrators delete the accounts of people who are no longer members of the school.

If you feel your account has been deleted in error, contact the school directly to get a new Edline account.

[Top](#)

### **I see a message that says my activation code has already been used**

If you see a message that says your activation code has already been used, that means you have already activated your account and you no longer need your activation code.

Your activation code allows you to activate your Edline account. You only use it one time. When you activate your account, you choose your own screen name and password. After that, you will always use your screen name and password to log in to Edline.

If you do not remember the screen name and password you chose when you activated your account, click the "I forgot my screen name or password" link on the Edline login page to find them (see [above](#)).

[Top](#)

### **I see a message that says my activation code does not exist**

If you see a message that says your activation code does not exist, that means there is no account in Edline with that activation code.

You may have accidentally mistyped the code or you may have been given an incorrect code. An activation code must have 12 characters (not including the dashes).

Try retyping it, being careful to enter it exactly as it was printed for you. In some fonts, certain numbers and letters can look alike. For example, a 2 (number two) can look like a "Z" (letter zee).

If this does not work, contact your school for a new activation code.

### **I see a message that says I do not have permission to perform this operation**

If you try to log in to Edline and you see a message that says you don't have permission to perform this operation, that means your school has temporarily turned off its Edline service.

Contact your school directly to find out when they plan to restore the service.

[Top](#)

### **I see a message that says Edline's certificate is invalid or expired**

If you see a message indicating that Edline's certificate is invalid, your browser is probably too old. Upgrade your browser to the newest available version.

If you are using a new browser and you still see certificate error messages, check your computer's system clock. If the clock date and time is wrong, your browser will incorrectly think Edline's certificate has expired.

[Top](#)

### **I see a message that says "False is not a number"**

You will see the message "False is not a number" when you access Edline if you are using Netscape version 3 or earlier. This browser is too old to properly process current Internet sites. Upgrade your browser to the newest available version.

[Top](#)