Schoology Frequently Asked Questions

What username do I use?

Please use the **contact email address** that you provided in the student information system. *Do not use the code provided in the schoology email from September 3.*

I Am Having Trouble Logging in

1. Go to www.schoology.com and select "**Login**" in the top right hand corner.
2. Select "**Forgot your password?**"
3. Please enter the contact email that you have provided in the student information system during the enrollment process.
   a. If the system does not recognize your email address, it will display a red "Please enter a valid email address message." In this case, you will need to contact your child's campus to change or correct your email address in our system.
   b. Once the email address is corrected, it will take up to 24 hours for you to be able to login with the correct email address.
   c. After your email address is updated, now you will need to create and confirm your password by following these steps.
      i. Go to www.schoology.com and select "Login" in the top right hand corner.
      ii. Select the "**Forgot your password?**"
4. You should receive an email with further instructions from Schoology <no-reply@schoology.com> subject line: *How to Change Your Schoology Password*.
5. Click on the long link in the email to enter and confirm your password.
6. Click on the blue **log in** button
7. Enter and Confirm your password and click **Submit**.

*[Click here for screenshot instructions](#).

I can't see all my kids in my account?

If not all your kids are showing in the drop down in the top right hand corner, this probably means that there is a missing link between your children in our student information system. Please submit a [Help Desk](#) ticket to have a district person correct the link. Once the link is corrected, it will take up to 24 hours for this correction to be seen in Schoology.

When I try to Add My Kids it is asking for a code?

You should automatically see all of your kids. If not all your kids are showing in the drop down in the top right hand corner, this probably means that there is a missing link between your children in our student information system. Please submit a [Help Desk](#) ticket to have a district person correct the link. Once the link is corrected, it will take up to 24 hours for this correction to be seen in Schoology.

Does each parent have a separate account?

Yes, each parent can have a separate account as long as each parent has a different contact email address in our student information system. If parents choose to share an account using one email address and password, that works too.

Is the password the same as Home Access Center or Infosnap?

No. Parents will create a password for Schoology and will need to remember this password. If a parent forgets his/her password follow the "I Don't Know My Password instructions."

Can I see grades in Schoology?

Yes and no. Some assignment grades may be posted in Schoology, but the "average" grade in Schoology may not be accurate. The reason why averages may not be accurate is because a teacher may not utilize Schoology for all assignments. Please use Home Access Center as the authoritative source for all grades and current average.