



## **Student Laptop Frequently Asked Questions**

### **Student Login Information**

This document provides information for logging in to the various tools and resources that are available to CCPS students as well as some troubleshooting tips/hints.

#### **Q1: I don't know my student's username or password. Where can I find this information?**

You can find your student's login information on the Registration page in Home Access Center.

<https://mystudent.carrollk12.org/homeaccess>

Your Home Access Center username (i.e. for the parent or guardian) is the email address you provided to the school on your student's emergency card. You can [Request/Forgot Password](#) if you haven't logged in before or have forgotten your password.

<https://mystudent.carrollk12.org/forgotpassword/>

#### **Q2: The email address the school has on file for me is incorrect. How do I get this corrected?**

If you need to update your email address, you will need to reach out your student's school directly.

**Q3: My computer is remembering my oldest student’s login and I can’t seem to get my younger student logged in.**

Previous login information could be saved in the browser’s Cache. It is recommended to clear your Cache if you need to switch accounts, or log in to the other student’s account with a different internet browser.

**Q4: The teacher sent home a barcode for the student to use to login to Clever. How do I use that?**

This is referred to as a Clever ‘Badge’. In order to login with the badge you need a webcam setup on your computer.

- Go to <https://clever.com/in/carrollk12>
- Click the Clever Badge Log In icon.
- Click 'Allow' in the browser prompt to give Clever access to their camera.
- The webcam will activate so the student can hold their badge up to the camera. Once the sensors recognize the code, the screen border will flash green.
- Students will then be redirected to their Clever Portal.

**Q5: I was able to get logged in to the app, but now I’m having difficulties accessing the resources.**

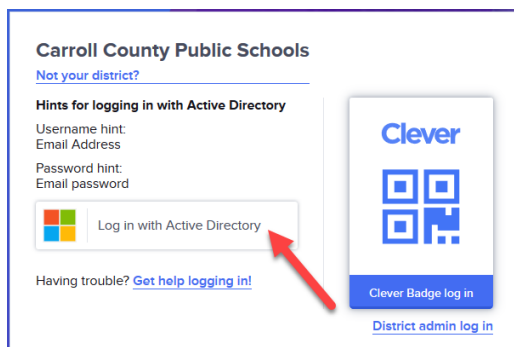
Please reach out to your student’s teacher. All CCPS staff are available via email. You can locate email addresses on the school website.

**Q6: I have my student’s username and I’m trying to get them logged in, but it’s not working.**

Please make sure you are including the @star.carrollk12.org suffix AFTER their username.

**Clever**

Click 'Login with Active Directory'



Then enter the username you provided below (including the @star.carrollk12.org)

When prompted enter the password

Building the Future  
Carroll County Public Schools

Sign in

user@star.carrollk12.org

Can't access your account?

Sign-in options

Back Next

Please use your CCPS account to login. Please use your AD username followed by "@carrollk12.org" - STUDENTS please use "@star.carrollk12.org". If you have difficulties logging in, please enter a help desk ticket or call the help desk at 410-751-3501.

## Discovery Ed

<https://carrollk12.discoveryeducation.com/>

## Office 365/Email

<https://www.office.com>

## All Other Apps:

<https://www.carrollk12.org/instruction/studentparentresources/Pages/Web-Apps.aspx>

### **Q7: I went to Home Access and tried to use the Request/Forgot password for my student's account and it's not working.**

The Request/Forgot password is only to be used for parent accounts. After you log in you will have access to all of your students' usernames and passwords.

### **Q8: When I click on the Login with Active Directory button it just brings me back to the login screen. I never see the prompt to login.**

Try clearing your cache and browser history. If that doesn't work, try using a different browser.

### **Q9: I have read all of the above FAQs and I'm still having issues.**

The Department of Curriculum and Instruction has directed that all users requesting additional support be directed to <https://sites.google.com/carrollk12.org/ccps-learning-resources/home> for more information. If you are unable to resolve your question(s) after reviewing this information, please contact your teacher via email.