

# Student Login Solutions

Below are the steps and solutions to the three most common creation and login problems to deltalearns.ca GAFE accounts.

## **Solution 1. Creating a student GAFE account:**

1. Parents Consent in Parent Connect
2. Next Day
3. Students login to Student Connect
4. Agree to AUA (if the Acceptable Use Agreement pop up does not appear immediately, the student has agreed to the AUA in the past. They can then move on to step 8)

5. Sign Out

6. Wait 1 hour

7. Student signs back in to Student Connect
8. Changes Password (Min 5 Characters, Max 10 characters)
9. Logs out of Student Connect

### **10. Waits 5 to 10 Minutes**

11. Sign in to Google at <https://google.ca> (first name, first initial of last name, last three digits of student number @deltalearns.ca i.e. Santa Claus 12345 would be santac345@deltalearns.ca)

For more detailed instructions go to:

<https://deltalearns.ca/google/accounts/getting-students-started/>

## **Solution 2. Students who have had a Deltalearns G-Suite account, and the password is not being accepted, or the password is not working:**

### **Passwords not accepted or forgotten**

If a student forgets a password, or their password is not working the only solution is to change it in CIMS. Often student passwords do not sync because the password change is completed at the same time as the acceptance of the AUA, or prior to a parent providing consent. The steps outlined in solution one above, must be followed for the password to sync correctly. See the steps below to change passwords.

### **Steps to Change a Password**

1. Login to Student/Employee Connect
2. On the top left select Manage password (this may be under the Tools Menu)
3. Change Password (Min 5 Characters, Max 10 characters)
4. Log out of Student/Employee Connect
5. Wait 5 to 10 Minutes
6. Sign in to Google at <https://google.ca>