



Schoology Troubleshooting Cheat Sheet

Below is a flowchart with troubleshoot ideas for parents if they experience difficulty with Schoology.

First time logging in

1. Go to [Rockford.schoology.com](https://rockford.schoology.com)
2. Click **Log In** on the top right.
3. Enter your Username, Password, and the name of your school
4. Select your school.
5. Click **Log in**.

Sign in to Schoology

The screenshot shows the login interface with the following elements and annotations:

- Username field: "janes" (Annotation: "As you enter your school name, select from the list of schools that appear" with a red arrow pointing to the field)
- Password field: "....."
- School dropdown: "Schoology Academy" (Annotation: "This option remembers your school for the next time you login" with a red arrow pointing to the dropdown)
- Remember my School checkbox: (Annotation: "This option remembers your school for the next time you login" with a red arrow pointing to the checkbox)
- Login button: "Login"

6. It will ask them to reset their password

Can't get logged in

1. Are they trying to log into schoology.com or rockford.schoology.com
 - a. This link can be found in Family Resources tab on Rockfords website
2. Are they logging in on their phone (with the app) or computer
 - a. The App requires parents to include what school their child attends.

Things to check on Skyward

1. Is there a space in their username
2. Do they have the same email address as they use in family access
3. Are their children linked to them in skyward



Schoology Cheat Sheet - For Parents

Who to contact

Experience issues with Account and or Password (i.e. can't log in).

- Contact: Building Secretary

Experience issue with child's course (i.e. are logged in but can't find students grades)

- Option 1: Try the helpful resources listed on the right
- Option 2: Contact the child's teacher for assistance

Step 1: Head to an internet browser



Step 2: Find your address bar



Step 3: Type your questions url into the address bar

How do I get email notifications?

<https://bit.ly/1MGRokj>

How do I find my students course?

<https://bit.ly/2YHZzwh>

How do I message a teacher?

<http://bit.ly/2ZymLi3>

I need help with getting around in Schoology

<http://bit.ly/2YFlr10>

Follow these links for a video walk through of Schoology. ** Please note that these are not district specific videos and contain some information that is not applicable.**

Schoology : <http://bit.ly/2OHGgnE>

Schoology App: <http://bit.ly/2T6RKPS>