



# FAMILY TROUBLESHOOTING GUIDE

Start at the top and work down through the steps unless your experience brings you to an instruction to skip to a different step.

## START HERE!

**1** If you don't know your Jeffco parent username and password, you'll need to visit our [Personal Account Manager](#). View the [JeffcoHelp article for how to use the Personal Account Manager for this process](#).

When you enter your email address, you will receive an email with all of the usernames associated with this email address. You will need to choose one of those and then [work through the process to reset the password for that username](#).

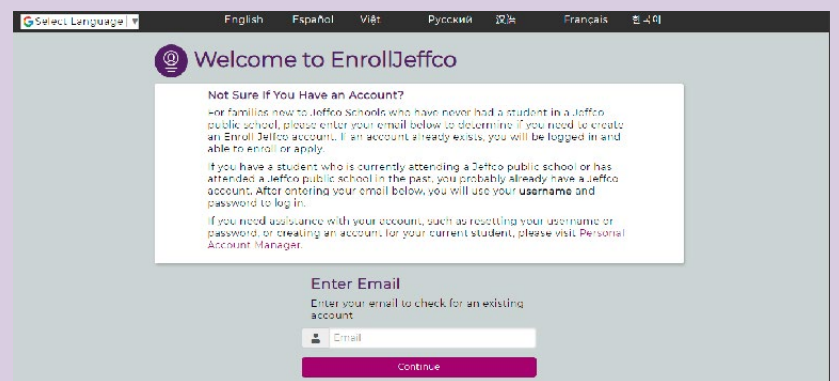
If you get an account locked message, you should wait 30 minutes, go to the [Personal Account Manager](#) and reset your password. Then, go back to [EnrollJeffco](#) to try to log in again.

Once you have completed this step, move to **STEP 2**.



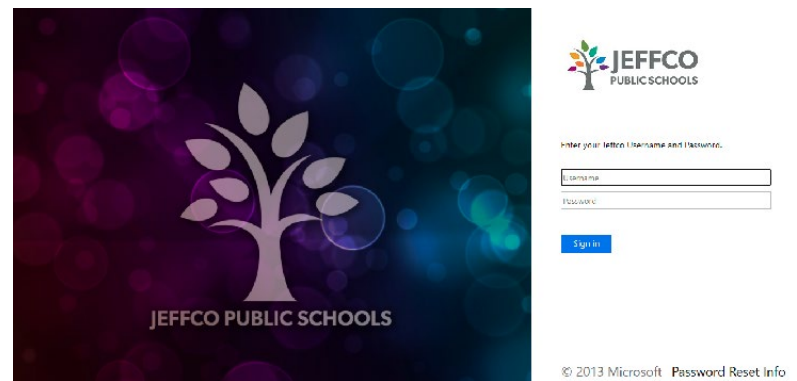
**2** Go back to [EnrollJeffco](#), clear your history/cache, and enter your email address again.

If you encounter an error message when you enter your email address, go to **STEP 5**.



**3** On this page, enter your Jeffco parent account username and password.

If you don't know your Jeffco parent username and password, go back to **STEP 1**.



**4** Did you get logged in and can see all of your current students listed? Yay! Complete the enrollment process by following the prompts in the EnrollJeffco system.

**4a** Get in but don't see all of your students? If you have a student NEW to Jeffco, you will need to add them. If you try to add a student but see a duplicate student error, [review these instructions](#). (Note: If your student worked with Child Find, there will be an existing record for them.)

If you do not see a current Jeffco student, go to **STEP 6**.

**5** If the message says "our records indicate you may exist as a parent/guardian in Jeffco," [follow these instructions](#) to finish setting up your account. If that does not work, go to **STEP 6**.



**5a** If the message says "Whoops! Uh Oh! You have encountered a login error," you need to clear your cache OR try another browser/device and start again at **STEP 2**. If you already tried this, go to **STEP 6**.



**6** If you've arrived at STEP 6, you'll need to call your school for support. There is an issue with your account that can only be solved by an account administrator.

