Online Registration Common Issues
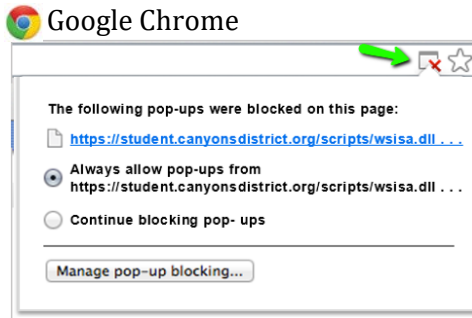
- After signing into Family Access with my login, why does my login and password disappear?
  - Popup is blocked

  Google Chrome

  Safari/ Firefox

  Internet Explorer

  Firefox

- Why do I not have online registration as an option?
  - Logged in using student's login or your are not listed as a primary guardian
  - Your student is not active or enrolled at a school
- In online registration why can I see the steps but not complete nor submit?
  - Most likely you are not logged in as a primary guardian
  - If you are logged in as the primary guardian, you may be logged in more than once
- After reviewing and closing a step in online registration why am I back to the login screen?
  - Your browser may have hidden or minimized the previous screen. Check behind the login screen by minimizing the screen or look on your task bar (PC) or dock (MAC)
- Why does it say that the wall is not available or no messages found
  - This only means that your student's school has not posted any messages on your wall. Proceed to online registration button
- Why am I getting the message incorrect login and password even though my password is correct or just reset
  - Be sure you are on Canyons District Family Access login page