



FAQs California Department of Social Services Login Troubleshooting

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Common Troubleshooting

What are the supported browsers recommended?

Google Chrome, Firefox, Safari, and Microsoft Edge are all supported. Internet Explorer is not supported by our platform.

How do I reset my password?

Under the log-in page there will be a link labeled “Reset Password” from there it will prompt you to enter your email address, and a temporary password will be sent.

Two side-by-side screenshots of the Cell-Ed portal. The left screenshot shows the login page with the Cell-Ed logo, a welcome message, and fields for Email and Password. A red arrow points from the 'forgot your password?' link below the SIGN IN button to the right screenshot. The right screenshot shows the Password Recovery page, which prompts the user to enter their email address. A red arrow points from the Email field to the SUBMIT button. Below the SUBMIT button is a link to 'back to sign in'.

How do I correctly enter the temporary password?

As you copy and paste the password from the email please remember to delete the period at the end of the password. It should read: **G0-C3ll-Ed**. If you've entered your password successfully, it should take you to a page that says "A verification code has been sent to your email" and prompt you to enter that code.

NOTE: please make sure that when you enter the password that the 0 in G0 is the number zero, it is not the letter O and that in the word C3ll, they are L's and not i's.





How do I get access to the LMS?

It is important to remember that you must request access on an individual basis, you can not gain access through a forwarded email. Once you request access to the LMS through the toolkit, you will receive an email titled, "Your remote learning platform is Ready. Log in Today!"

Note: if you have difficulty locating this email, it is recommended that you check your junk folder.



What information will be provided in the LMS access email?

This email will provide you with a temporary password and brief instructions on how to create an account on our learner management system. Also included are links to the LMS Manual, and Toolkit.

Still have questions?

We have many resources available to you in our [LMS Manual](#), [L4L toolkit](#), [County Playbook](#), and our [L4L FAQ](#).

As always, if you have any questions, email us at
california@cell-ed.com

