

# FAQs California Department of Social Services Login Troubleshooting

Common Troubleshooting	
What are the supported browsers recommended?	1
How do I reset my password?	2
How do I correctly enter the temporary password?	2
How do I get access to the LMS?	2
What information will be provided in the LMS access email?	3
Still have questions?	3





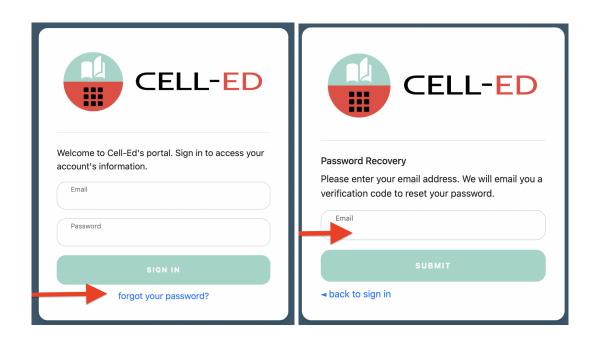
## Common Troubleshooting

## 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.



### 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-C3II-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 <u>LMS Manual</u>, <u>L4L toolkit</u>, <u>County Playbook</u>, and our <u>L4L FAQ</u>.

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



