



## Supervisor Frequently Asked Questions... Answered!

**Login ID = ASHA Number**

### **My Registration PIN is not working, what do I do?**

*The most common reasons Supervisors get error messages are as follows:*

- You are attempting to use the PIN as a temporary password and bypass registration. The PIN is used to verify your account on the registration page, and then you will be requested to set a password for yourself to log in.
- You are using a different 8-digit number than the ASHA number that was entered in the system to create your Supervisor account. The ASHA number that was entered in the system will be the one you will need to register with. If your ASHA number begins with a zero, be sure to include the zero when you register. The program Administrator for the college/university may have entered your ASHA number incorrectly. You will want to confirm your ASHA number with the program Administrator (contact email listed on the Login Page of the college/university) to ensure you were added with the correct ASHA number. If the ASHA number is different, that is an easy fix. The program Administrator can delete your unregistered account with the incorrect ASHA number and re-add you to the system with your correct ASHA so you can successfully register your new account.
- The PIN is entered in incorrectly, it is case-sensitive, if you do not enter the exact PIN with the upper-case letters, and it will not work.

### **I am registered on another college/university's CALIPSO site; do I need to register again?**

- Yes, all college/university CALIPSO sites are separate, with unique website URLs.
- Your account with one college/university will not transfer to the new college/university you are working with.
- You will simply need to register on the new college/university's site using your ASHA number and the registration PIN you receive from the program Administrator.
- Please note, the Registration PIN must be used on the Supervisor Registration Page, it is not a password to access your account.

### **I cannot access my account, what do I do?**

- Each college/university has a unique website address/URL. Be sure you are on the correct login page for the specific college/university CALIPSO site that you are trying to access. Go to <https://calipsoclient.com/school-login> to locate the correct login page.
- Be sure you are using the correct Login ID. Your Login ID is your 8-digit ASHA number; it is not an email address.

**I cannot access my account, what do I do? (continued)**

- Be sure you are using the correct password. Your password is what you set when you registered your account (or it is the most recent password you have established if you recently reset your password). Passwords are case sensitive, so use the **Show password** checkbox to reveal the password as you type it so that you see what is being entered. Be aware of whether your internet browser has the preference enabled to automatically populate passwords from a saved password list; if so, it is possible your browser is populating an old password, or perhaps a password saved from another college/university's CALIPSO site.
- Be sure you have registered your account. You will not be able to log in if you have not completed the registration process and established a personal password.
- If you have forgotten your password, you can reset it independently (see next question).

**I forgot my password, what do I do?**

- You can reset your password independently by clicking the [Forgot password?](#) link located beneath the **Login** button.
- Follow the instructions found in the [Password Help](#) PDF also located beneath the **Login** button.
- A password reset code will be sent to the email address associated with your Supervisor account on the college/university CALIPSO page you are trying to access.
- The password reset you receive will need to be used on the [Forgot password?](#) page, it is not a temporary password to log in with.
- If you do not receive a password reset code, contact the program's Administrator (contact email listed on the Login Page) and ask that they verify the email address associated with your account. The Administrator can update your email if necessary. If your email address is updated, you will need to re-request a password reset code after the email address has been updated in order to receive the reset code.
- **Please note:** You cannot reset your password when your account is locked out. You must wait the allotted time period before attempting to reset your password (see next question).

**I am locked out, what do I do?**

- If you have been locked out due to too many failed login attempts, you will need to wait the allotted time period before attempting to log in again.
- If you attempt to log in 3 times with an incorrect password, you will be locked out for 15 minutes. (Go ahead and reset your password if you have 2 login errors to prevent being locked out).
- If you attempt to log in before the 15 minutes have elapsed, you will be locked out for 12 hours.
- You cannot reset your password when your account is locked out. You must wait the allotted time period before attempting to reset your password.

**I have clockhour forms to approve, what do I do?**

- Log into CALIPSO at your convenience. Once logged in, under the **View** section, the first link will list the total number of clock hour forms pending approval.
- Click the link, then click the **View/Edit** button for each form, one at a time, to open the form, review, and approve it.
- Detailed instructions are found in **Step 11** of the CALIPSO Supervisor Instructions.

**My student is not showing up when I try to create an evaluation, what do I do?**

- Use the class selection menu at the top of the page. Select the class/cohort that your student belongs to, and click **Change** to activate that cohort.
- Detailed instructions are found in **Steps 9 & 10** of the CALIPSO Supervisor Instructions.