

Visit:

www.cobbk12.org/ctls/#ctlslearn
for more support resources

CTLS LEARN SIGN-IN TROUBLESHOOTING GUIDE



1

AM I USING THE CORRECT WEB ADDRESS?

Ensure you are going to
<https://ctlslearn.cobbk12.org>

** Please do not conduct a google/internet search for CTLS Learn-the websites in the search results may not be correctly redirecting to the accurate site.

** If you have bookmarked the site in the past, ensure your bookmark/favorite matches the exact site listed above.

2

AM I USING THE CORRECT LOGIN INFO?

Username:
Office 365 Username
Password:
Office 365 Password

Note: If prompted for a Client ID, please use **gacobb**

I DON'T KNOW MY OFFICE 365 USERNAME

Locate your username any of the following ways:

[StudentVue](#)
[ParentVue](#)
[ParentVue \(Spanish\)](#)

I NEED TO RESET MY OFFICE 365 PASSWORD

Find your school at the link below and email the contact or submit using the Forms link. Reset will take 12-24 hours. Click [HERE](#)

3

AM I HAVING A BROWSER ISSUE?

1. **Try a different browser** (for example, if you are using Safari, try Chrome)
2. **Clear the cached files in your browser** (instructions linked below)

[Google Chrome](#)
[Microsoft Edge](#)
[Microsoft Chromium Edge](#)