

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:
Microsoft 365 Username
Password:
Microsoft 365 Password

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

I DON'T KNOW MY MICROSOFT 365 USERNAME

Locate your username any of the following ways:
[StudentVUE](#) | [Spanish ParentVUE](#) | [Spanish](#)

I NEED TO RESET MY MICROSOFT 365 PASSWORD

First: Click [HERE](#) to Register for Password Self Service ([video](#))
Second: Click [HERE](#) to reset your password ([video](#))

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)

- [Apple Safari](#)
- [Google Chrome](#)
- [Microsoft Edge](#)
- [Microsoft Chromium Edge](#)
- [Kindle Fire Silk](#)