Student Computer Log-In Problems

Students not in Destiny
- Send a footprints email message: footprints@canyonsdistrict.org
- In the Subject line put: Destiny--Student not in system
- In the body of the email put something like this: Katniss Everdeen is not in the Destiny library catalog
- Try and find the student # and grade of student from the student or from Skyward and include this information also
- Students do not show up in Destiny until about 2 days after they register

Students cannot log in to Active Directory or Google Drive or Canvas
- Send a footprints email message: footprints@canyonsdistrict.org
- In the Subject line put: Student cannot log-in to Active Directory
- In the body of the email put something like this: Harry Potter, 8th grade, #1234567 cannot log in to active directory
- Include name of student, grade, and student number
- Usually this problem can be remedied in 24 hours
- Double check the log in with the students. Many times they can't log in because of user errors!

Students cannot log in to SRI
- Have teachers and/or school site administrator (could be ELA chair or tech person) check to make sure the student is in the system
- If they are in the system, they need to be activated or the SRI test needs to be checked in the student account
- If they are not in the system, send their name, grade and student number to Cindy Perry cindy.perry@canyonsdistrict.org and tell her which program they cannot log into or add the information to create a new student