

# Troubleshooting for Students

## **What do I do if I don't know where to begin?**

Go to the CTMS [webpage](#) and click on the link to the video for how to log in to your Microsoft Outlook account.

Or

If you remember how to get into Schoology, login to [Schoology](#).  
Choose Courses and go to the class that is listed first in your schedule.

## **How do I see my schedule?**

Go to [Infinite Campus](#) and use your student ID and password.

## **What if I don't know my password?**

Your username is your student ID. If you need to change your password because you don't remember it, follow the instructions found here: [Password Reset](#)

## **What if my internet isn't working?**

Tell your parents if they're around to support you, and join a class when the internet comes back on. Sometimes it helps to turn your modem on and off or restart your computer.

## **What if Schoology isn't working?**

Use your Office365 email to contact your teacher or go to your email to see any directions from your teacher. It's possible your teacher has heard about the problem and is also waiting for it to work again.

If you are on an iPad using the Schoology application, you should go into a web browser and use the link above. Schoology works best in Chrome.

Need some other helpful resources?

- [Parent Schoology Login Tutorial](#)
- [ASD20 Login Page](#)
- [Office.com](#) (For logging into Outlook Calendar, with daily schedule and meeting links)