

Troubleshooting Student Registrations

Presented by:



New student

When a new student registers on the Homebuyer Education Center (HBEC) website, they are redirected to login to the Student Dashboard.

If there is an active orientation class for the **location the student selected on the registration form**, the student will automatically be registered for this class.

If the student selected a different location when they register, they will **not be automatically enrolled** in the orientation, but can easily self-enroll by clicking on 'Select Classes' from the Student Dashboard and then using the 'Take this Class' button on the class page.

If a new student cannot login to the site, they should **first try resetting their password**, which they can do by clicking on Student Dashboard from the site menu.

Returning student

Entering an incorrect username or password more than 10 times, may result in the user being temporarily locked out of the site. Student should **reset their password before** they are locked out.

→ *If locked out - student will need to wait 4 hours before logging in again.*

Students who have not logged in to the site in more than a year will be deleted. If a student has not logged in to the site in over a year, they may need to **re-register as a new user**.

Returning students will **not be automatically enrolled** in orientation classes, but can easily self-enroll by clicking on 'Select Classes' from the Student Dashboard and then using the 'Take this Class' button on the class page.

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If none of the above resolve the issue, please send the following information to

lisak@lisakdigitalmedia.com:

- Student's name & email?
- What are the specific steps to recreate the issue?
- When did the user register?
- Is the user on phone or desktop?
- What browser are they using?