

SISCconnect QUICK START GUIDE

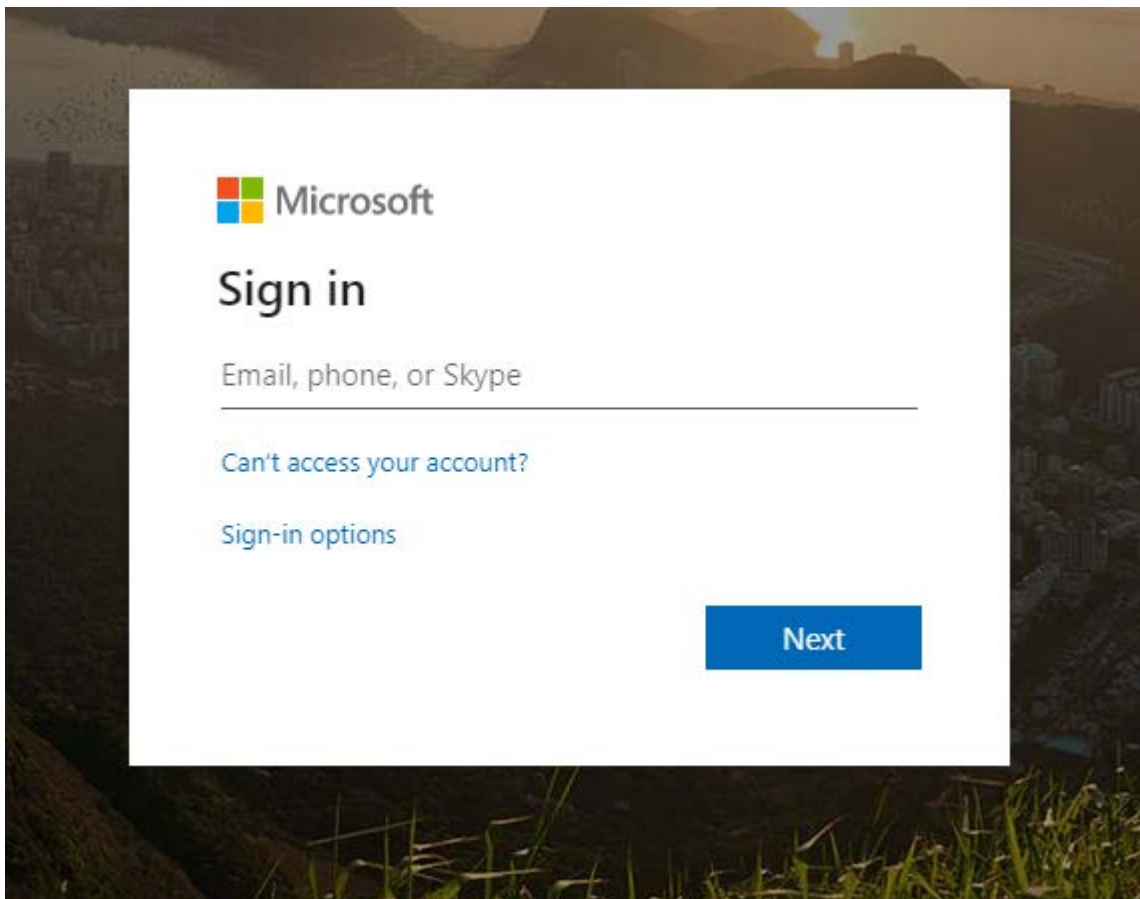
Use Google Chrome Web Browser

The SISCconnect web portal was optimized for the Google Chrome web browser. For the best user experience, please use the Google Chrome web browser when using SISCconnect. Mozilla Firefox is an acceptable browser, but issues may occur. The SISCconnect web portal may not be accessed using Microsoft web browsers, including Internet Explorer and Edge.

Logging in for the first time

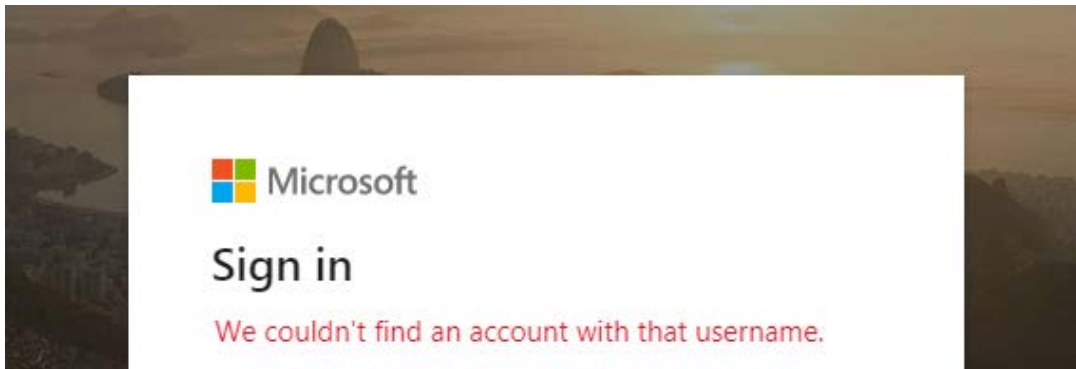
Email/Username

Click the link provided in your email containing your credentials and you will be brought to a Microsoft Login Screen as shown below.

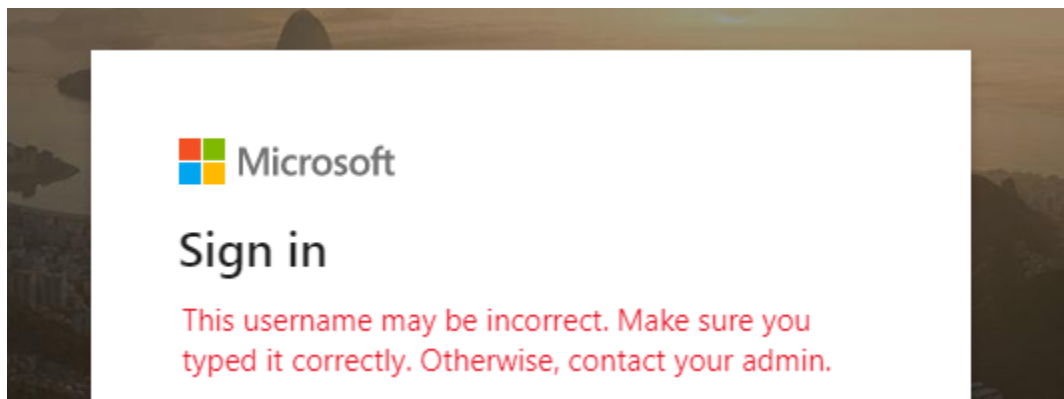


Sign in using the email address/username provided to you in the email containing your credentials.
(*Example email: peter_parker@sisconnect.org*)

Possible Error. A possible error you can encounter on this screen is shown below.



OR



Should you encounter this error, please double check that you have typed in the email provided to you EXACTLY the same as it was given to you. To avoid any errors, it is recommended that you copy and paste.

Example:

Right: peter_parker@siscconnect.org

Wrong: peter.parker@sisc.connect.org

Any misplaced characters (letters, numbers, periods, hyphens, etc.) will not allow you to continue forward. You will have an @siscconnect.org user name. You will not use your district email as your user name in SISCconnect.

Password

After the username screen, you will be prompted to input your temporary password. You can find your temporary password in the email that contains your credentials, the same email that provided you your SISCconnect email/username.

Possible Error. A possible error you can encounter on this screen is shown below.

Enter password

Your account or password is incorrect. If you don't remember your password, [reset it now](#).

Password

Should you encounter this issue, please double check that the password you entered is correct. To avoid any errors, it is recommended that you copy and paste. When copying your temporary password, ensure you are only copying the text of the password. Copying any spaces before or after the password will result in this error.

NOTE: Using the 'reset it now' or 'Forgot my password' link/button will NOT WORK. Should you continue to experience issues with your temporary password, you must contact SISC for manual review.

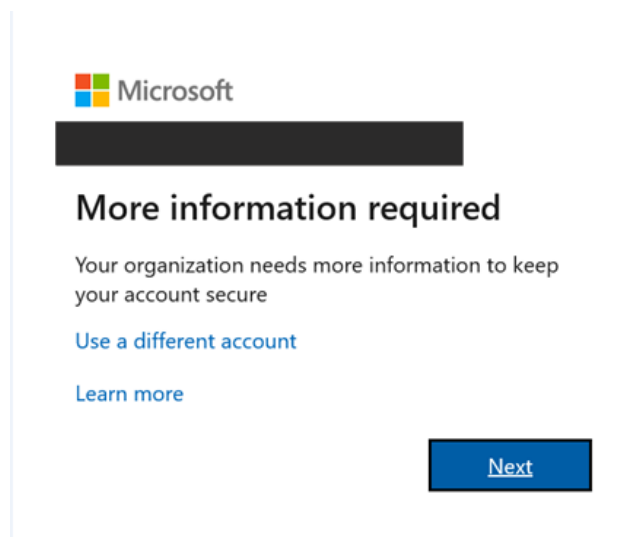
Create a Password

Upon your first time logging into SISCconnect, after you input your Temporary Password, you will be prompted to create a new password. You will need to create your own unique password that you will use to login to SISCconnect in the future.

NOTE: DO NOT SHARE YOUR PASSWORD. Due to HIPAA compliance, sharing passwords is strictly prohibited. Should other individuals require access to SISCconnect, your district must complete and approve a new SISCconnect Registration Form for the new user.

More Information Required

After you have created password, you will be asked to provide more information. Click the 'Next' button on this screen.



Microsoft

[Redacted]

More information required

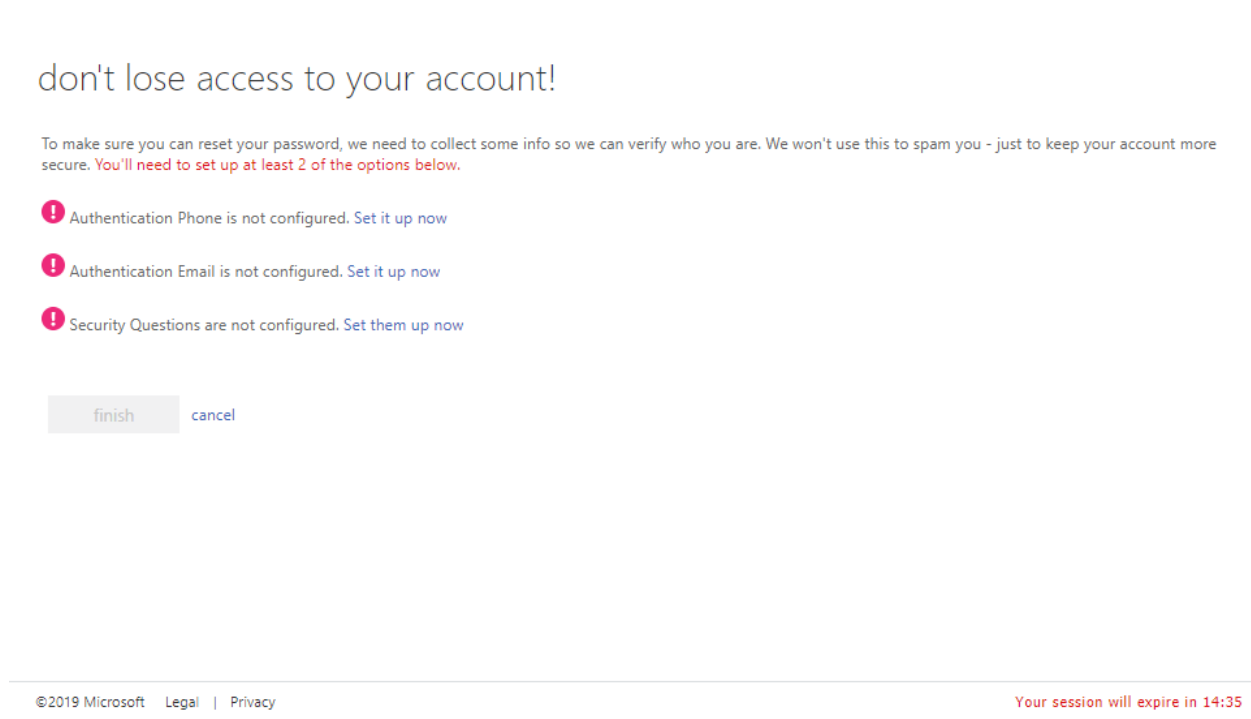
Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

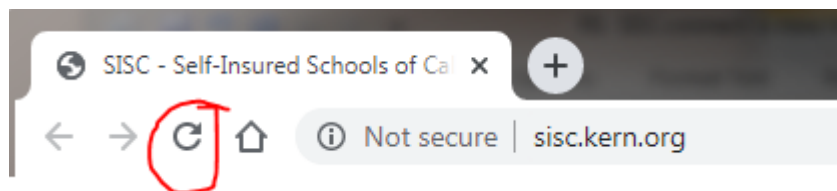
[Next](#)

You will then be brought to the screen 'don't lose access to your account!'. You must complete at least 2 of the 3 options provided: Authentication Phone, Authentication Email, and/or Security Questions. Promptly complete this screen as it will expire after a short time (*as indicated in the red text at the bottom of the screen*). Most users select Authentication Email (your work email), and/or Security Questions. Authentication Phone can only be used with a cell phone that can receive text messages. Click on the 'finish' button once this is complete.



Disappearing or Blank Screen

At any time should your SISCconnect screen disappear or loads with a blank screen, you will need to refresh the page. Using your browsers refresh button may work (*please see image below*).



Should you continue to experience issues, please try to refresh your page by hitting the '**CTRL**' and '**F5**' keys on your keyboard at the same time. Doing this will clear your web browser's Cache files and refresh your page.