

What happens if my students are having trouble logging in?

Example: My student is following the instructions to log in after copy/pasting the book link I sent; however, their log in is not working or they are taken to a different site.

STUDENT SIGN IN PROCESS:

Student log in site is accessed through the “copy link” URL as seen here:

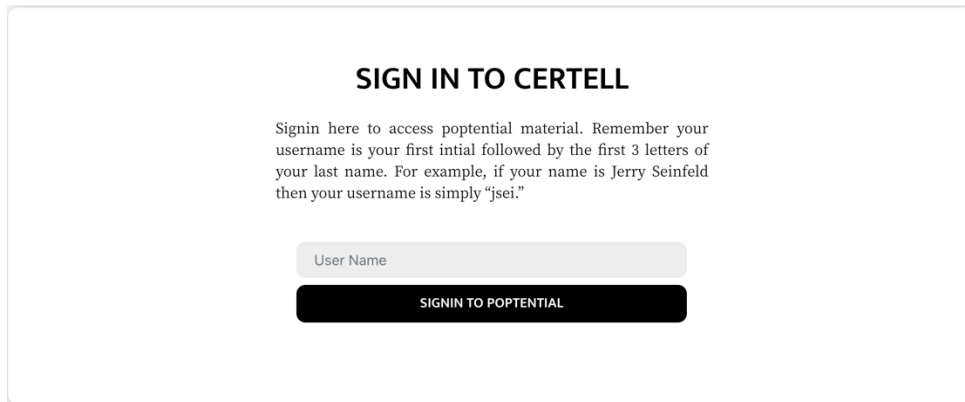


Copy the URL link and past into your LMS, website or email. From there, students copy the URL and paste the link into their browser.

 <https://certell.org/students-login?ebookcode=AJGUSMCO>

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Your students should be directed to a website that looks like this:
They follow the instructions and access their ebook library.



SIGN IN TO CERTELL

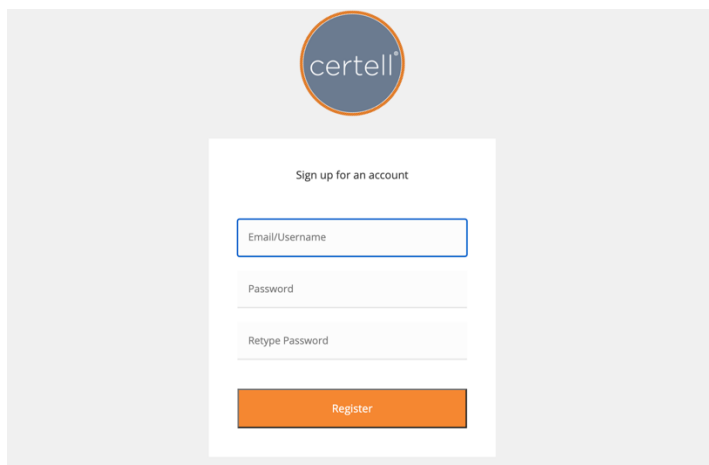
Signin here to access poptential material. Remember your username is your first intial followed by the first 3 letters of your last name. For example, if your name is Jerry Seinfeld then your username is simply "jsei."

User Name

SIGNIN TO POPTENTIAL

PROBLEM:

Some students are unable to log in after following the instructions or sent to this webpage:



certell

Sign up for an account

Email/Username

Password

Retype Password

Register

SOLUTION:

If this happens, please direct your students to http://certell.org/sso_logout. This will clear any previous sign in attempts/information.

Once logged out, have them start the process over by pasting the original URL into the browser as seen above.

If your students are still having trouble logging in after using the link above and restarting the process, please contact support.