

STUDENT HELP FAQs FOR RECEPTION/FRONT DESK STAFF

“WHERE CAN I GO TO SIGN UP FOR CLASSES? HOW DO I GET STARTED?”

FOR STUDENTS WHO CALL:

- Direct the student to your website home page to click GET STARTED. If you do not have a start button on your website, you can find your link by going to the ACTIVE STUDENTS tab and selecting STUDENT VIEW. Then select START FORM.
- The link at the top is the link to which you can direct the student to complete on their phone or computer.

FOR STUDENTS WHO WALK IN:

- **Option 1:** Your start page can also be accessed on a student’s phone or other mobile device by scanning the QR code from the QR code flyer that was created for your school. Direct the student to scan the QR code to complete the form on his/her own device.

**TIP: This is often the best option due to the fact that the student is most familiar with his/her own mobile device, can often pre-fill form fields from what is stored on the phone (name, address, phone number, etc), and can take and/or upload a picture on the phone.*

- **Option 2:** Have a device available at the front entrance that is already set to your start page for the student to use. Direct the student to complete the contact fields on the device and continue through the steps. Any mobile device or laptop can be used, but a tablet works best because of the ease of uploading pictures.

WHAT IF THE STUDENT STRUGGLES TO ENTER THE LINK?

- You can manually add the student yourself to the system, enabling you to text a link directly to his/her phone following these steps:
 - Select the Interest List tab, then click ADD STUDENT at the top.
 - Complete the contact fields on behalf of the student (name, email, phone, date of birth, class they prefer) to make the student appear on the Interest List tab, then check the box next to the student’s name.
 - Click Text/Email at the top of the screen to send a text message. (160-character limit)
 - *SAMPLE TEXT MESSAGE: “Thank you for your interest in our school! Please click GET STARTED at [Add your website link here] to create your account and get started.”*

WHAT IF THE STUDENT DOESN'T SPEAK ENGLISH?

- Make sure to refer the student to the translation button at the top of the screen. You will get access the forms in English, but the student will see them in his/her native language.



“I FORGOT MY PASSWORD/I CAN'T LOG IN.”

TO HAVE THE STUDENT SELF-SERVE:

- Direct the student to go to your login page, which can be found at [_____ .getconnectable.com/login](https://www.getconnectable.com/login).
- Tell the student to choose TEXT A LOGIN CODE TO MY PHONE and enter his/her phone number. The student will get a unique code to log in to his/her account.
- If that does not work or the student cannot access the code, tell the student to select LOG IN WITH EMAIL/PASSWORD then click FORGOT PASSWORD. A link will be emailed to the student to reset his/her password. **This solution usually presents the most difficulty for students, so follow the steps below if you want to just change the password for the student yourself.*

IF YOU WANT TO ACT ON THE STUDENT'S BEHALF:

- Search for the student selecting the ACTIVE STUDENTS tab and entering any part of the student’s name in the search bar at the top of the page.
- Scroll to the end of the student’s row and click CHANGE PASSWORD. Change it to whatever you want it to be, then make sure to tell the student to change it to something nobody else knows after he/she logs in successfully. To do this, the student will hover over their picture in the upper right corner, click MY PROFILE, then scroll down to RESET PASSWORD at the bottom of the page
- You can also choose to have a reset link sent to the student’s email by selecting SEND PASSWORD RESET at the end of the student’s row.

WHAT IF THE STUDENT DOESN'T KNOW OR CAN'T ACCESS THE EMAIL ADDRESS HE/SHE USED?

- Search for the student by selecting the ACTIVE STUDENTS tab and entering any part of the student’s name in the search bar at the top of the page.
- Scroll to the end of the student’s row and click UPDATE DEMOGRAPHICS. Change the email to the correct email. It’s also a good time to verify that the student knows his/her password while you are updating.

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“MY ADDRESS/PHONE/EMAIL CHANGED.”

TO HAVE THE STUDENT SELF-SERVE:

- Direct the student to their dashboard, which can be found at [_____Your State.getconnectable.com/login](https://www.getconnectable.com/login).
- Tell the student to choose UPDATE INFORMATION to update any of the fields that need to be updated, then click SUBMIT to save. Staff can find these updates in the STUDENT UPDATES tab.

IF YOU WANT TO ACT ON THE STUDENT’S BEHALF:

- Search for the student by selecting the ACTIVE STUDENTS tab and entering any part of the student’s name in the search bar at the top of the page. When the student name comes up, scroll to the end of the student’s row and click UPDATE DEMOGRAPHICS to update any of the fields that need to be updated, then click SUBMIT to save. Staff can find these updates in the STUDENT UPDATES tab.



“I DON’T SEE THAT ON MY DASHBOARD.”

TO BECOME THE STUDENT AND SEE HIS/HER VIEW:

- Search for the student by selecting the ACTIVE STUDENTS tab and entering any part of the student’s name in the search bar at the top of the page. When the student’s name comes up, scroll to the end of the student’s row and click SWITCH TO to become the student and see what he/she sees. You can then direct them more easily, or you can perform the task at hand yourself as the student. If you don’t see this function, contact your school’s ConnectAble Super User to discuss adding it.
- Hover in the upper right corner over the student’s profile and click SWITCH BACK to become you again.



“WHEN IS MY APPOINTMENT?”

TO SEE STUDENT APPOINTMENTS:

- Select the APPOINTMENTS tab. Search for the student by entering any part of the student’s name in the search bar at the top. When the student name comes up, scroll across to see the appointment time, date, and location.
- You can also find the appointment by selecting the ACTIVE STUDENTS tab and entering any part of the student’s name in the search bar at the top of the page. Then click student’s name to open the Student Details screen to see the appointment.



“I NEED TO CHANGE MY APPOINTMENT.”

TO HAVE THE STUDENT SELF-SERVE:

- Direct the student to their dashboard, which can be found at [_____Your State.getconnectable.com/login](https://www.getconnectable.com/login).
- Tell the student to choose EDIT APPOINTMENT to update the date, time, and location, then click SUBMIT to save. Staff can find these updates in the STUDENT UPDATES tab.

IF YOU WANT TO ACT ON THE STUDENT’S BEHALF:

- Search for the student by selecting the ACTIVE STUDENTS tab and entering any part of the student’s name in the search bar at the top of the page. Then click student’s name to open the Student Details screen. Click EDIT APPOINTMENT to update the date, time, and location, then click SUBMIT to save. Staff can find these updates in the STUDENT UPDATES tab.

CONNECTABLE
317-699-1237

HOW DO I GET SUPPORT FROM CONNECTABLE?

- Click the SUPPORT TICKETS tab at the bottom on the left.
- You can download the most updated user guide by clicking the DOWNLOAD UPDATED USER GUIDE button at the top.
- You can submit a support ticket request to the team by clicking the SUBMIT SUPPORT TICKET button at the top. Complete the fields based on your question or need then click submit. A team member will reach out with clarification, if needed, or when the task is complete.

**YOU WANT TO MAKE A DIFFERENCE.
WE WANT TO HELP YOU DO IT.**