

If you're having troubles helping your student log in to Collab, here are some tips:

1. **Make sure that no one is already logged in to a Google account.** Your student will *not* be able to sign in to *Collab* if you are already logged in to your own Google account. For example, if you use Gmail on the same computer that your student uses, then you will have to log out of your account before your student can log in. If your student uses a *different* computer than you do, you can ignore this step. This only applies to shared computers.
2. **Make sure you use the *Collab* login page.** The Collab login page is linked to the Parkview student page at <http://public.district196.org/pv/links/students/index.html>. When you use a regular Google login page things get trickier (see tip 5).
3. **Be sure that you are getting the username correct.** Your student's school ID number is his/her username.
4. **Be sure that you are using the correct password.** The password is based on a pattern, the first six letters of your student's last name, followed by the two-digit way to write the day of their birth. Here are some examples: John Smith (born on January 11) would have the password **smith11** (notice, no capitals and the full last name since there are fewer than six letters); Jimmy Ngo Pham (born on February 14) would have the password **ngo ph14** (notice, the *space counts* as one of the six letters from his last names); Juanita Rojas-Acosta (born July 30) would have the password **rojas-30** (notice, the hyphen counts as a letter); and finally, Sofia Ali (born on September 3) would have the password **ali03** (notice, you must put a zero in front of one-digit days).
5. **If you are using the Docs app on a tablet (or phone) you have to use the long form of the username.** When you use one of Google's apps (Drive, Docs, Sheets, etc) on a phone or a tablet you'll need to use a long form of the username. Instead of just typing your student's ID number, you'll have to add the extension @apps.district196.org. For example, a student with the ID number 123456 would have to use the username 123456@apps.district196.org when using a Google app on a tablet. The password, however, does not change. This long form of the username will also work in a standard Google login page if you can't find the link to the Collab login page.