**Log-in Tips for Parent Accounts**

If your error is saying “Incorrect credentials” then the tips in the following section will likely be helpful. If you are seeing a popup warning such as "Error: Connection Erroring Out" (wording varies based on the browser you are using), that is just a slip in the connection and isn't a true error. Just click the button again and it should work.

**Incorrect Credentials tips:**

- Make sure you are using the "Main Student App" and not the "Adult Approver App"

- If you are copy/pasting from the email you received, make sure you aren't accidentally including a space at the end of the username or password

- If you are typing the code manually, watch out for mixing up the number zero and the letter O. The first 5 characters of parent usernames are always letters, followed by a number (the number could be multidigit), then a single letter.

- Carefully retype the information directly from the email. It’s easy to mix up letters in the parent codes because of the mix of letters.

**If you are still having trouble:**

* It may be helpful to try the “other” link (from Set B if you used Set A or vice versa) or to come back and try again in the evening or next morning (as we are still debugging there are occasional server errors; the two links run on separate servers and the servers refreshes every 6 hours or so to clear out any problems).
* Use the contact form on the website or email [sciencefair@rvgs.k12.va.us](mailto:sciencefair@rvgs.k12.va.us) to let us know if you are still having trouble logging in so we can check your credentials to see if anything out of the ordinary is happening.