

Troubleshooting Guide for Registration

If you receive an error that “A user already exists with this email”



Account Registration

Enter your basic account details

Registration Progress: Step 1 of 5

Your Email Address

Your email address will be the account name you use to log into our site.

Confirm Your Email Address

Re-enter your email address.

Create A Password

Create a secure password you will remember.

Confirm Your Password

Re-enter your password.

I agree to the [terms of service](#)

A user already exists with this email, please log-in

[Next](#)

Go back to the Initial Page



Welcome back!

Log in to begin managing your account

Username

This is typically your email address.

Password

Trouble logging in? [Login Assistance](#)

[Sign In](#)



Don't have an account yet?

[Click here to begin our setup process](#)

If you receive an error when trying to login, such as this email has not been active for 30 days, or a incorrect password error, click on "Login Assistance".

Once you click on "Login Assistance", follow the steps below:



Login Troubleshooting

Please choose what describes your situation best.

- [I forgot my password](#)
- [I forgot my username](#)
- [I do not see my account activation email](#)

Email Inactive Error

Step 1 Click "I do not see my account activation email".

A email activation will be sent to you.
Click the link to activate

Step 2: Send password reset if you do not remember your password

Password incorrect error

Click on "I forgot my password".

Once you activated your email and if needed, reset your password, log in.



Holy Apostles
CATHOLIC SCHOOL

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Login and Click on "Add a Person".

SmartSchoolK12

LOGGED IN AS jll@1988+20@myglobaxar

Home People and Places

Lunch Go

Checkout Go

+ Add a person

Once you are logged in click on "Add a Person".

The screenshot shows the SmartSchoolK12 user interface. At the top left is the logo. At the top right, it says "LOGGED IN AS jll@1988+20@myglobaxar". Below the logo is a navigation bar with four icons: a book, a fork and knife, a shopping cart, and a gear. Below this is a breadcrumb trail "Home People and Places". There are two menu items: "Lunch" with a "Go" button and "Checkout" with a "Go" button. Below these is a dashed box containing "+ Add a person". A red arrow points from the text "Once you are logged in click on 'Add a Person'." to this button.

Click "Yes I have a key".

SmartSchoolK12

Home People and Places

Account Management
Do you have a registration key?

Yes, I have a key: If you already have a student/any students enrolled in the school a Registration Key has been created and has been sent to you already. Select this option and enter the Registration Key. The system will automatically create your Family (household) Account and connect student Member Profiles.

No, I do not have a key: Take me to more options for finding or creating an account.

Yes, I have a key
+ Connect to your account

No, I do not have a key
+ Continue without key

Select "Yes I have a key"
Add key and select connect family

The screenshot shows the SmartSchoolK12 user interface. At the top left is the logo. At the top right, it says "LOGGED IN AS jll@1988+20@myglobaxar". Below the logo is a navigation bar with four icons: a book, a fork and knife, a shopping cart, and a gear. Below this is a breadcrumb trail "Home People and Places". The main content area is titled "Account Management" and asks "Do you have a registration key?". There are two options: "Yes, I have a key" with a sub-description and "No, I do not have a key" with a sub-description. Below these are two buttons: "+ Connect to your account" and "+ Continue without key". A red box highlights the "Yes, I have a key" button and its sub-description. A red arrow points from the text "Select 'Yes I have a key' Add key and select connect family" to this button.