

GETTING YOUR STUDENTS STARTED IN EDREADY

hccs.edready.org

FOR STUDENTS

- Step 1 -** Navigate to hccs.edready.org and click **Get Started**.
- Step 2 -** After creating their account using personal email, students will receive an email confirmation with an activation link
- Step 3 -** After logging in, students will be prompted to enter a **Goal key/s below**. Please note that goal keys are case sensitive. Students only need to enter the goal key one time to add it to their dashboard.

Goal Name	Goal Key
TSIA2 Prep 2024 Bootcamp ELAR - HAIS ECHS	hais2024elar
TSIA2 Prep 2024 Bootcamp Math - HAIS ECHS	hais2024math

- Step 4 -** There is a [walkthrough video](#) and a [student quick start guide](#) at the bottom of the hccs.edready.org main page if they need assistance.

The screenshot shows the EdReady landing page for Houston Community College. At the top left is the HCC logo and "HOUSTON COMMUNITY COLLEGE". At the top right is the EdReady logo with "Powered by NROC" and a "Log In" button. The main heading is "Get ready for college and career". Below this is a paragraph: "EdReady will improve your readiness for courses or careers requiring college math or English by giving you a personalized study path. So, what do you want to be ready for?". To the right of the text is an illustration of a person's head with a question mark in a blue circle and a checkmark in a green circle above it, and the person is wearing glasses. Below the text is a blue "GET STARTED" button. At the bottom, there is a section titled "As you get started, you may find the following information helpful:" with a link to "Student Quick Start Guide".

TROUBLESHOOTING COMMON ISSUES

Issue:

Student does not receive account confirmation email from EdReady

Possible causes/solutions:

The confirmation email may have gone to their spam or junk folder. If the email is not in the student's spam/junk folder, it is possible that the student entered their email address incorrectly when signing up. If this is the case, they should attempt to sign up again with a valid email address.

Issue:

Student can login, but goal key does not work

Possible causes/solutions:

Check to make sure the student is at the correct EdReady site (hccs.edready.org) and that they see the HCCS logo.

Make sure that the goal key is spelled correctly and that the case is correct. EdReady goal keys are case sensitive.

Issue:

Student is attempting to reset password, but temporary password is not valid

Possible causes/solutions:

Each time a student clicks the *Forgot Password?* link, a new temporary password is generated and sent via email to the student. Only the most recent temporary password will work. The student needs to check their inbox for the most recent temporary password from EdReady.

*The quickest way for a student or instructor to get technical assistance is to submit a support request via the float Help button in EdReady or by going to support.edready.org and clicking *Submit a request*.