



Student Frequently Asked Questions... Answered!

Login ID = College/University email address

My Registration PIN is not working, what do I do?

The most common reasons Students get error messages are as follows:

- You are attempting to use the PIN as a temporary password and bypass registration. The PIN is used to verify your account on the registration page, and then you will be requested to set a password for yourself to log in.
- You are using a different email address than the one that was entered in the system to create your Student account. The email address should be your college/university email address, not a personal one. To confirm the email you should be using, refer the registration email; the email address that received the registration code is the email you should use to register. The program Administrator for the college/university may have entered your email address incorrectly. You will want to confirm your email with the program Administrator (contact email listed on the Login Page of the school) to ensure you were added correctly. If the email address is different, that is an easy fix. The program Administrator can delete your unregistered account with the incorrect email and re-add you to the system with your correct email so you can successfully register your new account.
- The PIN is entered in incorrectly, it is case-sensitive, if you do not enter the exact PIN with the upper-case letters, and it will not work.

I am trying to pay for my Student CALIPSO account but it is not working, what do I do?

- CALIPSO does not process credit cards; we use a Third-Party credit card processing company, PayPal. If your payment is not being accepted, you will need to contact them directly. PayPal can be reached by phone at 1-888-221-1161.

I am trying to pay for my Student account but I do not have a PayPal account, what do I do?

- You can check out as a Guest and pay with a credit or debit card, you do not need to have a PayPal account. Click the ***Pay with Debit or Credit Card*** button on the PayPal login page.

I have transferred to a new school; does my account fee on CALIPSO transfer to this school?

- Unfortunately, no, your account will not transfer from the other school's CALIPSO site; the fee paid does not transfer either.

I cannot access my account, what do I do?

- Each college/university has a unique website address/URL. Be sure you are on the correct login page for the specific college/university CALIPSO site that you are trying to access. Go to <https://calipsoclient.com/school-login> to locate the correct login page.
- Be sure you are using the correct Login ID. Your Login ID is your school email address.

I cannot access my account, what do I do? (continued)

- Be sure you are using the correct password. Your password is what you set when you registered your account (or it is the most recent password you have established if you recently reset your password). Passwords are case sensitive, so use the **Show password** checkbox to reveal the password as you type it so that you see what is being entered. Be aware of whether your internet browser has the preference enabled to automatically populate passwords from a saved password list; if so, it is possible your browser is populating an old password.
- Be sure you have registered your account. You will not be able to log in if you have not completed the registration process and established a personal password.
- If you have forgotten your password, you can reset it independently (see next question).

I forgot my password, what do I do?

- You can reset your password independently by clicking the [Forgot password?](#) link located beneath the **Login** button.
- Follow the instructions found in the [Password Help](#) video link also located beneath the **Login** button.
- A reset email containing a link will be sent to the email address associated with your CALIPSO Student account. Click the link to return to CALIPSO where you will be prompted to enter a new password.
- If your university has disabled links within emails, you will need to highlight the entire URL and copy/paste it into your web browser.
- If you do not receive a password reset email, contact the program's Administrator (contact email listed on the Login Page) and ask that they verify the email address associated with your account.
- **Please note:** You cannot reset your password when your account is locked out. You must wait the allotted time period before attempting to reset your password (see next question).

I am locked out, what do I do?

- If you have been locked out due to too many failed login attempts, you will need to wait the allotted time period before attempting to log in again.
- If you attempt to log in 3 times with an incorrect password, you will be locked out for 15 minutes. (Go ahead and reset your password if you have 2 login errors to prevent being locked out).
- If you attempt to log in before the 15 minutes have elapsed, you will be locked out for 12 hours.
- You cannot reset your password when your account is locked out. You must wait the allotted time period before attempting to reset your password.
- **Note:** If you have not paid your student account fee within three (3) days of registration, your account will lock for security reasons. Contact the Administrator for your program (email listed on the Login Page) and request to be unlocked so you can successfully pay and register your new account.

How do I create clock hours?

- You will need to follow the two-step process: **1. Create, 2. Submit.**
- Detailed instructions are found in **Steps 7a (Create) & 7b (Submit)** of the CALIPSO Student Instructions that were attached to the CALIPSO Registration email, and which may also be found (if your program Administrator saved them) in your [Documents](#) link (**View > [Student Information](#) > [Documents](#)**).

My Clinical Course/Experience is not listed, what do I do?

- Contact your program's Administrator (email listed on the Login Page) and request that the course be added to the list of available Clinical Courses/Experiences.

The current semester is not listed, what do I do?

- Contact your program's Administrator (email listed on the Login Page) and request that the semester be added to the list of available semesters.

The site for which I need to log hours is not listed, what do I do?

- Contact your program's Administrator (email listed on the Login Page) and request that the site be added to the list of available sites.

My Supervisor is not listed, what do I do?

- Contact your program's Administrator (email listed on the Login Page) and request that your Supervisor be added to your college/university's site.
- You will need to provide your Supervisor's name, email address, and ASHA number to your program's Administrator.
- The supervisor will then need to register his/her account. The supervisor will not be listed until the supervisor has registered his/her account.

I created too many Clockhour forms, how do I delete them?

- When a Daily Clockhour form is created, as a matter of safe-guarding your work and to prevent accidental deletion, it cannot be deleted. The Daily Clockhour section is like your running draft of all of the clockhour forms you have ever created on your account.
- If you have extra Daily Clockhour forms, you can reuse them for other experiences. The Daily Clockhour can be edited/changed for a different experience until you use up any extras. Alternatively, you can "suppress" extra forms (hide them from view) by checking the white box next to the date and click the "Suppress selected Clockhours" button.
- Once hours are submitted for approval, you no longer have to option to edit them. If submitted Clockhour forms are not yet approved by your Supervisor, then you can go to your Clockhour List and click the **Un-submit** button so they are sent back to your Daily Clockhour section to edit and resubmit at your convenience.
- If you need to edit approved Clockhours, you will need to contact your program's Administrator (email listed on the Login Page) and request that your approved Clockhour form(s) are Un-submitted from your Clockhour List so they will be sent back to your Daily Clockhours section, where you can correct the forms and resubmit at your convenience.