# Student Log In Frequently Asked Questions

If you have a student that can't log in, please ask the following questions:

1) Are you a new student as of this week?
    You may not yet be in the system.   This should be resolved within one week.

2) Do you have a hyphenated name?
    If so, the hyphen has been removed.  It was causing system issues.
    i.e.  smith-jones is now smithjones

3) Do you have a sibling here with the same first initial?
    Try using your middle initial in your email/user name.

    i.e.  Christine Allen, Corey Allen - only one account can be [callen@student.artsacad.net](mailto:callen@student.artsacad.net), so
    the other will need to add their middle initials like [cmallen@student.artsacad.net](mailto:cmallen@student.artsacad.net)

4) Do you have a common last name?  Jackson, Smith, Montgomery?
    There is most likely already someone with your email credentials, so use your middle initial in
    the user/email name like in #3.

5) None of these super helpful tricks worked?
    Email Ms. Allen at [callen@artsacad.net](mailto:callen@artsacad.net) and be sure to include the student's first name,
    middle initial, last name and student number.