

REASONS YOU MAY NOT BE ABLE TO VIEW ITEMS FOR PURCHASE:

- **You may not have created or be signed into your current account.** Please use the “Account” drop down menu in the upper right corner of the homepage screen to sign in. If you have not created a NEW ACCOUNT SINCE JANUARY 1, 2021, please CREATE a new account.
 - **PARENTS:** When creating a new account, please answer “no” to the first question “Are you a student”. After creating your account USING YOUR PERSONAL EMAIL ADDRESS IF YOU ARE A PARENT, please use the “My Family” option to ADD YOUR STUDENTS to your account so that you can view all items that are available for purchase for your students.
 - **STUDENTS:** When creating a new account, please answer “yes” to the first question “Are you a student”. After creating your account USING YOUR **STUDENT EMAIL ADDRESS** if you are a student. If you mistakenly created your account as a parent using your student or personal email address, please sign into your account and use the “My Family” option to ADD YOURSELF as a STUDENT to your account so that you can view all items that are available for purchase.

- **STUDENTS/PARENTS: You may have mistakenly created your account with your student email address but indicated that you were a parent.**
 - Please sign into your account and use the “My Family” option to ADD YOURSELF as a STUDENT to your own account so that you can view all items that are available for purchase.

- **STUDENTS: You may have created your student account using a personal email address.**
 - Please create a NEW account, using your STUDENT EMAIL ADDRESS.

- **PARENTS: You may have created your account but did not add your student(s) into your “My Family” inside your account.**
 - Please sign into your account and add all your students under the “My Family” tab. You will then be able to view all items your students are eligible to purchase.

- **STUDENTS/PARENTS: You may have created an account last year with our old system but have not created a NEW account since January 2, 2021.**
 - Please follow the directions above to create a new 2021 account.