

TouchNet Login & Email Troubleshooting Guide

PART 1: General Login Issues (All Users)

1. Verify Login Credentials

- Double-check the email address and password you're using.
- Be sure you're on your school's official TouchNet login page (not another institution's page).

2. Forgot Your Password?

- Click "**Forgot your password?**" on the login page.
- Follow the instructions to reset your password via email or security questions.

3. Account Lockout

- Too many failed attempts? Your account may lock for ~1 hour.
- Wait or use the "Forgot Password" link to reset it.

4. Not Receiving Reset Emails?

- Check your **Spam/Junk** folder.
- Make sure your email address is correct in TouchNet.

5. Tech Tips That May Help

- Don't use bookmarked login pages—manually type the URL.
- Clear your browser's **cache and cookies**.
- Try a different browser (Chrome, Firefox, Edge).
- Use an **incognito/private window**.
- Avoid copy/pasting login info—extra spaces can cause errors.
- Restart your device if issues persist.

PART 2: Authorized User Issues (Parents/Guardians)

1. Verify Access Was Granted

- The student must log into TouchNet and authorize you.
- You will receive **two emails**:
 - One with your username (email address).
 - One with a **temporary password**.

2. Use the Correct Login Link

- Avoid bookmarks/autofill.
- Use this authorized user login link:
https://secure.touchnet.net/C20072_tsa/web/index.jsp

3. Clear Browser Cache and Cookies

- **Chrome:** : > History > Clear browsing data > All time > Cookies & Cached files
- For other browsers, check help/support instructions.

4. Browser Compatibility

- Use Chrome, Firefox, or Edge.
- Avoid Safari if possible—some versions have known issues.

5. Try a Private Browser Window

- Helps bypass old stored settings or browser extensions.

6. Restart Your Computer or Device

- A simple reboot can fix temporary login issues.
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PART 3: Not Receiving TouchNet Emails (Authorized Users)

1. Check Spam/Junk Folder

- Mark TouchNet emails as “Not Spam” if found there.

2. Verify Email Spelling

- Typos in the email address will block delivery.

3. Check Email Filters or Rules

- Filters can reroute emails to other folders—review them.
- Look for folders like “Promotions” or “Other.”

4. Check Blocked Senders

- Make sure noreply@touchnet.com isn’t blocked.

5. Add to Safe Senders List

- Whitelist or “allow” TouchNet email addresses in your email client.

6. Mailbox Full?

- Clear space if your inbox is at capacity.

7. Review Email App Settings

- If using Outlook or a desktop app, verify server settings.
- Ensure the app isn’t set to **offline mode**.