

Frequently Asked Questions

Login Issues

- Question:** I am a returning student and get a message that states: *device has been locked contact admin*
Answer: take a screenshot and send an email to your engagement coach. You can find them here: [Our Student Services Team](#)
- Question:** I am a returning student and forgot my login from last year.
Answer: *Submit a Ticket* on our tech support page at <https://4amphlp.accelschools.com/> and click [Contact Us](#) on the top, right-hand corner of the page and follow the directions below.

The image contains two screenshots from the AMP website. The top screenshot shows the 'Contact Us' page with a blue header containing the AMP logo and navigation links: 'New Student', 'Teacher Resources', 'System Status', and 'Contact Us'. Below the header, there is a 'Contact Us' section with a table of support hours and a 'SUBMIT A TICKET' button. An orange callout box with the text 'CLICK SUBMIT TICKET' has an arrow pointing to the 'SUBMIT A TICKET' button. The bottom screenshot shows the 'CLIENT PORTAL LOGIN' page. It features a logo of hands holding a globe, a 'User Name' field, a 'Password' field, and a 'LOGIN' button. An orange callout box with the text 'ENTER YOUR OHDELA EMAIL IN THE USERNAME FIELD' has an arrow pointing to the 'User Name' field. Another orange callout box with the text 'CLICK, I FORGOT MY PASSWORD' has an arrow pointing to a link below the 'LOGIN' button that reads 'Unauthorised access is prohibited (forgot my password)'.

- Question:** I got my login info, but forgot my password:
Answer: Follow the directions above, in question 2.

4. **Question:** I am a new student and did not receive my login information.
Answer: send an email to your onboarding coach. You can find them here: [Our Student Services Team](#)

5. **Question:** When I login into my personal device I get an error message.
Answer: Follow the directions in question 2.

6. **Question:** How do I set up my chromebook?
Answer: follow directions [here](#).

7. **Question:** How do I log onto the online school?
Answer: your one-step sign-in using your school google account gets you access to everything you need, including your online school or Canvas! Once you set up your google account and are logged in, go to <https://yourschoolonline.instructure.com/> and *sign in with Google*.

8. **Question:** I do not have a school computer. How do I get a school Chromebook?
Answer: send an email to your engagement coach. You can find them here: [Our Student Services Team](#)

Additional Helpful Resources

Please visit the AMP Parent and Student Tech Support page:

<https://4amphlp.accelschools.com/>

Utilize the search box to search for questions and topics for support.

Use [this link](#) to contact technical support or submit a ticket for:

- Chromebooks
- Online School Support
- General Support
- New Student Support