

**NOTE:** Students need a valid email address to register on the site

When students use the site for the first time they will need to register in order to use the Career Tools and save their choices etc. This also allows staff to be able to view the data in the [Reporting Zone](#). Here are some top tips to solve the most common problems:

**1. Students can use either their school / college email address or personal email address—we suggest they use the one that they use most often.**

**2. Students need to enter their home postcode.**

**3. Students need to make up their own password—we recommend choosing one that they are least likely to forget or make a note of it somewhere**

The screenshot shows the 'Student registration' form with the following fields and callouts:

- 1:** Points to the 'First name' field, which has a red error message 'First name' and a red 'x' icon.
- 2:** Points to the 'Home postcode' field.
- 3:** Points to the 'Confirm password' field.
- 4:** Points to the 'Choose school name or 'Other' if not on list' dropdown menu.
- 5:** Points to the 'Which year group are you in?' dropdown menu, which is currently set to 'Year 10'.
- 6:** Points to the 'Enter captcha code' field, which contains the code 'rrh2h'.

Other fields on the form include: Last name, Email, Confirm email, Password, and Confirm password. There are also radio buttons for 'I am from a' (School or FE College) and a checkbox for 'I am happy for Careerpivot to send careers news no more than 3 times a year. ?'. Navigation buttons 'Back to website' and 'Next' are at the bottom.

**4. Students need to place themselves in the correct institution. Once they start typing in the text box the correct school / college should appear.**

**5. Students need to place themselves into the correct year group. This automatically moves up on the system each year on August 31st.**

**6. Students need to type in the Captcha Code. (This is to make sure that they are human!)**

**\*They must tick the box to say that they have read the T's and C's to complete registration**

## Helping students who have previously registered but have forgotten email/password or moved provider

If students have previously registered on the site they only need to sign in. However, sometimes there are problems with 'forgotten passwords' or email addresses that no longer exist (particularly if a student has moved providers). Here are some top tips to solve the most common problems:

### For all students staying at the same provider, i.e. school/college

#### **If the student DOES remember the email address they registered with but not their password:**

They can use 'forgotten password' (on the sign in screen, top right on home page) and a new password will be sent to them

#### **If the student DOES NOT remember the email address they registered with:**

If you are a staff member with access to the Careerpilot Reporting Zone, go to 'users' and find the email address of the student, the student can then use 'forgotten password'

If the email is incorrectly typed (this happens a lot!) then you can change it in the Reporting Zone.

#### **If the student DOES NOT remember the email address they used to register and YOU DO NOT have access to the Reporting Zone**

Ask your Careerpilot password keeper to give you access to your group so you can find the student's email & help reset the password.

If your school doesn't have access to the Reporting Zone the student will have to make up a new account with a new email address.

### For any student new to your provider e.g. someone who has moved to a college, 6th Form etc.

#### **If the student DOES remember the email address and password they used previously:**

They can sign in and change the provider and their email address (if they need to) in their account (Top right of screen when they are logged in).

#### **If the student DOES NOT remember their password but DOES still have access to the email they used to register last year**

They can use 'forgotten password' (on the sign in screen, top right of home) and a new password will be sent to them .

They can sign in and change the provider and their email address (if they need to) in their account (Top right of screen when logged in).

#### **If the student DOES NOT remember the password and cannot now access their old email address to do 'forgotten password'**

The student can set up a new account with a new email address. This will mean, however that their previous data will be lost .

**Please try and avoid this if you can!**