

We have recently discovered and corrected a bug in the account code that had been deleting passwords.

If you are having trouble logging in, you are probably the victim of this bug. Here are some simple steps to get a quick resolution and get you connected to your online courses:

Email: tech.support@sevenstaracademy.org if you have any problems with the directions below.

STEP 1: Enter your username; Leave the password field blank; Click “Log On”

The screenshot shows a web application interface. On the left, there is a sidebar with icons for Home, Help, and Power. The main content area is divided into two sections. The top section is titled "Public Announcements" and contains a post from Thursday, January 06, 2011, titled "Facing the New Year Without Fear - Part 4". The post includes a quote from Hebrews 13:5, 6 and a paragraph about the hymn "A Mighty Fortress". Below the announcement is a video player titled "A Mighty Fortress is Our God - Salem Academy ...". The bottom section is a "Log On" form with a red arrow pointing to the "Password" field, which is highlighted in yellow and contains the text "Leave Blank". The "Username" field contains the text "Username". There is a "Log On" button and a link for "Request a Mentor Insight Window account".

STEP 2: Click the “Preferences” icon on the left side; Select “Change Password;” Set your password to whatever you’d like it to be.

