

SEATS Troubleshooting for School Counselors

- Counselors need to contact edoline@schools.utah.gov if they move to a new school.
- Students need to use their legal names. No nicknames. If a student goes by another name, then we can change the name after the account set up. Name changes must be requested by the parent/guardian or the counselor.
- Students need to register with SEATS and the Provider. If students do not co-register with the provider, then the class will not be opened to the student.
- If registering for a Concurrent Enrollment class, the provider may send additional registration procedures for the student to follow.
- We recommend that students use home email address to set up accounts. School firewalls sometimes block emails that students need to receive.
- Students can change some of their personal information by going to the Manage My Account Tab on the home page. Student names and birthdates can only be changed by the SOEP team.



- A parent will not get communications on SEATS progress or co-registration instructions unless the student adds the parent email address during the registration process.
- Once the district/charter school approves the course, the parent will need to contact the online provider to access the course. LEA's do not have access to the online provider processes.

Contact edonline@schools.utah.gov for the following situations:

- Counselor cannot see student enrollments for their assigned students
- Users did not receive confirmation email.

Common Problems:

- ❖ User is setting up a new account and gets an error message that a student with this name exists in the system.

The student has already set up an account with a different email address. Address used are often home emails, school emails or parent/guardian emails.

If the student does not know the email used, please send an email to edonline@schools.utah.gov or call 801-538-7826

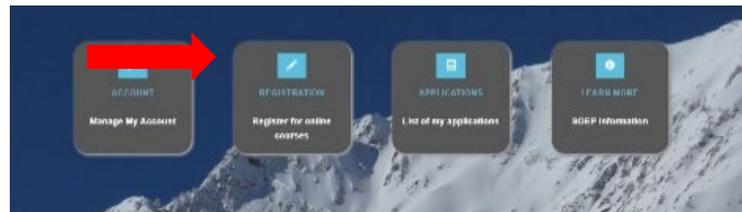
Please list-

1. The student's first name (first 3 letters only)
2. Student's last name
3. Date of Birth
4. Email address used to try and set up a new account.

The SOEP team will need to merge the different accounts. We can also change the recovery email if needed.

- ❖ Student cannot choose a counselor or the counselor is not in the drop-down menu.

1. Student needs to go to the Account Tab on the main page.



2. Student needs to confirm that they have listed the district and school. Students often put the name of the Online Provider that they want to sign up for.

PUBLIC EDUCATION ONLINE

Statewide Online Education Program

Enabling students to earn Middle School and High School Credits through the completion of publicly funded online courses.

ADA Compliant September 2022

MANAGE.

Student First Name

Student Last Name

Birth Date

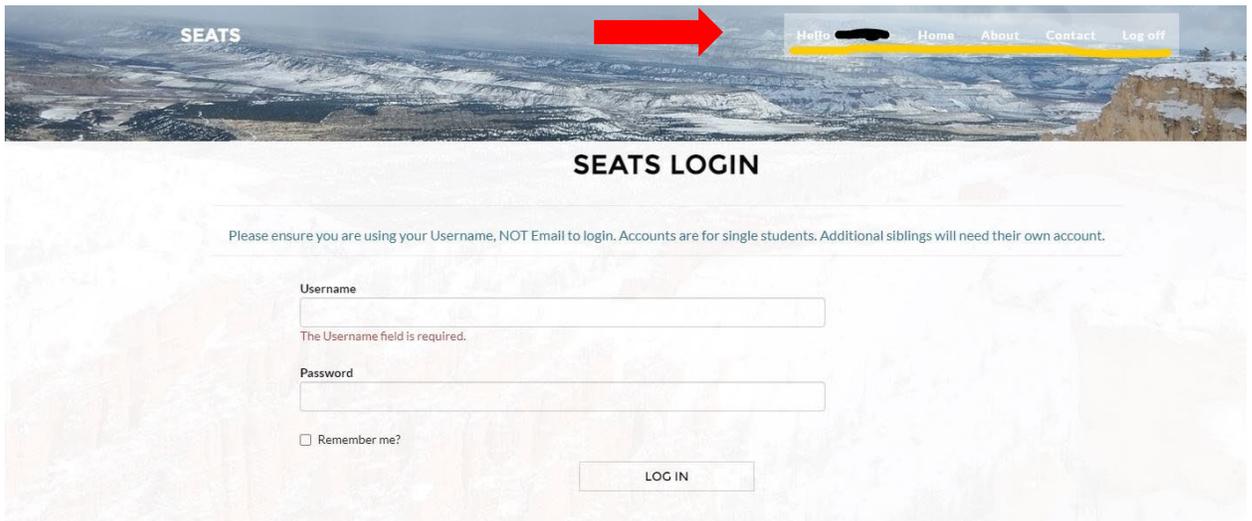
Student Number

District

School

Private School

3. Student needs to choose the correct district and school or charter school.
 4. Click save.
 5. If the correct counselor does not show up in the drop-down menu, then choose another counselor at the school. Contact edonline@schools.utah.gov to change the counselor.
- ❖ If the student believes that they have correctly logged into SEATS, but the screen is still showing the login screen, have them look at the top, right corner of the screen. If they see “Hello Username” the login was successful. Simply click on the home button to get to the main screen.



PUBLIC EDUCATION ONLINE

Statewide Online Education Program

Enabling students to earn Middle School and High School Credits through the completion of publicly funded online courses.

ADA Compliant September 2022