

Student PSN Account Troubleshooting

There are several scenarios that we've already heard about from staff, parents and students who have had trouble getting their students' passwords changed and accessing their new Google Apps Account. Please look for your specific issue below and try the suggested tips before seeking support.

I haven't yet activated my account.

If you haven't yet activated your account, visit <http://go.pleasantonusd.net/activate> and follow the instructions in this document: <http://go.pleasantonusd.net/vejqq>

It's important to note that the data entry format is crucial. The phone number must be a number that is on record in Q (visible through Student Profile, Parent Portal, and Student Portal) and entered in the format '925-555-1212'. The Street Name is only the name portion. Please don't include St, Ave, Way, etc. For example, if the student's address is "1234 N. Jack Rabbit Circle", the street name would be "Jack Rabbit".

If you attempt this process and receive a notice that your account is **not eligible for activation**, it means that you have already activated your account. Please skip to the next section.

I have activated my account, but I don't remember my password.

Visit <http://rt.pleasanton.k12.ca.us/pwm> and click the "Forgotten Password" link. Enter your Student ID#. You'll need to provide answers to your security questions in order to reset your password.

I have activated my account, but I don't remember my password and I don't know the answers to my security questions.

You will need to ask a staff member to contact our helpdesk to have your account reset. Please make a point of choosing a memorable password and answers to your security questions when you re-activate your account.

Staff, please confirm the student's identity and enter a ticket in [RequestTracker](#), including the student name and ID number. You'll receive an email when the account has been reset, and the student can then reactivate his or her account.

I have activated my account, but I didn't make note of my Google email address.

Visit <http://rt.pleasanton.k12.ca.us/pwm>, log in with your student ID# and password, and click the "What is my Email?" link.

What Does This Password Let Me Access?

This password is used to access your Google Apps for Education account, Student Connect, and the SonicWall firewall. Other systems in the future will also use this password, and we'll keep you updated on those changes.