

LOGGING INTO READCLOUD – TROUBLESHOOTING

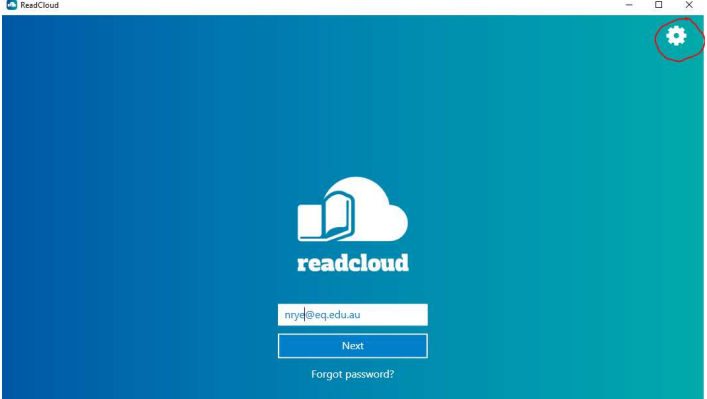

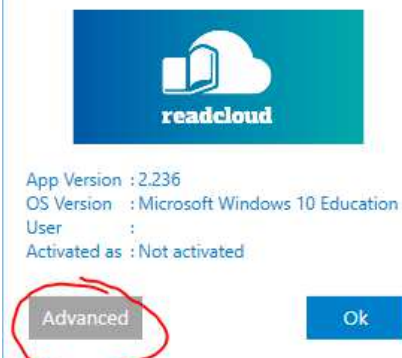
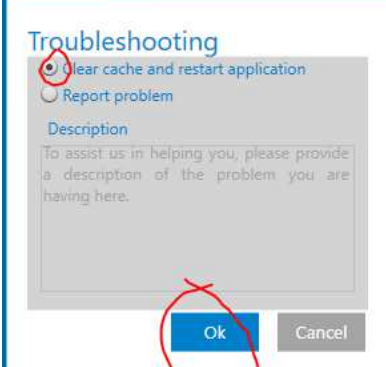
If you are having trouble logging into ReadCloud, please check the following before contacting IT for support.

Preliminary Checks:

- Ensure you are using your EMAIL address as your ReadCloud username (including the @eq.edu.au part)
- Ensure you are connected to the internet / school wireless.
- Students, ensure you are running the BYOx Application and are connected.

If you still cannot log in, try these Process A and B before contacting IT for support.

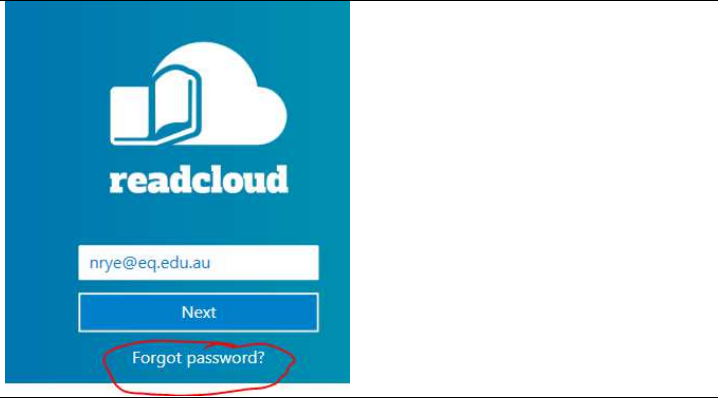
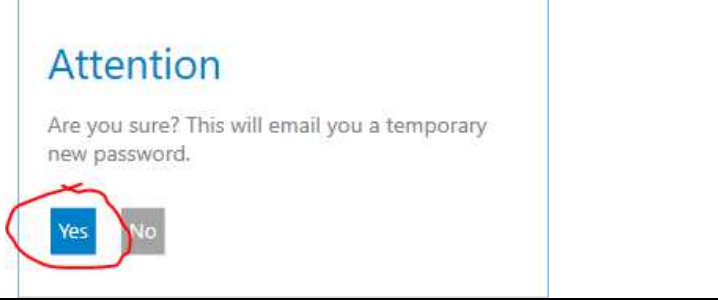
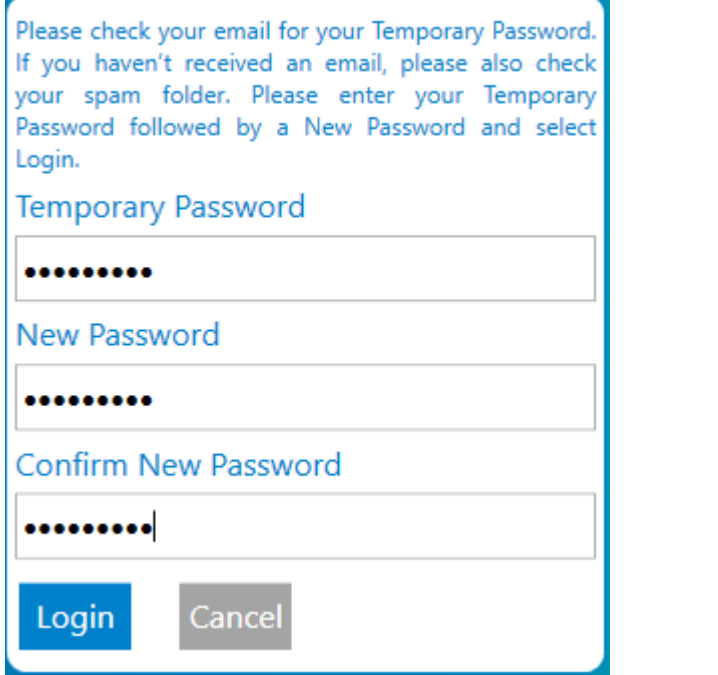
PROCESS A – Clear Proxy Cache.

<p>1) Click on the 'cog' icon at the top right of the ReadCloud login screen. If the cog is not visible, make the log in window bigger by dragging the top right corner, or using the 'maximise window' button.</p>	
<p>2) Click on About</p>	
<p>3) Click on Advanced</p>	
<p>4) Ensure 'Clear cache and restart application' is selected, then click OK Read Cloud will restart, and ask for your current MIS username and password (your school wi-fi / email username and password). 5) Log in using your email address and your ReadCloud password.</p>	

If you still cannot log in, proceed to Process B

PROCESS B – Reset ReadCloud Password.

Your ReadCloud password is not necessarily the same as your MIS password (though they can be set to the same thing). You can reset your ReadCloud password by following the link.

1) Click on 'Forgot password?'	 A screenshot of the ReadCloud login page. It features the ReadCloud logo (an open book inside a cloud) at the top. Below the logo is a text input field containing the email address 'nrye@eq.edu.au'. Underneath the input field is a blue button labeled 'Next'. At the bottom of the page, there is a link labeled 'Forgot password?' which is circled in red.
2) You will be asked if you are sure, click 'Yes' to be emailed a temporary password.	 A screenshot of a confirmation dialog box. The title is 'Attention'. The text reads: 'Are you sure? This will email you a temporary new password.' At the bottom, there are two buttons: 'Yes' (highlighted with a red circle) and 'No'.
3) Go to your school email account. You should have an email from ReadCloud with a temporary password within a couple of minutes. Make sure you check your junk mail or spam folders if it doesn't arrive.	
4) Enter your temporary password, then your new chosen password. Type the same chosen password to confirm, then click Login.	 A screenshot of the password reset form. It contains a blue header with the text: 'Please check your email for your Temporary Password. If you haven't received an email, please also check your spam folder. Please enter your Temporary Password followed by a New Password and select Login.' Below this are three input fields: 'Temporary Password', 'New Password', and 'Confirm New Password'. Each field contains a series of dots representing masked characters. At the bottom, there are two buttons: 'Login' (blue) and 'Cancel' (grey).

If you are still not able to log in, restart your computer and try again.

After these steps if you cannot log in, please contact IT for support.