



CALIPSO Supervisor Frequently Asked Questions – Answered!

Login ID = ASHA Number

- **My Registration PIN is not working, what do I do?**

The most common reasons supervisors get error messages are as follows:

1. You are attempting to use the PIN as a temporary password and bypass registration. The PIN is used to verify your account on the registration page, and then you will be requested to set a password for yourself to log in.

2. You are using a different 8 digit number than the ASHA number that was entered in the system to retrieve your Registration Personal Identification Number (PIN). The ASHA number that was entered in the system will be the one you will need to register with. Sometimes the ASHA is entered incorrectly to generate the PIN or if there is a leading zero, it is being left off. You will want to confirm your ASHA number with the site manager (contact email listed on the Login Page of the school) to ensure you were added with the correct ASHA number. If the ASHA number is different, that is an easy fix. They can simply delete your unregistered account with the incorrect ASHA number and re-add you to the system with your correct ASHA so you can successfully register your new account.

3. The PIN is entered in incorrectly, it is case-sensitive, if you do not enter the exact PIN with the upper-case letters, and it will not work.

- **I am registered on another school's CALIPSO site; do I need to register again?**

Yes, all schools sites are separate. Your account with one school will not transfer to the new school you are working with. You will simply need to register on the new school's site using your ASHA number and the registration PIN you receive from the site manager. Please note, the Registration PIN must be used on the Supervisor Registration Page, it is not a temporary password to access your account.

- **I cannot access my account, what do I do?**

You will first want to find the school's private CALIPSO site.

All schools using CALIPSO can be found on CALIPSO's website under the School Login Page (<http://calipsoclient.com/school-login.html>).

Your Login ID is your 8-digit ASHA number; it is not an email address.

Your password will be what you set when you registered your account. If you have forgotten your password, no worries, you can reset it independently.

If you have not registered, you will need to do that before you can access your account.

- **I forgot my password, what do I do?**

If you have forgotten your password, you can reset your password independently by clicking on the "Forgot Password?" link next to the password prompt. The reset code you receive will need to be used on the Reset Password page, it is not a temporary password to use to log in with. Detailed instructions on how to reset your password can be found by clicking on the "Help" link also located just below the password prompt.

- **I am locked out, what do I do?**

If you have been locked out due to too many failed login attempts, you will need to wait the allotted time before attempting to log in again. If you attempt to log in 3 times with an incorrect password, you will be locked out for 15 minutes. If you attempt to log in before the 15 minutes have elapsed, you will be locked out for a full 12 hours. In the meantime, you can reset your password independently. The new password will not work to access your account until the locked time out has expired.

- **I have clockhours to approve, what do I do?**

You can simply log in at your convenience. Once you log in, under the View section, the first link will list the total number of clock hour forms pending your approval. Simply press the link listing the number of hours to approve, and approve each form one at a time, making sure to entering the percent observed for the experience listed. Step-by-step instructions on how to approve a clock hour form can be found under Step 11 of the Supervisor User Instructions for CALIPSO.

- **My student is not showing up when I go to create an evaluation, what do I do?**

You will need to go to the Lobby/Home page and select the class/cohort your student is in from the drop-down menu and then press "Change." Once you have selected the appropriate class/cohort, you can then go to "New Evaluations" and create an evaluation for your student. Step-by-step instructions on how to create a midterm and a final can be found under Steps 9 and 10 of the Supervisor User Instructions for CALIPSO.