



CALIPSO Student

Frequently Asked Questions – Answered!

Login ID = University email address

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

The most common reasons students 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 their account on the registration page and then they create a password for themselves to use to login).

2. You are using a different email address than the one that was entered in the system will be the one they will need to register with. The email address needs to be their school email address, not a personal email address such as Gmail or Hotmail. To confirm the email you should be using, refer the registration email; the email that received the registration code is the email you should use to register.

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

- **I am trying to pay for my new account but I do not have a PayPal account, what do I do?**

You can check out as a Guest and pay with a credit or debit card, you do not need to have a PayPal account.

- **I am trying to pay for my account online but it is not working, what do I do?**

CALIPSO does not process credit cards; we use a Third Party credit card processing Company, PayPal. If your payment is not being accepted, you will need to contact them directly. PayPal can be reached by phone at 1-888-221-1161.

- **I have transferred to a new school; does my account fee on CALIPSO transfer to this school?**

Unfortunately, no, your account will not transfer from the other school's CALIPSO site; the fee paid does not transfer either.

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

Option 1. If you have not paid your account fee online within three (3) days of registration, your account will lock for security reasons. You can simply notify the site manager for your school (email listed on the Login Page) and request to be unlocked so you can successfully pay and register your new account.

Option 2. 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.

- **How do I create clock hours?**

You will need to follow the two-step process;

1. Create
2. Submit

Step-by-step instructions can be found under Step 6a (create) and 6b (submit) of the Student User Instructions available to you under the Clinical Placemen section of your account.

- **My Course is not listed, what do I do?**

Contact your Site Manager and request the course be added to the list of available Clinical Courses on your University's site.

- **The current semester is not listed, what do I do?**

Contact your Site Manager and request the semester be added to the list of available semesters on your University's site.

- **My Supervisor is not listed, what do I do?**

Contact your Site Manager and request they be added to your school's site. You will need to include your supervisor's name, email address, and ASHA number to have the supervisor added to your site. The supervisor will then need to register his/her account. The supervisor will not be listed on your site until they supervisor has registered his/her account.

The Site Manager's email address is listed on the Login Page, directly under the grey Login Box.

- **I created too many clock hours, how do I delete them?**

When a Daily Clockhour form is created, it cannot be deleted to safeguard your work. The Daily Clockhour section is like your draft box of all of the clockhour forms you have ever created on your account.

If you have extra Daily clockhour forms, you can reuse them for other experiences. The Daily Clockhour can be edited and re-used up until the point you submit them for approval.

Once hours are submitted for approval, you no longer have to option to correct them. If hours are submitted but not yet approved, you can go to your Clockhour List and delete/remove the submitted hours so they are sent back to your Daily Clockhour section to edit and resubmit at your convenience.

If you need to edit approved clockhours, you will need to contact your site manager. They will be able to delete submitted hours from your Clockhour List so they will be sent back to your Daily Clockhours and then you can correct the forms and resubmit the forms you need.