



## Common Student Errors and How to Solve Them

*Error Message: "We're sorry, your email and password do not match."*

- This can happen on the activation page ([youscience.com/activate](https://youscience.com/activate)) or the log in page ([youscience.com/login](https://youscience.com/login)). The student either has a typo in their email address or is typing in the wrong password.
- On the activation screen, the student is asked to type in their email address and password twice. Make sure they have typed in both pieces of information correctly so they match.
- On the login screen, students can reset their passwords by clicking on the "Forgot Password" button.
- If you have access to the YouScience admin portal, you can look up the student (using the search bar) and update his/her email address and password.
- Students can also chat in using the chat button in the bottom right corner of the screen for assistance.

*Error Message: "You Tried to Change Something You Don't Have Access To"*

- If a student is using a school computer that has been used by other students logging into YouScience, they might get this message. Other users might see it if they log in and out of their account multiple times.
- Instruct the student to enter this link to log out completely: [app.youscience.com/logout](https://app.youscience.com/logout). The student will then be prompted to try logging in again.
- If the students tries the logout link a few times and they still aren't able to, ask the student to clear their browser history.

*Error: Blank white screen while taking the brain games*

- This typically happens if a student is using Internet Explorer to take their brain games. If possible, students should be using Google Chrome for the best YouScience experience.
- Students can also use updated versions of Firefox or Safari to take YouScience (again, Google Chrome is best).

*Error: There is no "Submit" Button on the Idea Generation Exercise*

- This is by design. No users will see a "submit" button for Idea Generation because they are required to take the entire 5 minutes for that exercise. If students finish answering the question early, they can sit back and take a "brain break." Otherwise, students should keep typing ideas until the timer ends and they move on to the next game.