

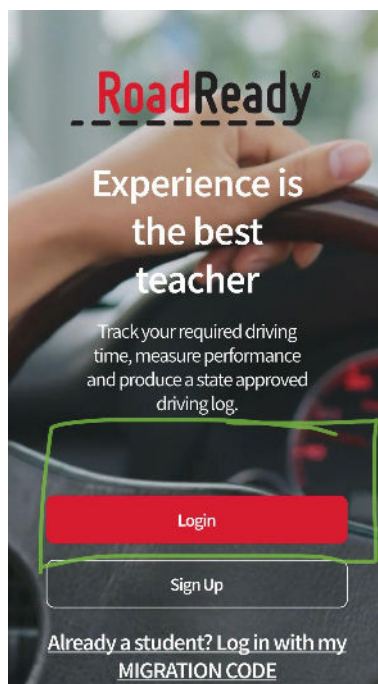
For RoadReady users having trouble logging in:

1. We recommend that everyone delete the app and reinstall it. This ensures you're on the most recent update, and clears out any errors made.

2. START THIS WITH THE EMAIL THAT IS LINKED TO YOUR ROADREADY ACCOUNT (whoever has been getting the emails from RoadReady). Sometimes this is the parent/supervisor, and sometimes it's the student - **the role DOES NOT MATTER - all that matters is that the email you start with here is the one that was used to set up the account initially!**

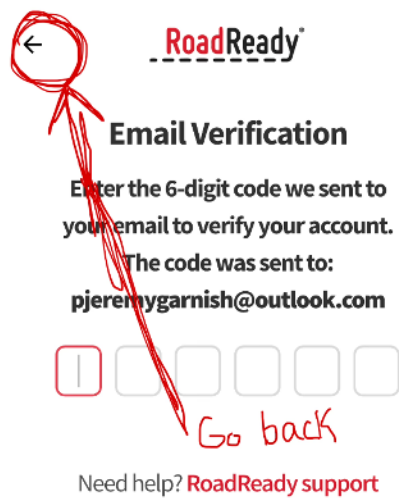
-First Log out (click on profile, bottom right)

-Then click Login



3. Press '**forgot password**' to receive a temporary password in your email. PUT IN THE EMAIL THAT'S LINKED TO YOUR ACCOUNT. You will be assigned **a temporary password OR 6 digit code** that will allow you to start the migration process even if you had tried this previously.

4. Go back into the app, you'll see the screen asking for a 6 digit code. If you get the code, put it in. If you **do not** and get a code that looks like this: (TerxOTx?-_), IGNORE the request for the code, and hit GO BACK (top left corner)



5. Enter your email (the same email where you received the temporary passcode), and enter this temporary password

←

RoadReady

Email

Enter your email

Enter Email

Password

Enter your password

Enter TEMPORARY Password (emailed to your account on file)

☐ Enable login with Face ID

[Forgot Password?](#)

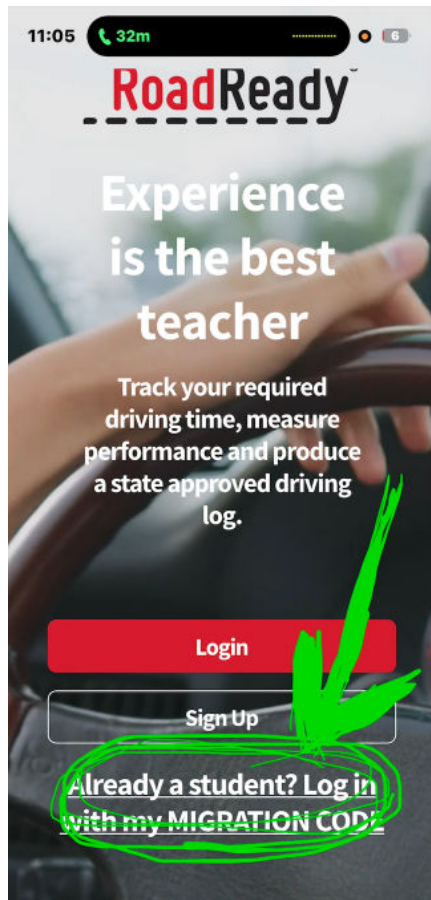
Continue

Don't have an account yet? [Sign up](#)

6. Once you're in, fill out the account info, and when at home screen, **click 'Invite Student'** and follow the directions (you can use any secondary email for your student, as long as they can access it to get their code)

*****NOTE - YOU WILL NOT SEE THE DRIVING LOG YET, ONLY AFTER YOU HAVE FOLLOWED THE NEXT STEPS AND HAVE INVITED YOUR TEEN/SECONDARY EMAIL AND THEY HAVE ACCEPTED AND REGISTERED. KEEP GOING!!!!**

7. Have student open their RoadReady app, and click on "Already a student? Log in with my MIGRATION CODE"



8. Have student put in the code sent to their email (image below) and then they can fill out the requested information.

11:09

36m



4



Enter your invite code

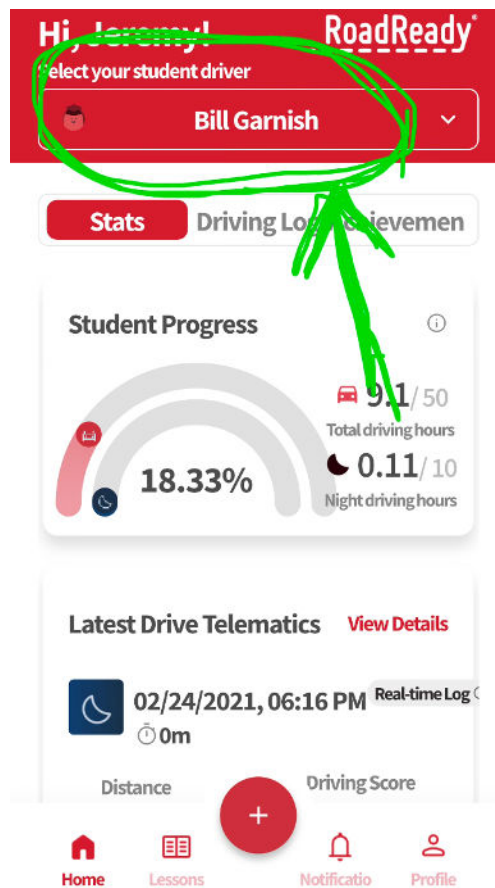
Please enter the invite code sent to your email. We'll use it to set up your migrated student account.

Invite Code

Validate Invite Code

9. Back to parent/supervisor app: Select your student's name from the drop down menu at top of screen.

Now you should see their log populated in your app and your account is fully functional!



Some issues we've confronted:

1. Many RoadReady users were actually students using their own email. In this case, THEY will need to sign in as the Supervisor, and request a password reset for their account. They will then have to invite the PARENT/SUPERVISOR under "invite student". The first email is the most important, as that's tied directly to the previous app version, and the driving log. The 2nd email does not matter - you just need to be able to access it to get the migration code.

This won't matter - both users will be able to see the log, it's just a matter of syncing the 2 emails together

2. **If you're not getting a migration code sent to your student, we can get you a temporary password.**

3. Some states have the required # of hours wrong - don't worry, we will fix this.

4. If the migration code for the student does not work, and it looks like you got an invite code instead, go back to Step 7 and **click 'Sign Up'** instead of the “Already a student? Log in with my MIGRATION CODE” and see if the code works here.