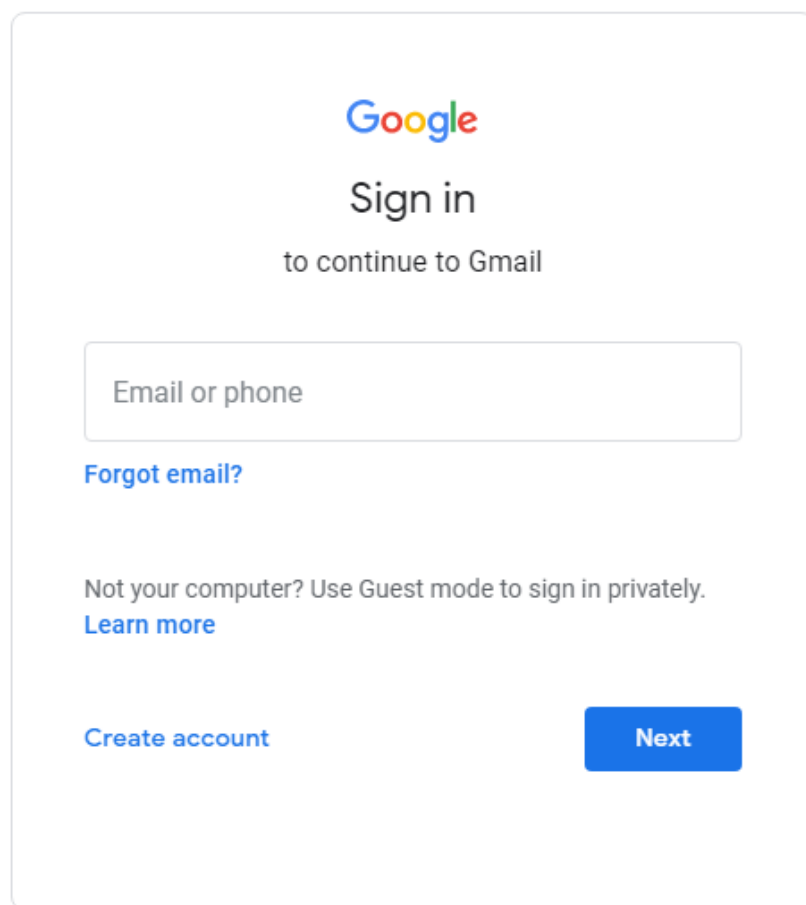


Email Login Instructions:


***If you run into any trouble with errors during the email login process, please skip down to the **Email Login Errors** section on page 8 to see how to resolve the errors.

Log into a computer, open up a web browser such as Chrome, or Edge, or Firefox, etc.

Once you have opened the web browser, go to gmail.com and click on Sign In. Do not try to create a new account; we have already created an account for you so you just need to sign into it. You want to get to a page that looks like this:

The image shows the Google Sign in page for Gmail. At the top is the Google logo, followed by the text "Sign in" and "to continue to Gmail". Below this is a text input field labeled "Email or phone". Under the input field is a blue link "Forgot email?". Further down is the text "Not your computer? Use Guest mode to sign in privately." with a blue link "Learn more" below it. At the bottom left is a blue link "Create account", and at the bottom right is a blue button labeled "Next".

Once you get to this page, enter your full first name, then a period, then your last name, then @gracebrethren.com, like this:



Sign in

to continue to Gmail

Email or phone

billy.everyteen@gracebrethren.com

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.
[Learn more](#)

[Create account](#)

Next

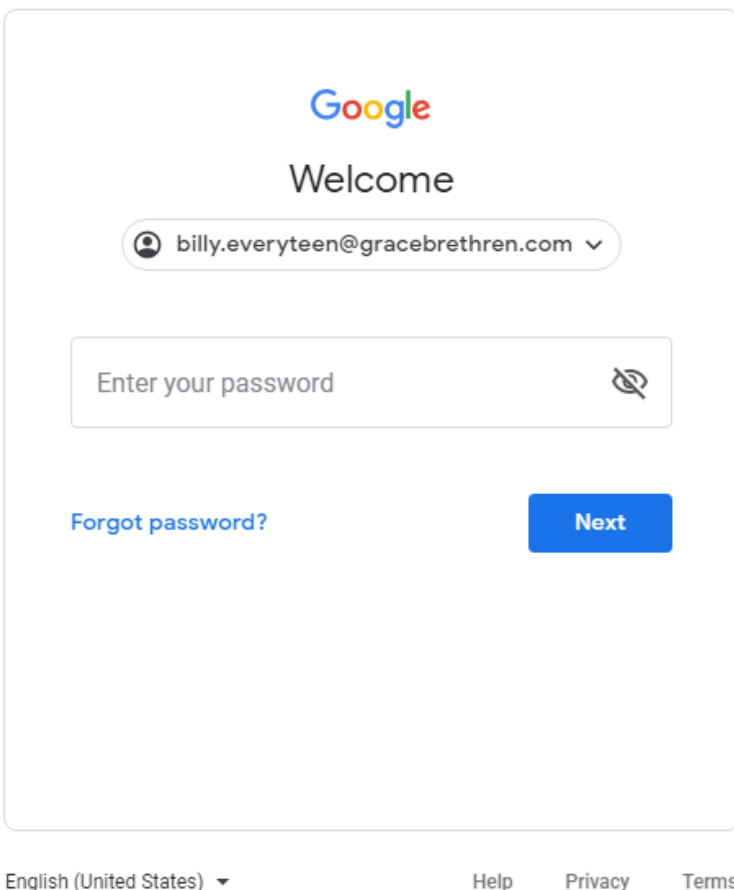
English (United States) ▼

[Help](#)

[Privacy](#)

[Terms](#)

Then click on Next and you should get to a page where you can enter in your password:



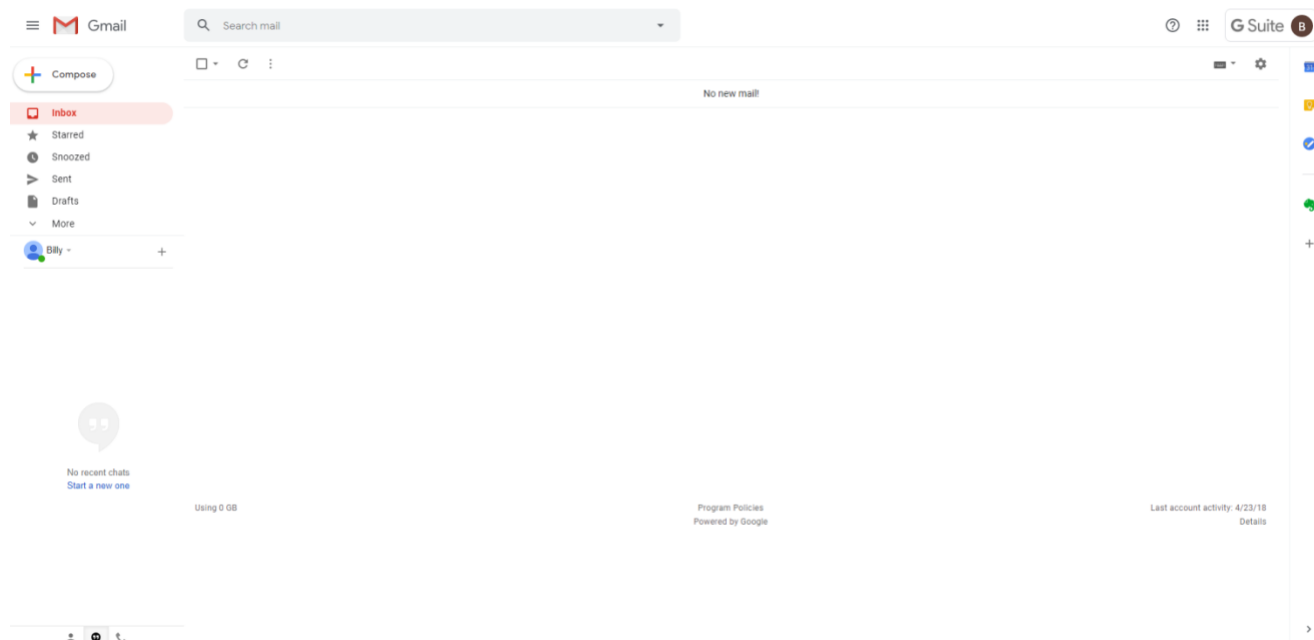
The image shows a Google login interface. At the top is the Google logo, followed by the word "Welcome". Below this is a dropdown menu showing the email address "billy.everyteen@gracebrethren.com" with a downward arrow. Underneath is a password input field with the placeholder text "Enter your password" and an eye icon to toggle visibility. Below the password field are two links: "Forgot password?" on the left and a blue "Next" button on the right. At the bottom of the interface, there is a language selector showing "English (United States)" with a dropdown arrow, and three links: "Help", "Privacy", and "Terms".

Enter the password Grace1234.

*Note: if you do not get prompted to change the Grace1234 password, please contact the IT department to let us know; we need to assist you with changing that password for security reasons.

Once you have logged in, you should be taken to the inbox for your @gracebrethren.com email address, though Google may ask you to click "OK" or "Next" on a few windows first, such as choosing your default background, letting you know about new email features, etc.

Once you're all the way in, you should see a page that looks like this:



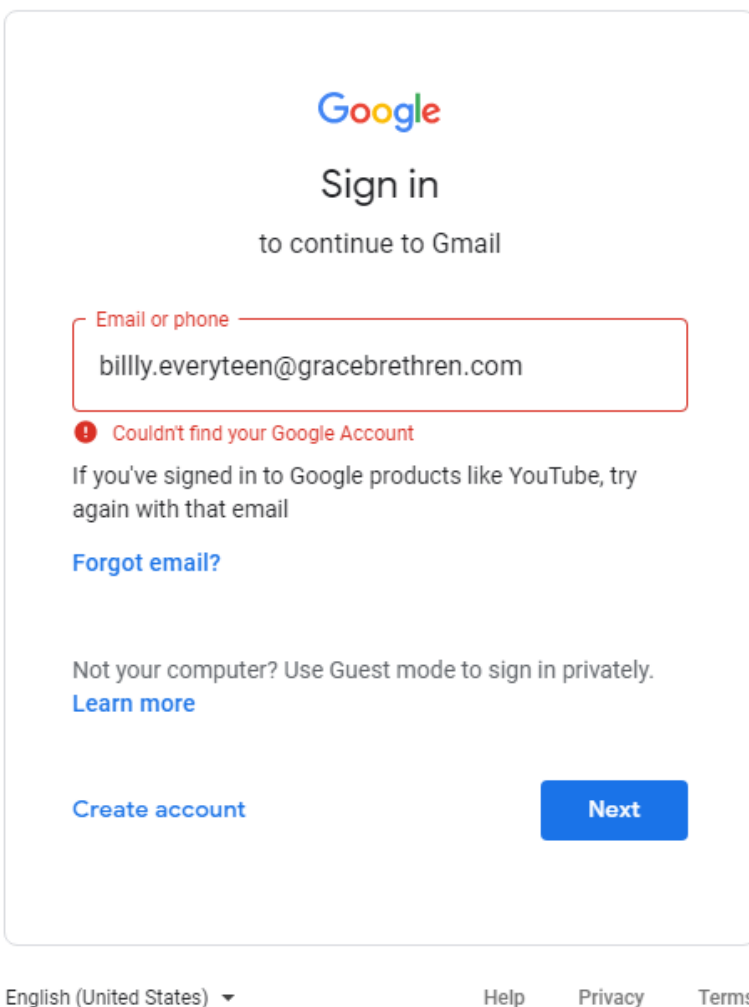
You may or may not already have some emails in your inbox, depending on what classes you might have, when your email account was first created, etc.

If you did not have any trouble with errors when logging into your @gracebrethren.com email address then you may skip to page 21 to complete the final section of the first time login instructions, the RenWeb login instructions.

Otherwise, you can see how to deal with the most common error messages below.

***Email Login Errors

1. The first error that you may see is this one:



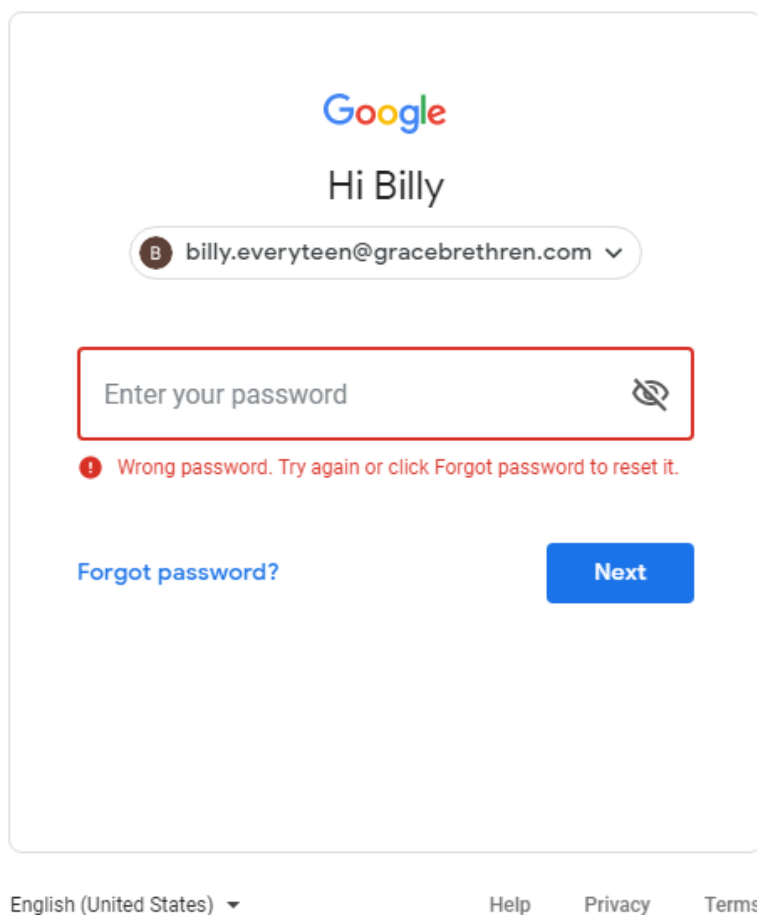
The screenshot shows a Google Sign-in page. At the top is the Google logo, followed by the text "Sign in to continue to Gmail". Below this is a text input field labeled "Email or phone" containing the email address "billy.everyteen@gracebrethren.com". A red error message is displayed below the input field: "Couldn't find your Google Account". Below the error message is a paragraph of text: "If you've signed in to Google products like YouTube, try again with that email". There are two links: "Forgot email?" in blue and "Learn more" in blue. At the bottom left is a link "Create account" in blue, and at the bottom right is a blue button labeled "Next". At the very bottom of the page, there is a language selector "English (United States)" with a dropdown arrow, and links for "Help", "Privacy", and "Terms".

This means that Google could not find the email address that was entered and this error is usually caused by spelling mistakes in the email address. In the example, the student's first name "billy" is misspelled with three "l"s instead of two, so Google was unable to find the email address.

Whenever you see this error message, double check the spelling of the email address, so it should be your first name, then a period, then your last name, then @gracebrethren.com. It all has to be spelled right in order for Google to find the correct email address.

If you have double checked all the spelling and tried again and you are still getting this error message, please contact your teacher or the I.T. Department and let them know about this error and they will be able to further assist you.

2. The second error that you may see is this one:



The screenshot shows a Google account login interface. At the top is the Google logo, followed by the text "Hi Billy". Below this is a dropdown menu showing the email address "billy.everyteen@gracebrethren.com". A red rectangular box highlights the password input field, which contains the placeholder text "Enter your password" and a toggle icon for visibility. Below the password field, a red error message reads: "Wrong password. Try again or click Forgot password to reset it." Below the error message, there is a link for "Forgot password?" and a blue "Next" button. At the bottom of the page, there are links for "English (United States)", "Help", "Privacy", and "Terms".

This means that the password that was provided did not match the password that Google has on file for your @gracebrethren.com email account. This error is usually caused by spelling mistakes or other typos while entering in the password.

To fix this error, carefully re-enter your password and make sure that you are spelling it correctly. If you try that and you are sure that you spelled your password correctly and you are still getting this error message, try using the Grace1234 password instead.

*Note: if you are only able to log into your @gracebrethren.com email account using the Grace1234 password and you do not get prompted to change the Grace1234 password, please contact the IT department to let us know; we need to assist you with changing that password for security reasons.

If you're still getting the same error message after that, please contact your teacher or the I.T. Department and let them know about this error and they will be able to further assist you.

Renweb/FACTS Login Instructions:

***If you run into any trouble with errors during the computer login process, please skip down to the **Renweb Login Errors** section on page 15 to see how to resolve the errors.

Start by going to this website:

<https://logins2.renweb.com/Logins/ParentsWeb-Login.aspx>

You could also get there by doing a Google search for “RenWeb parent” and then the first result that comes up should be the one to click on.

Either way, when you get there you should see a page that looks like this:



Family Portal Login

District Code:

User Name:

Password (case-sensitive):

[Forgot User Name/Password?](#)

Parent

Student

Staff

Login

[Create New Family Portal Account](#)

Powered By [FACTS](#) | [Privacy Policy](#)

From here, click on the link that says “Forgot User Name/Password?”:



Family Portal Login

District Code:

User Name:

Password (case-sensitive):

[Forgot User Name/Password?](#)

Parent

Student

Staff

Login

[Create New Family Portal Account](#)

Powered By [FACTS](#) | [Privacy Policy](#)

After that you should see a page that looks like this:



Family Portal Login

District Code: * Required

Email:

[Reset Password](#)

[Back to Login](#)

Powered By [FACTS](#) | [Privacy Policy](#)

For the District Code field, enter gbs-ca.

For the Email field, enter your full @gracebrethren.com email address, so your first name, then a period, then your last name, then @gracebrethren.com.

It should look like this example:



Family Portal Login

District Code: * Required

Email:

[Reset Password](#) [Back to Login](#)

Powered By [FACTS](#) | [Privacy Policy](#)

Next, click on the button that says “Reset Password”:



Family Portal Login

District Code: * Required

Email:

[Reset Password](#) [Back to Login](#)

Powered By [FACTS](#) | [Privacy Policy](#)

This should cause some text to appear that lets you know that an email was sent to the entered email address to help with changing your password. It should look like this:



Family Portal Login

District Code:

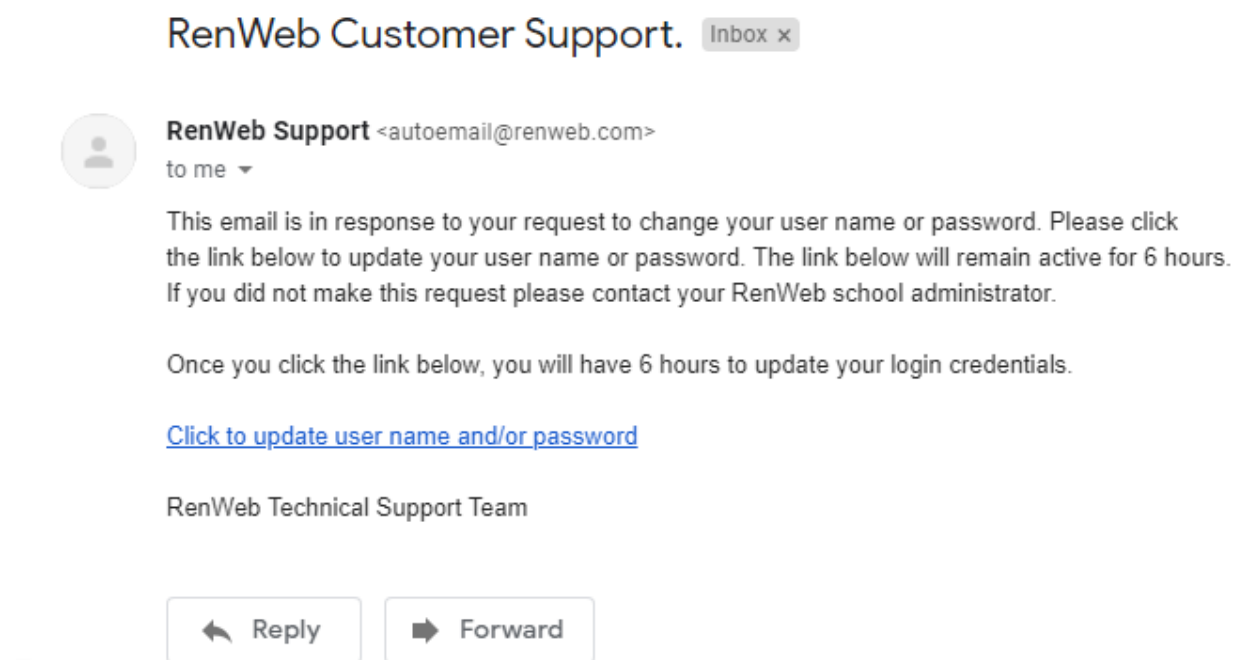
Email:

An email has been sent billy.everyteen@gracebrethren.com. Please check the email and click link provided to gain access to page where you can change your password. For security purpose that link will only be active for 6 hours.

[Back to Login](#)

Powered By [FACTS](#) | [Privacy Policy](#)

From there, just go back to your @gracebrethren.com inbox and open the email from RenWeb/FACTS. The body of that email should look something like this:



Click on the blue link and it should take you to a page that looks like this:

Change/Create Password				
Name	Person ID	Username	Password	Confirm
Billy Everyteen	1209896	<input type="text"/>	<input type="text"/>	<input type="text"/>
				<input type="button" value="Save Username and/or Password"/>

There may or may not already be some information filled out in the Username and Password fields.

In either case, to finish setting up your RenWeb username and password enter your first name, then a period, then your last name for the Username field and then enter your computer password for the Password field. Make sure that you retype your computer password for the Confirm field as well.

Once you've done that, just click on the "Save Username and/or Password" button:

Change/Create Password				
Name	Person ID	Username	Password	Confirm
Billy Everyteen	1209896	<input type="text" value="billy.everyteen"/>	<input type="password" value="....."/>	<input type="password" value="....."/>
				<input type="button" value="Save Username and/or Password"/>

If all went well, you should see a success message that looks like this:

Username/Password successfully updated.

Change/Create Password				
Name	Person ID	Username	Password	Confirm
Billy Everyteen	1209896	<input type="text" value="billy.everyteen"/>	<input type="password" value="....."/>	<input type="password" value=""/>
				<input type="button" value="Save Username and/or Password"/>

Once see this message, your RenWeb username and password have been successfully set up and you're all done.

If you had any trouble with errors while setting up your RenWeb username and password, then the following section will show you how to deal with the most common error messages.

***RenWeb Login Errors

1. The first error that you might run into is this one:



Family Portal Login

District Code: * Invalid District Code (GBS-CF)

Email:

Invalid District Code (GBS-CF)
 [Back to Login](#)

Powered By [FACTS](#) | [Privacy Policy](#)

This means that you have entered the wrong district code. The correct District code is gbs-ca. The district code does not need to be capitalized.

If you have entered the correct district code of gbs-ca and you are still getting this error message, please contact your teacher or the I.T. Department and let them know about this error and they will be able to further assist you.

2. You may also see this error message:



Family Portal Login

District Code:

GBS-CA

Email:

billy.everyteen@gracebrethren.com

Error: Invalid Credentials. Please contact school administrator. (Code: 2)

[Reset Password](#)

[Back to Login](#)

Powered By [FACTS](#) | [Privacy Policy](#)

This means that RenWeb/FACTS did not recognize the email address that was entered and this is usually caused by misspelling the email address.

To fix this error, please double check the spelling of the email address, making sure that it is your first name, then a period, then your last name, then @gracebrethren.com

It must all be spelled correctly in order for RenWeb to recognize the email address.

If you're sure that the email address is spelled correctly and you are still seeing this error message when you click on the Reset Password button, please contact your teacher or the I.T. Department and let them know about this error and they will be able to further assist you.

3. You might also see this error message:

Error: No Username entered. Change/Create Password

Name	Person ID	Username	Password	Confirm	
Billy Everyteen	1209896	<input type="text" value="billy.everyteen"/>	<input type="password" value="*****"/>	<input type="text"/>	<input type="button" value="Save Username and/or Password"/>

This means that the Username field was left blank when the Save Username and/or Password button was clicked. The Username field may or may not be blank when you see this error message, but it was blank at the time that the button was clicked.

To fix this error, just make sure that you have your username in the Username field. Your username for RenWeb should be your first name, then a period, then your last name.

If you tried this solution and you are still seeing the same error message, please contact your teacher or the I.T. Department and let them know about this error and they will be able to further assist you.

4. You may see this error message:

Error: Password not correctly confirmed.

Change/Create Password

Name	Person ID	Username	Password	Confirm	
Billy Everyteen	1209896	<input type="text" value="billy.everyteen"/>	<input type="password" value="*****"/>	<input type="text"/>	<input type="button" value="Save Username and/or Password"/>

This means that the password was not the same in the Password field and in the Confirm field.

To fix this error, make sure that after you type your computer password in the Password field, you retype it again the exact same way in the Confirm field. The exact same password must be typed into both fields

If you tried this solution and you are still seeing the same error message, please contact your teacher or the I.T. Department and let them know about this error and they will be able to further assist you.

5. You might also see one or more of these error messages:

Error: Password too short

Change/Create Password

Name	Person ID	Username	Password	Confirm	
Billy Everyteen	1209896	<input type="text" value="billy.everyteen"/>	<input type="password" value="*****"/>	<input type="password"/>	<input type="button" value="Save Username and/or Password"/>

(The error text says “Error: For security reasons RenWeb requires passwords to be at least 6 characters long and they must include both letters and numbers. Please change your password in order to comply.”)

Error: For security reasons RenWeb requires passwords to be at least 6 characters long and they must include both letters and numbers. Please change your password in order to comply.

Change/Create Password

Name	Person ID	Username	Password	Confirm	
Billy Everyteen	1209896	<input type="text" value="billy.everyteen"/>	<input type="password" value="*****"/>	<input type="password"/>	<input type="button" value="Save Username and/or Password"/>

In either case, these error messages mean that the password does not comply with one or more of the RenWeb password requirements.

In order to fix this error message, please make sure that your password is at least 6 characters long and contains both letters and numbers.

If you tried this solution and you are still seeing the same error message, please contact your teacher or the I.T. Department and let them know about this error and they will be able to further assist you.