# LINCspring Self-Guided Access Instructions

Step 1: Open the Cognia email that you have received. If you have not received this email, first check your Spam/Junk folders. If you do not have the email, ask your principal to resend it. Once you click "Get Started", follow the directions to create your password. *Note: Some may not have the option to create a password as they already have access to the myJourney platform and can skip this step.*
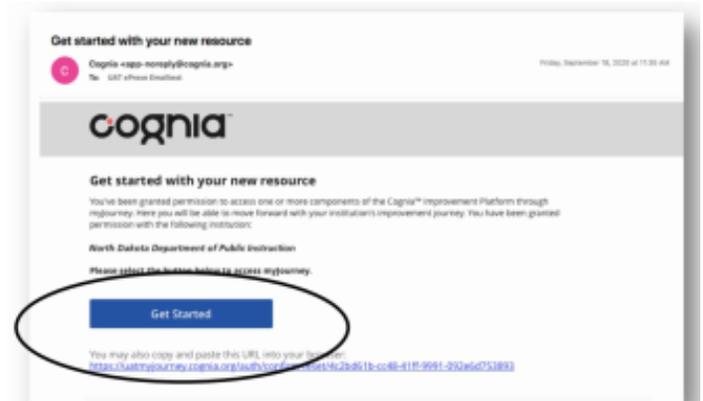

STEP 2: You will automatically be directed to Cognia's myJourney page. This will be the page in which you will log in to get to your LINCspring platform. Enter your email and password. If you have forgotten or do not have a password, click on "Request a password" and it will come immediately to your email.
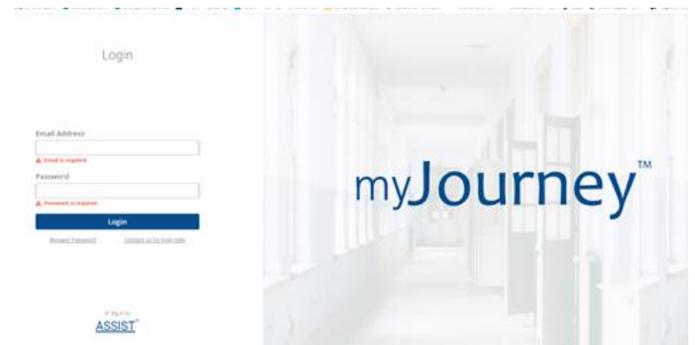
Note: Password changes sometimes end up in your Spam/Junk folder, so please check there if you do not receive it.

**Step 3**: Once in myJourney, click on the Trusted Partners icon to navigate to LINCspring.

Note: Do not click on the Request Access button in the eleot tool as it will take you to the wrong page.
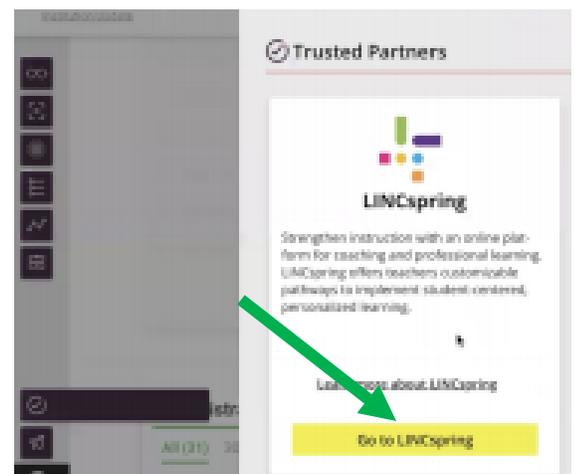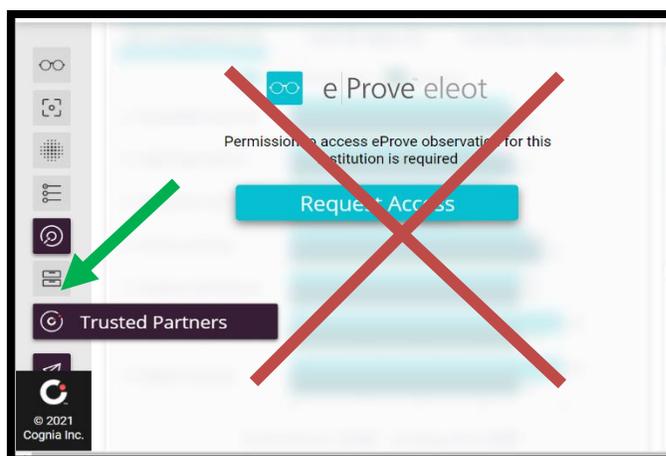
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Step 4: The first time you go to LINCspring from myJourney, you will need to set-up your account and create a password. We suggest using the same password as the one you created for your myJourney account. Click "Register" to create your account. ***IMPORTANT NOTE: Do not make changes to the auto populated access code at the bottom.***
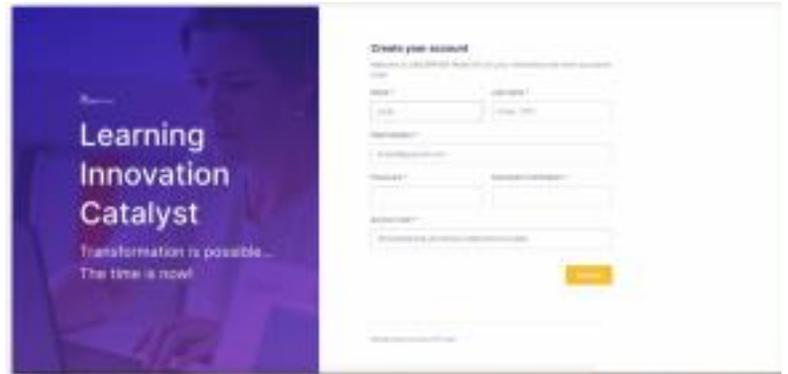
STEP 5: Watch the LINCspring Self-Guided Onboarding Video. It will provide you with a comprehensive overview of the LINCspring platform and guide you through your first professional development "cycle".

STEP 6: Continue learning in LINCspring! Check out the LINCspring LIVE! Calendar to register for a session that interests you or explore all the cycles on your own by clicking on the "LINCspring Essentials Library"playlist. Happy tinkering!

Remember, upon successful completion of this process today, you will only need to go to your myJourney account and click on "Trusted Partner" to access LINCspring.

myJourney Troubleshooting

Q: When I attempt to access Cognia's myJourney platform, I am getting an error message.
A: This occurs when the school/district has a firewall that prevents access the first time you attempt to navigate to the site. The workaround for this issue is below:

1. Open Google and search for "myjourney".
2. Click on the first choice that comes up in the search. Click on it.
3. That should take you directly to the page. Bookmark it, and then you will never have to go through Google search again.
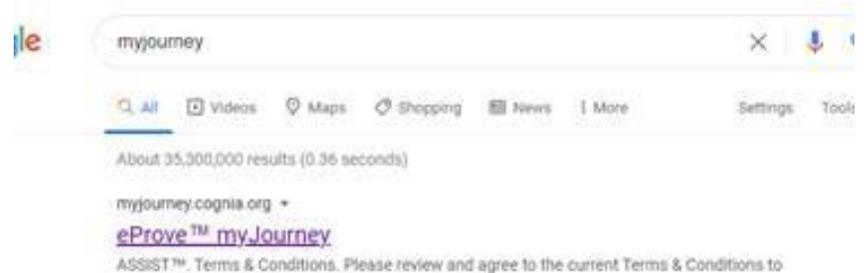
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FAQ's

Q: Who do I contact if I am having issues logging in?
A: If you know the name of your Cognia Learning Facilitator, feel free to reach out to that person for help. If not, please contact lincspringsupport@cognia.org or call 866-239-0844.

Q: After the initial onboarding process, how do I get back to my LINCspring dashboard?

A: Log in to **myJourney** and click on the Trusted Partners icon.
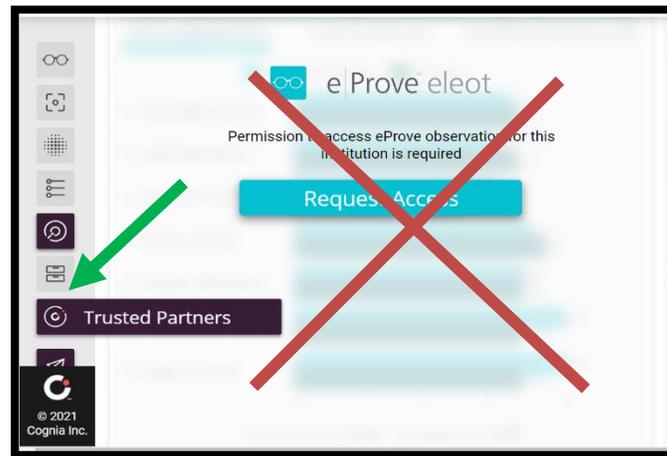
Q: Where do I go for assistance in navigating through the LINCspring platform?

A: The LINCspring Self-Guided Onboarding Video should answer most of your questions regarding how to navigate the platform. If you have additional questions, click on "Message our Team" at the bottom right-hand corner.