

Elementary Virtual Families,

If your student has accessed the program beyond the orientation module, you may have seen that the Lincoln Learning platform has included supply lists of materials beyond what we were told would be necessary. Families do not need to purchase additional supplies. We will be providing additional information as soon as it is available.

We are aware that there are several technical issues taking place within the Lincoln Learning system. If you have sent a question to CreekOnline@GoCreek.org, we will be responding as quickly as possible. We will be contacting individuals to ensure we have the correct information to resolve the issue.

Known Technical Issues and Status Report:

- The Lincoln Learning platform does work on an iPad. You must use the Chrome browser as the Safari browser does not interact well with the website login page or pages within the platform.
- We have resolved the “Reset password” issue on the Lincoln Learning/Pulse login page and this function is now working. If you have previously clicked “Forgot Password,” you will need to click it again in order for the email to be sent. If you have tried the reset several times, only the most current reset email will allow the student to update their password. We recommend clicking forgot password again to ensure you have the current temporary password. The reset email will be sent to your student’s “@gocreek” email address and will be titled “Forgot Password Notification”. The sender will be Pulse. When setting a new password, we recommend using your student’s district password so they only need to remember one login. If you do choose another password, it must include a minimum of 6 characters.
- Some videos/features are not loading properly on iPads within learning modules. We have been able to identify many of these and have resolved the issue with them. If you find learning materials that do not load properly in the Chrome browser, please email the grade level, course, unit, and activity information to creekonline@gocreek.org. This allows us to test your specific issue and pinpoint the problem for LL tech support.
- Some modules include PDF documents or direct a student to print. Additional information will be sent out about these items as students officially begin their academic coursework next week.
- No courses appearing when logged in. If you have already emailed creekonline@gocreek.org with this info you do not need to send it again. If you do not see course tiles, please send your student’s name, grade, and student number to the email address above.

Please be assured that no students will be behind on their coursework due to technical issues experienced this week. The focus of the first week is on the orientation module and meeting your TSA. We are responding to questions and concerns as quickly as possible and understand that they can cause frustration for students and parents. Many of yesterday’s issues have been resolved in less than one day and we continue to work on resolving the remaining issues and messaging solutions to parents and students.

We will continue to update you with information as we move forward.