

# Problems

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## **PROBLEMS WITH REGISTRATION – Tips ☺**

1. When you go to [www.illuminateHC.com/bpusd](http://www.illuminateHC.com/bpusd) make sure you click “**CLICK HERE TO REGISTER**” first. You cannot sign into Illuminate without first registering your email and password.
2. You must type in your first name, last name, and registration # as it appears on your letter. You must enter this information using all **CAPITAL LETTERS**.
3. The exact way you enter your email and password during registration, is exactly how you must enter it every time you log-on.
4. Your password must be at least 6 characters long.
5. You must have a valid email address to register. If you have trouble signing-in, close the webpage and start over again.

## **I REGISTERED AND NOW IT WILL NOT LET ME SIGN-IN ☹**

- Please make sure the answers to the following questions are **YES**:
  - Are you using all CAPITAL LETTERS exactly as it is shown on your letter for your **last name, first name, and registration#**?
  - Are you typing in your email and password exactly as you typed it during registration?  
**Example:** If you typed SaraJones@gmail.com, you CANNOT type sarajones@gmail.com. The difference between these 2 email addresses is that the S and J were capitalized when you registered and now you are trying to sign-in without capitalizing the s and j. All entries are case sensitive.

*If you continue to have problems please call  
Mrs. Canal at (626) 960-7741 x2076 or by email at  
[acsoto097@bpusd.net](mailto:acsoto097@bpusd.net)*