



PlayworksU FAQ

How do I get help?

Please email us at playworksU@playworks.org anytime and ask us to help you get set up. Make sure and include the name of your school. We will get back to you as soon as possible. We're a small team so it may take us 24-48 business hours. Thanks for your patience.

What do I do to get going?

On the subscription start date (often the date of any in-person training that's occurring), please follow the instructions below:

- **District Leads**

- 1) Gather Principal emails and share with Playworks so we can invite each to activate their school's subscription
- 2) Share Unique Link with District office staff (or if subscription purchased for district)
- 3) Respond to your personal welcome email & enjoy PlayworksU!

- **Principal/Site Leads**

- 1) Complete form to activate school received in email on subscription start date.
- 2) Share unique link with staff (received in email immediately after form completion).
- 3) The following day, respond to your personal welcome email & enjoy PlayworksU!

- **Staff/Learners**

- 1) Click link received in email from Principal/District Lead and complete form to sign up.
- 2) The following day, respond to your personal welcome email & enjoy PlayworksU!

Where do I go to log in?

www.playworks.org/playworksu

PlayworksU FAQ

What's my user name?

Use the email address you used when you filled out the form requesting access. (You probably received this from your Principal)

I logged in and entered my password or clicked 'forgot password' but nothing happens after that. I never receive the email with the information needed to log in.

There are two reasons for this.

1. Our system has a hard time handling multiple log in /password reset requests. Please [clear your cache](#) and/or open an [incognito or private browser](#) window to log in again at www.playworks.org/playworksU and click forgot password. You should then receive an email with the reset instructions.
2. You never requested access to PlayworksU by completing the form sent by your Principal. If you complete step 1 above and still don't receive an email this is probably the cause. Please email us at playworksU@playworks.org and ask us to help you get set up.

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I filled out a form and got an error message.

Most often this means you've already completed the form. Please email us at playworksU@playworks.org. Make sure and include the name of your school and what you're trying to accomplish - activate your school's subscription, get access to playworks.