

# Seneca Students' Back to School Guide

## Troubleshooting common issues in the new academic year

This short guide should help you to resolve the common issues users may come across whilst starting up with Seneca again in the new academic year.

For issues that this guide doesn't cover, our Help Centre also contains many articles and guides for using Seneca. Click [here](#) to find out more!

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## All of my classes are missing



The most common reason why your classes may not be showing is that you are not synced to the school.

Ask your teacher if they can check the “School” page on their account to see if you are under the list of valid students.

If you are not syncing, the relevant correction must be made in the school’s system to fix this. A teacher or member of the IT department should know what to do.

## One of my classes is missing

If you are missing a class, it is likely you have not been added to the class in the school’s system.

Ask your teacher if they can check on the school’s MIS if you are in that class, then they can add you to correct this.

## I can’t log in

There are a number of reasons people have for struggling to log in to their Seneca account, these are below!

**“We’ve not seen that email before”**

**Login**  
Welcome back

[Continue with Google](#) [Continue with Microsoft](#)

OR

Email  
justatestemail469@testtest.com

Password  
.....

Show password [Forgot your password?](#)

We've not seen that email before, please sign up!

[Login with email](#)

Don't have an account? [Sign up](#)

You should:

- Check your email to make sure there's no typo in the email you've entered.
- Try a different email (sometimes people use a personal, school or work email for their Seneca account).
- Try all the different email accounts you could have signed up with.

### “Oops wrong password”

If you get this message, you should:

- Try to enter your password again (you may have typed it in wrong).
- Try a different password.
- If you're still struggling, you can click “Forgot your password?” to initiate a password reset

### “An unknown error has occurred”

First, start by checking [here](#) if you are using the most up-to-date version of Seneca. Also, clear your browser's cache then try again.

If this does not work, please try using a different browser. If it works on a different browser, please let us know the name of the browser and the version number so we can get it fixed.

If you are working on a computer that is connected to school wifi this problem may be a result of the school network blocking something Seneca needs to work.

This link will help a school IT technician unblock Seneca:  
<https://help.senecalearning.com/it-troubleshooting/how-do-i-unblock-seneca-on-my-school-network>

Especially important, get your IT technician to whitelist:

- [cognito-identity.eu-west-1.amazonaws.com](https://cognito-identity.eu-west-1.amazonaws.com)
- [cognito-idp.eu-west-1.amazonaws.com](https://cognito-idp.eu-west-1.amazonaws.com)
- <https://identitytoolkit.googleapis.com/>

## It is my first time logging in with Microsoft

When logging in with Microsoft SSO for the first time, users are prompted to enter their one-time Seneca password.

This password should be Seneca2024 for students, and Seneca\_2022! for teachers. If you are unable to login with Microsoft but can access your account, you can manage your login preferences by going to “Settings” then “Login & password”


If you are still struggling to log in with Microsoft, please let us know at [learnmore@seneca.io](mailto:learnmore@seneca.io).


**Your settings**

Personal information | **Login & Password** | Notifications

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**Login methods**

 Google Connect

 Microsoft Connect

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**Change password**

Current password

New password

Verify new password

## **I can't see an assignment my teacher has set**

There could be a few reasons why you can't see an assignment set by your teacher.

### **1) The teacher has not included you when setting the assignment.**

Teachers can see the list of students the assignment has been shared with in the 'Assignments' tab. Teachers can edit who the assignment is for by clicking 'Edit assignment'.

### **2) It's not after the start date of the assignment**

The assignment may not be showing because the 'Start date' set on the assignment hasn't passed yet so the assignment is not active.

Once the 'Start date' has passed, the assignment will be visible in your 'Upcoming assignments'.

After the 'End date' set on the assignment has passed, the assignment will move to 'Past assignments'. Students can still access past assignments but completing assignments after the end date will show that the assignment was completed late.

### **3) You are logged into the wrong account**

Sometimes students have duplicate Seneca accounts without realising.

Please ensure you are logged into the correct Seneca account, this is most likely with your school email address.

### **4) You need to hit refresh**

If you haven't refreshed your page in a while, you will be viewing old data.

You can solve this by refreshing your page to see the assignment if it has just been added.

### **5) Your teacher has set a Premium assignment when you do not have Seneca Premium**

In this case, students will not be able to complete the assignment. If a student does not have Premium, teachers should be setting non-premium assignments.

### **6) You are not synced to the school/in your class**

See "All of my classes are missing" on page 2.

## **I can't access premium**

If you are unable to access premium, this will either be because you do not have premium on your account, or you aren't syncing properly.

Please double check with your teacher that you should have School Premium.

You may not have School Premium because your account is not synced properly, please see "All of my classes are missing" on page 2 for further guidance.

You can also check for Premium in your account settings under the "Premium" tab.

If you have purchased Seneca Premium yourself but still cannot access it, it is possible the subscription was applied to the wrong account. We can help you out if you email [learnmore@seneca.io](mailto:learnmore@seneca.io).

## **I completed my homework but my teacher sees it as incomplete**

If you think you have completed an assignment but your teacher cannot see this, it is likely to be for one of two reasons.

### **1) The assignment was completed on your parent's account**

Seneca parent accounts are preview only which means that they can view their child's assignments, however they will not show as complete if they answer any questions.

You must ensure that you are logged into your own Seneca student account to complete your assignments.

### **2) The assignment is incomplete**

You must ensure that you complete every question on your assignment. This includes any Exam Questions that may be at the very end of an assignment.

## **How do I link to my parent to my account?**

If you have not been able to invite your parent to Seneca via the pop-ups that appear, there is another way to invite them.

In the account settings, head to the 'Linked Accounts' tab.

### Your settings

Personal
Linked Accounts
Login & Password
Premium

#### Connect a recovery email

Recovery email

my-backup@email.com ⋮ Add recovery email

Your recovery email can restore your Seneca progress if you move school or your school stops using Seneca.

#### Connected parent accounts

You're not connected to any parents on Seneca. Add your parents' e-mails below to let them check your progress.

#### Pending parent connections

-- premiumschools@seneca.io ✕ Disconnect

Invite a parent to Seneca

Your parent's email ⋮ Send invite

On this page, you can enter your parent's email address in the 'Invite a parent to Seneca' box. This will send out an invite to your parent so that they can link to your Seneca account.

## I can't find my school name

If you are unable to find your school's name in our drop-down list in your account settings, there is a "Can't find your school?" Option.

### Your settings

Personal information
Login & Password
Notifications

#### Your information

Email

learnmore@seneca.io

First name

Léa ⋮

Last name

Dorgeat

School

my school ^

My Choice School Arundel  
West Sussex, West Sussex, BN18 9QY

My Choice School - Oak House  
Haywards Heath, East Sussex, TN38 0SY

🙄 Can't find your school?

Region

United Kingdom ▾

Subjects taught

Select... ▾

Account type

Teacher ▾

Save changes