Account Already Exists Error When Signing Up for High School Pathways Portal

Overview

If you're signing up for the Dual Credit Portal but receive an error stating that your account already exists, you'll need to retrieve your User ID before proceeding. Follow the steps below to recover your ID and log in successfully.

Getting Started

Retrieve Your User ID

- Go to High School Pathways.
- Click the person icon at the top right of the page.
- Select Forgot Username?
- Enter your personal email address used when your High School Pathways account was created.
- Select Submit.
- elect I don't have this information.
- Enter your last name and Social Security Number (SSN).
- Select Submit.
- Your User ID will be displayed on the screen.

Retrieve Your User ID via SSN (Social Security Number)

If you do not receive an email following the steps in the Retrieve Your User ID Section, or do not know what email was used, please retrieve your ID via SSN.

- Go to High School Pathways.
- Click the person icon at the top right of the page.
- Select Forgot Username?
- Select I don't have this information.
- Enter your last name and Social Security Number (SSN).
- Select Submit.
- Your User ID will be displayed on the screen.

Reset Your Password

- Return to the [Dual Credit Portal](#).
- Select Forgot Password.
- Enter your User ID (initials and ID number) and select Submit.
- You will be emailed a temporary password to the email you have on file.

Log Into the Dual Credit Portal

- Return to the [Dual Credit Portal](#).
- Log in using your username (initials + ID number).
- Enter the password that was emailed to you.
- Click Sign In to access your account.
- Select Change My Password and change your password to a custom password.