

# GAfutures

Explore. Plan. Succeed.

## Frequently Asked Questions

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### Student Users

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## **GENERAL INFORMATION**

### **What is the name of the new website?**

**GAfutures.org** - The website should be referred to as **GAfutures** with the letters “G” and “A” pronounced as letters not as “Georgia.” **GAfutures** will replace GAcollge411.

### **What type of browser should be utilized in accessing the GAfutures.org website?**

Internet Explorer, Google Chrome, Firefox, and Safari are compatible. Attempting to access **GAfutures** through other browsers may cause compatibility issues.

### **Will student account information transfer to GAfutures?**

*Student profiles* from GAcollge411 (*active within the last two years*) will automatically transfer to **GAfutures**. Most users will be able to sign in with their *existing* GAcollge411 account credentials, some users however have a username that contains prohibited special characters and will have to modify their username before signing in the first time. See page 6 of this document for further direction. Be advised that non-profile information (portfolio data) will not transfer to the new site.

### **If a student had multiple accounts, will all their information migrate to GAfutures.org?**

Student profiles *will* migrate. If a student has multiple accounts, he/she needs to sign in with the account that contains their **most current information**. If they cannot remember their sign in information, the student can use the easy *Forgot Username* and *Forgot Password* functionality on the site.

### **Will the services provided on GAfutures be free like on GAcollge411.org?**

Yes. GAfutures and all of the services it provides will be free. There will be tools for career exploration, planning and applying to college, and information on how to pay for college

### **Can two or more accounts share the same email address?**

Yes. The username must be unique, but the email address does not have to be unique. It is common for parents to use their own email address for their account as well as for the account of their younger children.

## NEW FEATURES AND FUNCTIONS

### What are some of the new features and functions available on GAfutures?

- **GAfutures** has a fresh new look with a more engaging, user-friendly experience. **GAfutures** is well-organized and allows users to find relevant, up-to-date information quickly and easily.
- The *Create an Account* process has been streamlined with a more user-friendly design. The five screen process from GAcollge411 has been condensed to one screen and has fewer required fields making account creation quicker, easier and faster.
- Usernames can be retrieved and passwords reset by the individual user in real time using the new *Forgot Username* and/or *Forgot Password* functions.
- Users can now provide a secondary email address to retrieve their username and/or reset their password.
- Security questions are unique to different age groups to make them easier for users to remember.
- New account sharing function allows parents and legal guardians to view their student's account. It is easy and secure.
- The search function is more advanced, easier to use and is powered by Google.
- In addition to the advanced search functions, an easy-to-use *Site Map* is available. It will aid as another option to help users navigate the website and find specific information.
- The content is professionally written for its respective audiences, search engine optimized, and meets required state and national education standards.
- For students and other site users, *My GAfutures* is the centralized location for messages, reviewing HOPE GPA, and managing their account profile. *My Transcript* allows high school students to request their transcripts be sent to designated postsecondary institutions.

## **PASSWORDS, USERNAMES AND DUPLICATE ACCOUNTS**

### **First time sign in experience for site visitors with a GAcademy411 account**

When you sign in for the *first time* with your GAcademy411 username you will be prompted to answer some questions about your account. This is an important security step.

If your GAcademy411 profile doesn't contain sufficient data for us to present these questions to you, you will be prompted to contact us.

**After answering your questions correctly, you'll change your account password, add security questions and any other required data that was missing in your former GAcademy411 account. That's the last step. Again, this only happens upon your *first time* with your GAcademy411 username**

### **What if a student forgets their username and/or password?**

For convenience, **GAfutures** has a *Forgot Username* and a *Forgot Password* function on the sign in page.

Passwords can be reset by one of the following methods:

- Use Forgot Password
- Email
- Answer previously chosen security questions
- Contact designated staff (counselors and teachers) – an email with login assistance will be emailed to the email designated in student's profile.
- Contact GSFC

Usernames can be retrieved by one of the following methods:

- Use Forgot Username
- Email
- Contact a designated staff member with an administrative account (counselors, teachers) – look-up student username
- Contact GSFC

**Note: For security reasons, viewing, retrieving or printing existing passwords is prohibited.**

## Does your GAcolllege411 username contain special characters?

For your security, certain special characters in GAcolllege411 usernames have been replaced with “safe” characters.

Special characters are things like “;” or “&” in your username. To see if your GAcolllege411 username is impacted, refer to our chart below. If your GAcolllege411 username contains any special character in the *left-hand column*, replace it with what is indicated in the *right-hand column*. Note that you must use the *same lowercase* replacements as indicated in the right-hand “Replace With This” column.

Special Character	Name of Special Character	Replace With This
‘	Single quote	1a
;	Semicolon	2b
,	Comma	3b
&	Ampersand	4d
“	Double quotes	5e
`	Apostrophe	6f
-	Dash	7g
(space)	Any blank space	8h
/	Slash	9i
\	Back slash	0j

Examples:

GAcolllege411 username TinaO'Malley6 will be TinaO1aMalley6 in **GAfutures**.

GAcolllege411 username Sandy&Greg/88 will be Sandy4dGreg9i88 in **GAfutures**.

## Is my GAcolllege411 username a duplicate of someone else's username?

There is the possibility that your username doesn't work because it is an exact duplicate of someone else's username. If you think this is the case, here's what to do:

1. Follow the special character replacement steps (above) if your GAcolllege411 account had special characters in it.
2. Add an underscore “\_” at the end of your GAcolllege411 account followed by the first letter of your last name (lowercase).

Examples:

Duplicate GAcolllege411 username TinaO1aMalley6 will be in TinaO1aMalley6\_m in **GAfutures**.

Duplicate GAcolllege411 username JohnBarry6 will be in JohnBarry6\_b in **GAfutures**.

## **APPLICATIONS, TRANSCRIPTS AND RESOURCES**

### **Will I be able to apply to colleges through GAfutures?**

Yes. If a postsecondary institution currently has a link to their admissions application on GAcademy411.org, students will be able to access that college application through **GAfutures**.

### **Will I be able to send my transcripts in GAfutures?**

Yes, if your school allows students to request transcripts electronically, this process will not change. You can request to send your transcript through your My GAfutures account.

### **What if I need help or have questions about GAfutures?**

Resources such as Quick Guides will be available on **GAfutures** (within *Resources*) to help users with some of the new functionality. **GAfutures** also has a *Help* function for users to submit any issues. Still not finding what you are looking for? Questions can always be sent to [GAfutures@gsfc.org](mailto:GAfutures@gsfc.org).