

Enrich Initial Login Instructions

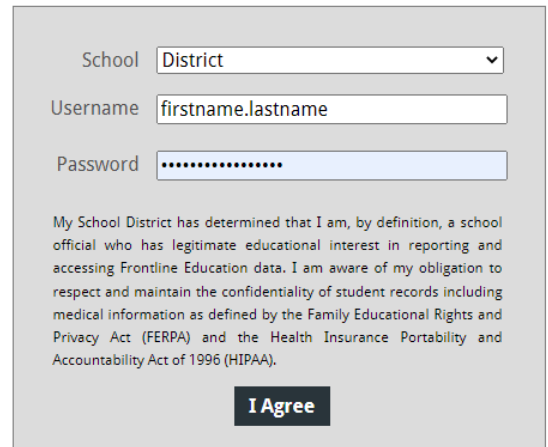
Note: User must have been assigned a district network username/password in order to login to Enrich.

- 1) Open a web browser. (Chrome seems to work best, but you may use Firefox, Internet Explorer, etc.)
- 2) Go to <https://richland1.enrichcloudsc.com> (be sure to include the **s** as just http may not work).
- 3) Choose your location from the “School” drop-down menu.

Enter your district network username.
(usually **firstname.lastname**)

Enter your district network password.
This is the same password that you use to login to your district computer.

Click **I Agree**.



- 4) If you receive an error message, use the chart below to see how to proceed.

You have not been granted permission to access the system.
Please contact your system administrator

This message is **GOOD**! If you see it, your login information is correct. Enrich will automatically notify the system administrator that your account needs to be configured.

Your next step is to **WAIT** for an email indicating your account is ready to use.

If you do not receive an email within 24 hours, send an email to elizabeth.slice-metc@richlandone.org for further assistance.

Invalid username or password.
Be sure that the [Caps Lock] key is off.

This message means your school, username, or password is incorrect.

- 1) Make sure you have the correct location (school) selected.
- 2) Make sure you are using your correct username and password. You should be entering the same username/password you use to login to a district computer. (Username format is usually **firstname.lastname**).
Do NOT enter your entire email address.
- 3) Your password may have expired. You can reset it by clicking Ctrl + Alt + Delete while logged into your computer. Use the *new* password to login to Enrich.

If you experience login issues after your account has been configured or cannot determine why you are receiving an error message using the steps above, contact the system administrator via email (elizabeth.slice-metc@richlandone.org) or call (803) 231-7439.

The system administrator cannot reset network passwords. If you have forgotten your password, submit a One to One Plus ticket or contact the IT Help Desk at (803) 231-7436.