

CaseWorthy Frequently Asked Questions

Q: Is there an app for CaseWorthy I need to download?

A: No, CaseWorthy is a secure website that can be accessed from computer, tablet, or phone.

Q: What is the link to CaseWorthy?

A: [Portal - Prod](#)

Q: How do teachers login the first time?

A: When you receive your account approval email from CaseWorthy, you will go to the link provided in the email, click “Forgot Password” and receive an email with your one-time use password. Copy that password, and paste it into the Password field to login. You will then enter that password again on the top row of the pop-up, and the new password you create below it.

Q: How do directors login the first time?

A: Directors will receive an email from Cognito with a link to the portal, their username (typically their first initial and last name), and a one-time use password. Copy that password, and paste it into the Password field to login. You will then enter that password again on the top row of the pop-up, and the new password you create below it.

Q: How do I reset my password?

A: Click “Forgot Password” to receive a one-time use password from CaseWorthy. Copy that password, and paste it into the Password field to login. You will then enter that password again on the top row of the pop-up, and the new password you create below it.

Q: I’m locked out of my account, what do I do?

A: You will be locked out of your account if you enter the wrong password 3 times.

If you are locked out, wait 30 minutes, then go to Forgot Password, and submit your username to receive an email with a temporary one time use password. You will enter that password to login, and then be shown a screen to reset your password. Where it says “password” enter the password you were sent by email, and then the new password you would like.

Q: How do I upload a form or document?

A: Go to the “add/view provider documents” button. Click “add new” on the top right of the screen. Click the box beside the type of document you would like to upload. Browse to upload the document from your device. Type a note to describe the document, if needed. Click “save” to return to the document dashboard.

Please submit a support request on the feedback form for these situations:

CaseWorthy Feedback Form

- No students show up in my classroom
- I need to add/change students on my roster
- When I try to take attendance, I receive an “invalid key” notice
- Other situations where an error or glitch happens while taking an action in CaseWorthy.