



SEATS Troubleshooting Guide

I cannot remember my password for SEATS. What should I do?

On the login page, click the "Forgot your password" link at the bottom right-hand side of the screen. If you still need help, please contact the [USB E Help Desk](#).

I cannot remember my username for SEATS. How do I recover it?

Please **do not** create another account; doing so will lock both accounts. Please contact the [USB E Help Desk](#).

Why does my course status in SEATS say "Pending Execution," and how can I access my online course?

This status means your request is awaiting approval. By law, districts have 3 business days to approve or reject the request. If no action is taken, the USB E automatically approves the request once the 3 business days have passed and the Online Provider has accepted it. You must create an account with the Online Provider if you have not done so previously. This is necessary for the Online Provider to accept the course request. Please use the registration link that was sent to you via email after you submitted your initial request in SEATS.

My status in SEATS says "Enrollment Complete," but I do not see my course. How can I access my online course?

The "Enrollment Complete" status means all enrollment steps have been completed. Students may start the course on its official start date, as indicated in the Enrollment Complete email, or as soon as it appears on their dashboard. If the course is still not available after the course start date, please contact the [Online Provider](#) for help.

My counselor is not listed when I try to request a course. What should I do?

On the SEATS homepage, click on "Manage My Account." Check that the district and school you have selected are correct. If the information is not correct, update it. This will make sure the right counselor's name shows up and your transcript is sent to the correct school. If your school information is correct, but you still don't see your counselor listed, contact the [USB E Help Desk](#).

USB E HelpDesk [Email](#) | Phone: 801-538-7800