



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 assistance, please contact the USBE 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 USBE Help Desk.

Why does my course status in SEATS say "Pending Execution," and why don't I have access to my course?

This status means your request is awaiting approval. By law, districts have 3 business days to respond; if no action is taken, USBE will approve it once it has been accepted by the Online Provider. To move forward, you must create an account with the Online Provider if you have not done so previously. An email was sent to you with the registration link upon submitting your course request in SEATS.

My status in SEATS says "Enrollment Complete," but I do not have access to my course.

The "Enrollment Complete" status means all enrollment steps are complete. The Online Provider can now load the course to the student dashboard, a process that may take a few days. Students may begin on the official start date or immediately after the course appears on the student's dashboard. If a course is not accessible after the official start date or within a few days of the status change, please contact the Online Provider directly for assistance.

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". Ensure that the district and school you have selected are correct. If not, update them, as this will populate the correct counselor name and ensure your transcript is sent to the proper school. If your school information is accurate and the counselor is still not listed, please contact the USBE Help Desk for assistance.

USBE HelpDesk- Email: AppHelpDesk@schools.utah.gov Phone: 801-538-7800