Understanding NTN Help Center Accounts

When a staff account is created in Echo …

… a sync runs every few hours to create an account in the NTN Help Center.

Username = Your Email (from Echo)
No password is created at this stage

Because new user accounts don't have a password, users can either …

1

G Sign in with Google

Log in using Google. This works great when the user's email is tied to a Google account.

2

Forgot my password

Create a password using the "Forgot my password" option. This will send them an email with a link to set their Help Center account password.

If a staff can't log in, it's generally because …

1. **The user's email is incorrect in Echo.**
   Solution: Confirm the user's email address in Echo. If wrong, have the Echo Admin update the user's email address in Echo. Wait for sync to run. If it's right, but the user didn't get an email, check spam/junk folders.
   → Handy Tip: Users can see what email Echo is using by selecting "Settings" from their profile menu.

2. **The user isn't designated as "Staff" in Echo**
   Solution: Have the Echo Admin update the user's EchoUserType field to "Staff".

3. **The user is trying to use Echo username/password.**
   Solution: Remind user to use their school email address to log in.

4. **The school's domain is misconfigured.**
   Solution: We can turn access to the help center on and off for each school. So, this problem would affect every person at the school. If no one in the school can log in, ask the Echo team to check the settings.