

Logging into your PALS Online Account

Go to the PALS Online homepage at www.palsk8.com.

If you're the division representative, you should have received an email confirming your account setup from donotreply@casenex.com. Click on the link in that email to create your password.

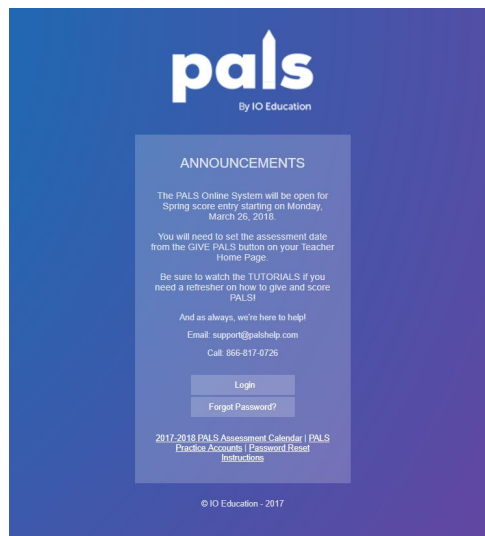
Contact support@palshelp.com if you need assistance.

If you're a new user, you'll need to contact a school administrator or district administrator to create your account first.

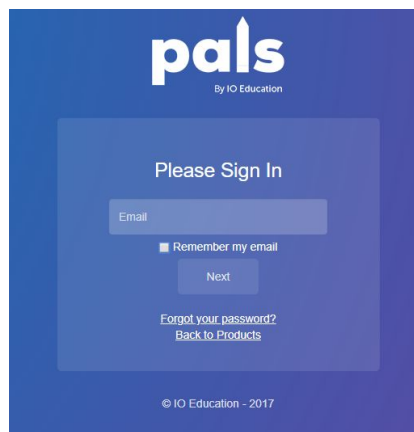
Once they create your account, you will receive an email with instructions for creating a password.

Note: If you already have a login for another Illuminate Education product, use the same password if you're using the same email to log in.

The login page has a new look with informative announcements!



Select **Login** and enter your email address. Click **Next** to enter your password and then **Sign In**.

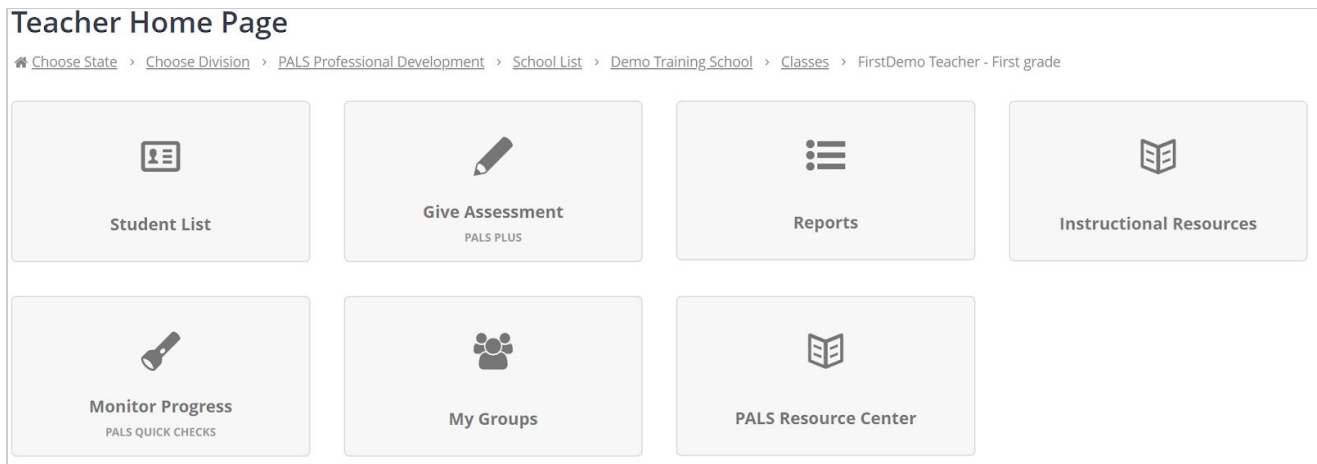


If you would like, you can create or reset your password using the *Forgot Password?* link.

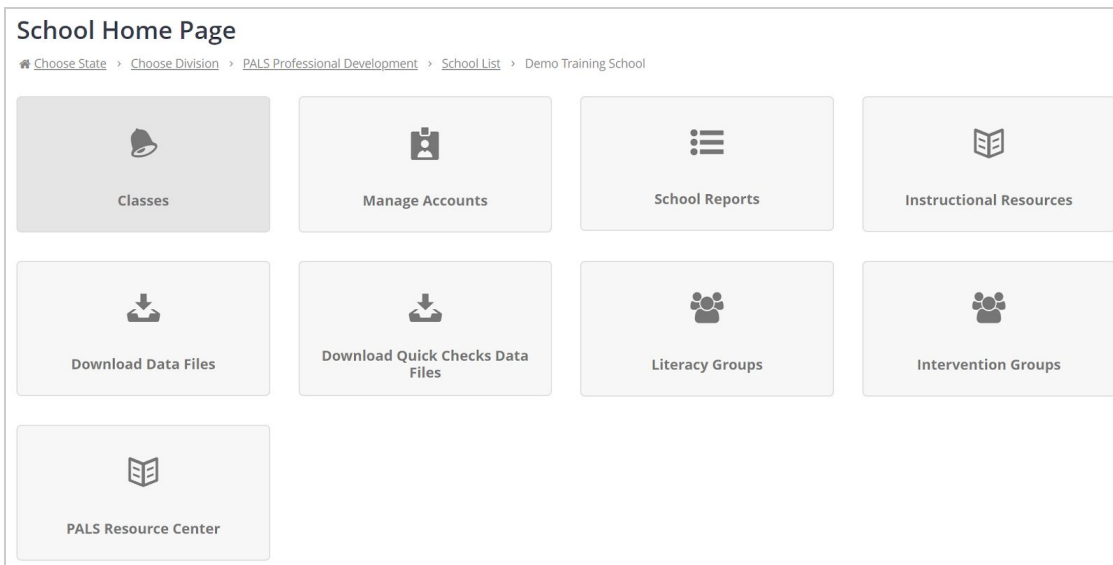
Password requirements:

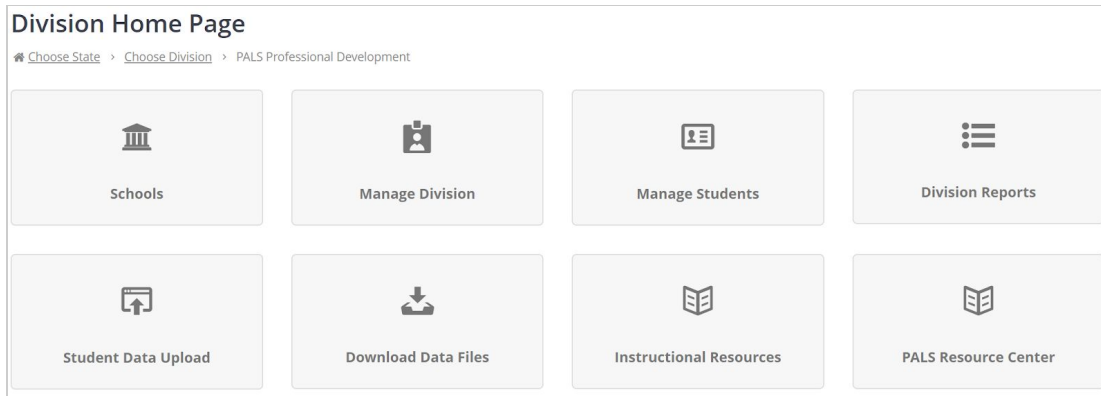
- At least 8 characters
- Must include at least 1 uppercase character
- Must include at least 1 lowercase character
- Must include at least 1 number
- Cannot match the previous 3 passwords
- If you use other Illuminate Education products or the PALS PD site with this email address, use the same password.

Once you log in, you will see your home page. If you are a teacher, it will look like this:



If you are an administrator, it will look like one of these:





Explore the different tiles to discover all of the resources available in your PALS Online account!
Always log out of your account and close your browser tab before sharing your computer with another user.

Having issues logging in? Check for...

- **Are you on the correct login page at <https://palsk8.com/>?**
- **Do you need to Reset your password?**
 - Please note that password reset emails arrive from donotreply@casenex.com. Users who click “Unsubscribe” on emails from donotreply@casenex.com will no longer be able to receive password reset emails. Please contact us at support@palshelp.com to be resubscribed.
- **Do you have a PALS Online account?**
 - If not, please contact your school or district administrator to set up an account for you.
- **Has your account been assigned a class or administrative role for the current school year?**
- **Was your email spelled correctly when your account was created?**
 - Administrators can check this through the “Manage Accounts” link on the School Home Page or Division Home Page.
- **Have you tried clearing your browser’s cache or switching to a different browser?**
 - This may help if someone was previously logged into a different account on your computer, or if you’re using an outdated version of your browser.
- **Try typing palsk8.com directly into the URL window instead of using a bookmark from last year.**
 - Once you’re there, feel free to reset that bookmark!
- **Are you also using another Illuminate Education product, such as IO Assessment or IO Insights, with the same email address?**
 - Make sure your password is set for the same thing on both login pages.
- **Has your school or district renewed its PALS student licenses for 2019-20?**
 - Visit our [Ordering or Renewing](#) page for information about renewing PALS for this school year.