

FAQs - Detroit Promise Web App: Registration & Login

1. Why can't I register?

- a. The registration form has several validations, and the system will show an error message when you encounter any of these validations. Below are some of the most important ones:
 - i. Valid and Unique Email Address
Existing email addresses in the database will no longer be accepted for new registration.
 - ii. Unique ID
The system generates an ID in the database. This is based on the first name, last name, and date of birth. If you previously registered using another email, we recommend you to stick with your first email address.
 - iii. Date of Birth (DOB):
 1. High School Students - cannot be more than 24 years ago and cannot be less than 12 years ago.
 2. K-8th Parents (DOB of the student) - cannot be more than 16 years ago and cannot be less than 3 years ago.
 - iv. SAT and ACT Scores
 1. SAT – The score must be a number, and it shouldn't be higher than 1600.
 2. ACT – The score must be a number, and it shouldn't be higher than 36.

2. What should I do after registering?

- a. Please make sure to check your email after registering and set your password through the link included. Please see below for an example.

From: <info@detroitpromise.com>
Date: Tue, Oct 19, 2021 at 7:36 PM
Subject: Detroit Promise Registration
To: <mcgmaulien_carpis@gmail.com>

Hello **[REDACTED]**,

Congratulations! You've successfully registered for the **Detroit Promise**. We will use the information you provided to send you updates. Please be sure to **frequently check your email**, as that will be our main form of communication.

Click [this link to set your password](#) to be able to login to your profile.
If this step is not completed, you will not be registered with the Detroit Promise.

Please visit [our website](#) to view our eligibility requirements and partnering colleges.

If you have any questions, please do not hesitate to email us at info@detroitpromise.com. You can also connect with us on [Facebook](#), [Instagram](#), and [Twitter](#).

All the best,
The Detroit Promise Team



- i. This password is what you will use to log in. You will not be able to reset your password unless you set your password first.

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Detroit Scholarship Fund - Password Setup

Password* ?

Confirm Password* ?

Submit

3. Why did I not receive an email to setup my password?

- a. Please check the spam/trash folder of your email. It is default to most email service to filter unfamiliar mailers.

4. Why can't I login?

- a. This is likely because the login credentials you entered did not match the records of any registered user. There are two possible causes:
 - i. You are not yet registered.
 - ii. The email or password you are entering is incorrect. The email address is not case sensitive, but the password is.

5. I forgot my login credentials, what can I do?

Detroit Student Promise Login

Email

Password

Login

Forgot your password? [Click here](#) to recover your password.

- b. If you forgotten your email address, you may reach out to info@detroitpromise.com.
 - i. Provide your first Name, last Name, and date of birth. Additional questions may be asked for validation. Refer to Item #7 for support request email template.

6. Why can't I reset my password?

- a. A password has to be set first. Refer to Item #2.
- b. The first name, last name, and email address used should match an existing account. You will then receive an email with a link to change your password after clicking the reset password butto