

# Log-In Difficulties - RETURNING USERS

## 1. Double check your log-in link

Your district's log-in screen always follows this format:

<http://districtname.flrtib.org/>

Notice that this is not a secure page, and the URL doesn't include "www."

## 2. Make sure you're using the correct format for your RtIB username

It's the first initial of your **first** name followed by your last name and sometimes a number. Anyone with district administrator, school administrator, data entry or coach access can look up your username for you, or you can email [rtidb@usf.edu](mailto:rtidb@usf.edu) for help.

*Examples:*     JSmith  
                       JSmith1  
                       JSmith2

## 3. Remember that your password is Case Sensitive. The database can send you a new password whenever you need one.

All passwords are at least 8 characters long, have upper and lower case letters, at least one number, and at least one special character (e.g., Rtib=2012). If you're using a temporary password the database sent you, try to copy/paste the code from your email AND try typing it in by hand. Sometimes one method works better than the other for different users.

If the temporary password you received isn't working or if you've forgotten your password, **you can reset it from the log-in page of the database.** Click on the "forgot password?" link, enter the information requested on the next screen and the **database will send you a new temporary password.**

**RtI:B**  
Response to Intervention  
for Behavior

*A three-tiered behavioral database*

**Account Login**

User Name  
(Ex: jdoe or jdoe2) [forgot user name?](#)

Password  
(cAsE sEnSiTiVe) [forgot password?](#)

Submit

## 4. Email the database team if these steps don't help.

Tell them you've "made it to step 4 but still need assistance."