


Home2School Frequently Asked Questions

1. I need a verification code. Where do I get it?

- An instruction sheet with all the information you will need is printed at the beginning of the school year and handed out at Back to School night through your student's Language Arts teachers. If you are not able to make it to Back to School night, or you are new to our school and would like to use this resource please contact 707-437-8243 or email ccook@travisusd.k12.ca.us.

2. When I try to set up the account, I receive a message stating the Student ID is incorrect.

- Try setting up the account again. Be sure to access the link on the Golden West website at www.travisusd.k12.ca.us/gwest then click  Home2School
- The Verification code is case sensitive; make sure it is entered exactly as you see it on your instruction sheet.

3. When I tried setting up my account, I received a message stating there is already an account linked to my email address. This may happen for the following reasons.

- You have already set up an account; once you have set up an account it will follow your student through high school in the Travis Unified School District. You can also add additional students to existing accounts by using the drop down in the upper right corner of your current account.
- Your student has set up an account using your email address. Students may have their own account, but will need to use their own email address. On the log in page, click the link "Forgot password," the program will send you an email with instructions to reset your password. This will overwrite the previous password.

4. When I try to set up my account, I receive a message stating the information is incorrect.

- Home2school is linked to the information we have on file in our student database. Please make sure that we have current information and that updates have been made.
- Your student is new to us and we have not had a chance to add all your information. Please call 707-437-8243 or email lrotti@travisusd.k12.ca.us.

Any other questions or problems please call 707-437-8243 or email lrotti@travisusd.k12.ca.us.