



Harness the Power of the Web.
All in One Place.

Powered by the Contra Costa County Office of Education

ed1stop Support:

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Troubleshooting

How do I get my password?

If you are a new teacher, have recently changed schools, or have just forgotten your username and password, you can get your password from your school site **ed1stop** rep, or e-mail Seana Wagner at: swagner@ncoe.k12.ca.us

Students and parents can ask the student's teacher for the login information, or contact ed1stop Coordinator Seana Wagner at swagner@ncoe.k12.ca.us

How do teachers, students and parents login?

1. **Go to the NCOE homepage** at: www.ncoe.k12.ca.us
2. **Enter your username and password** in the ed1stop login box. This will link you to the ed1stop portal.

Can you only access ed1stop at school?

ed1stop is an Internet-based portal, and as such can be accessed from any computer with an Internet connection.

When I opened Discovery Education Streaming a fill-in form popped up. What do I do?

The first time ed1stop users access **Discovery Education Streaming**, the user may be asked to fill out a short form. Simply type in the information in the boxes with an asterisk (*). You can use your ed1stop username and password, or create a new one. You won't need it again. Log off ed1stop, wait 10 minutes, then log back in and open Discovery Education Streaming

I can't stream the videos in Discovery Education?

Problems accessing videos from Discovery Education Streaming are probably related to your Internet connection. If you are at home the connection may be too slow to handle the video size. You can try to download the video instead of streaming, although this may take some time as well. If you are having problems from a school site, contact your technology coordinator for assistance. You may also contact Seana Wagner, ed1stop coordinator, swagner@ncoe.k12.ca.us for assistance.