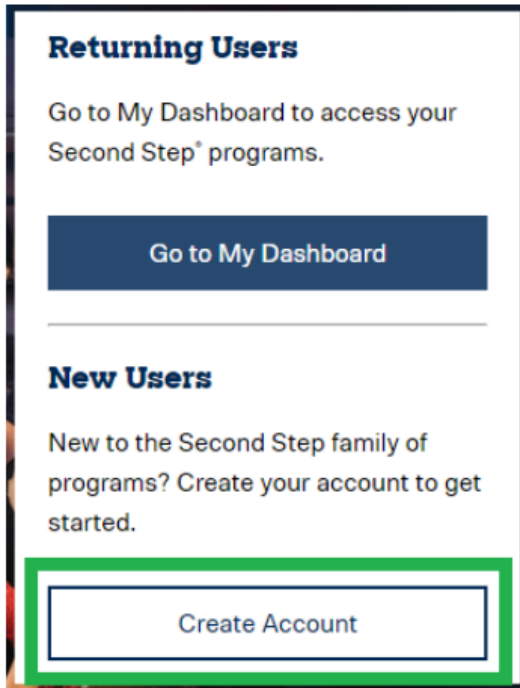


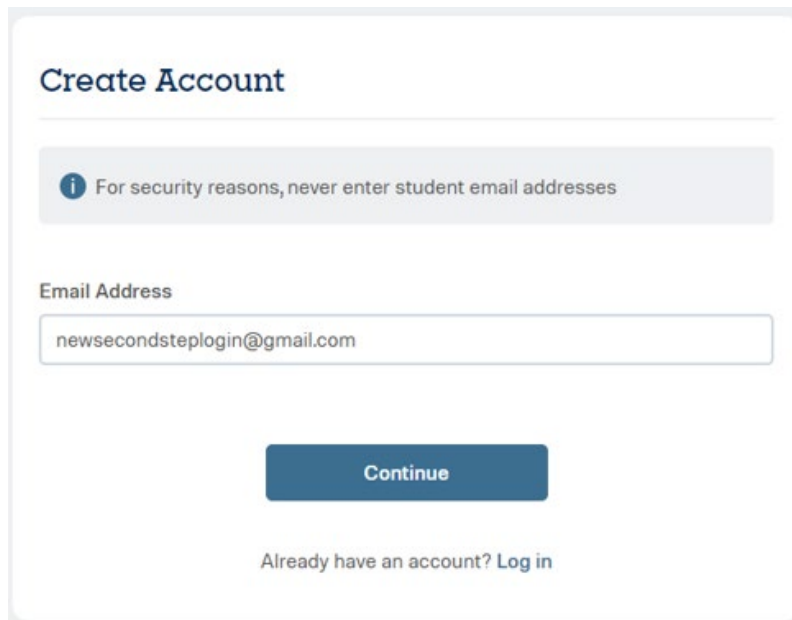
How do I create an account on SecondStep.org?

Prefer a video walkthrough? Click here: [How to Create a Second Step® Account](#)

When you go to [SecondStep.org](#), you'll see two buttons, "Go to My Dashboard" (once you have an account) and "Create Account." Select **Create Account**.



Next, enter your email address and click **Continue**.

A screenshot of the 'Create Account' form on the Second Step website. At the top, it says 'Create Account'. Below that is a grey information box with an 'i' icon and the text: 'For security reasons, never enter student email addresses'. Underneath is the 'Email Address' label and a text input field containing 'newsecondsteplogin@gmail.com'. A blue 'Continue' button is centered below the input field. At the bottom, there is a link that says 'Already have an account? Log in'.

Now you will create a password of at least 8 characters, enter your first and last name, agree to Second Step's Terms of Use and Privacy Policy, and click the blue **Create Account** button.

Create Account

*Required

Email Address*

newsecondsteplogin@gmail.com

Password*

.....

Show

Confirm Password*

.....

Show

First Name*

SecondStep

Show

Last Name*

Educator

Show

I have read and agree to the [Second Step® Terms of Use and Privacy Policy](#)

Create Account

[Start over with a different email address](#)

Next, we'll send a verification to email to the email address you provided.

Email Verification Needed

To verify your email, follow the instructions we've just sent to:

newsecondsteplogin@gmail.com

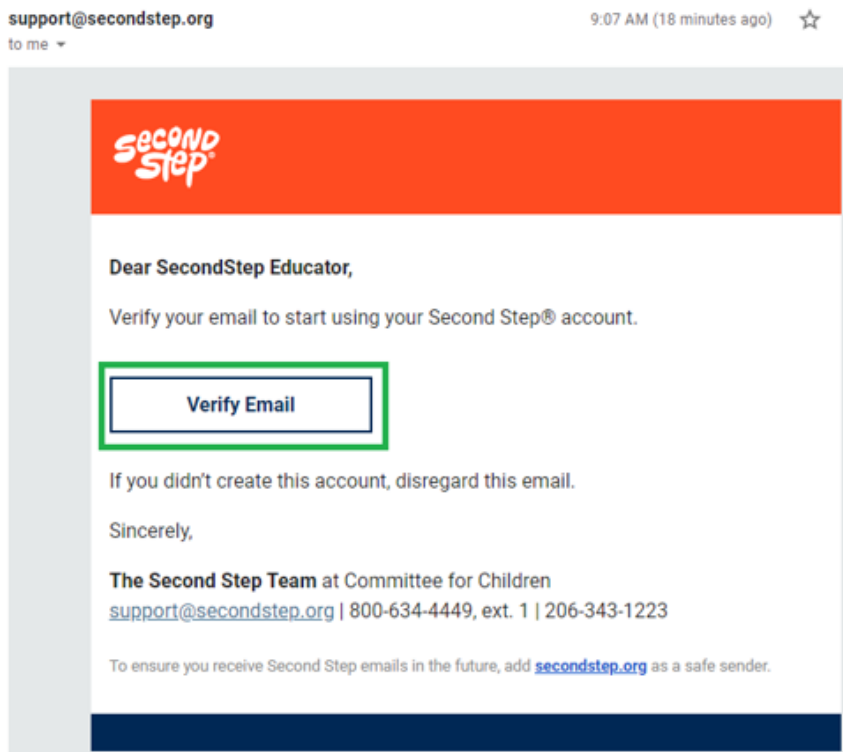
Can't find the email?

- Check your spam folder.
- Ask your IT team to ensure emails from support@secondstep.org via SendGrid.me aren't blocked.

[Log Out](#)

(If you don't receive the email, check your junk/spam folder and double-check that the email address you entered was typed correctly. If these don't resolve the issue, ask your IT team to unblock and safelist emails from support@secondstep.org, @sendgrid.net, and @sendgrid.me.)

Go to your email and find the “Verify your Second Step® account...” email and click the **Verify Email** button.



After clicking **Verify Email**, you'll be taken back to SecondStep.org to sign in.

After successfully signing in you'll be asked to provide some details about your work and your organisation. Fill out the form and click the blue **Finish** button.

SECOND STEP

Tell us about your school year

Answering these questions helps the Second Step® team tailor our communications to you.
You can change this information in your Account Details any time.

* Required

Which best describes your role?*

- Principal or head of school
- Assistant or vice principal
- Teacher (teaching assistant, paraprofessional)
- School Counselor or specialist (psychologist, social worker, librarian, nurse)
- School support staff (administrative, secretary, office staff)
- Before- or after-school program staff
- District administrator or staff
- Caregiver (parent, guardian, other family, tutor, mentor)
- Not listed

How are you involved with SecondStep programs? Select all that apply:*

- Teaching Second Step Programs
- Planning, implementing, and evaluating program outcomes
- Purchasing and renewal decisions
- Participating in Second Step professional development
- Not sure
- Not listed

Tell us about your school or organization:*

Country *

State/Province/Territory *

City *

Assigned Site *

Organization *

Organization *

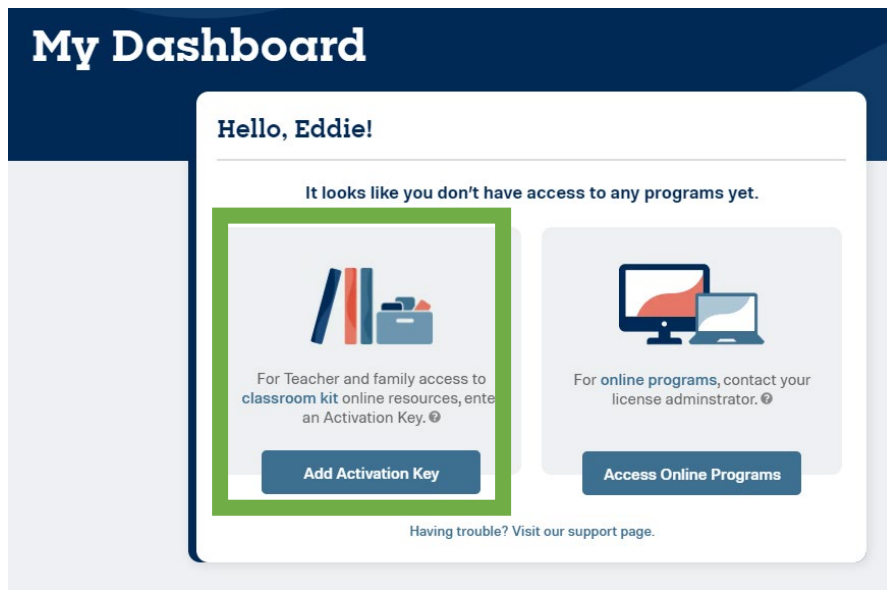
Finish

Note: If your city/town is not listed, please choose a nearby town or your state capital. Then, under Assigned Site, choose My organisation is not listed and type in your school or organisation's name in the Organisation field.

You've successfully created and verified your account!

Now you will be taken to your Dashboard, which is the home page for your account.

If you are a new user you'll be asked to add an [Activation Key](#) (Located in the front of each Teaching Manual) to access the online resources for a physical product.



If you have any questions or queries relating to your Second Step account, please contact Positive Pieces Education on 1300 769 919 or email info@positivepieces.org for support.

Troubleshooting Tips

Clearing the cache/browser history usually resolves about 90% of all issues on secondstep.org.

For instructions on clearing cache and cookies in specific browsers, please refer to the following links:

- [Google Chrome Steps](#) (Please note that you do not need to select the "Cookies and other site data" option, as this will log you out of all websites.)
- [Microsoft Edge Steps](#)
- [Safari Steps](#)
- [Mozilla Firefox Steps](#)

When doing so, please clear "For All Time". After clearing the cache, please close the browser entirely, then open it again, and log into www.secondstep.org.