

Directory Spot: Frequently Asked Questions

How do I access the directory?

<https://directoryspot.zendesk.com/hc/en-us/articles/205985235-How-do-I-log-in->

Please note that you can use the reset password link even if you have never set-up your account before.

How do I edit my information?

If necessary, you may edit your family details. Editing can only be done from the website, not the app.

IMPORTANT: If you need to edit your information, PLEASE DO NOT remove any (HW/CI/GR) initials from anyone in your family's name. This initial signifier places your child(ren) in the correct classroom, family, and school in the directory. PLEASE DO NOT edit any STUDENT DETAILS. If your student has any incorrect information in the directory, such as name, or teacher, please email Sarah Levi at

sarah24levi@gmail.com. Use this link for specific instructions:

<https://directoryspot.zendesk.com/hc/en-us/articles/205985235-How-do-I-log-in->

How do I access the directory for multiple institutions on my phone?

<https://directoryspot.zendesk.com/hc/en-us/articles/202685759-I-have-access-to-multiple-schools-or-organizations-using-DirectorySpot-but-I-don-t-see-them-all-on-my-phone->

What do I do if I get the error "Username Not Found?"

Please contact Sarah Levi at sarah24levi@gmail.com