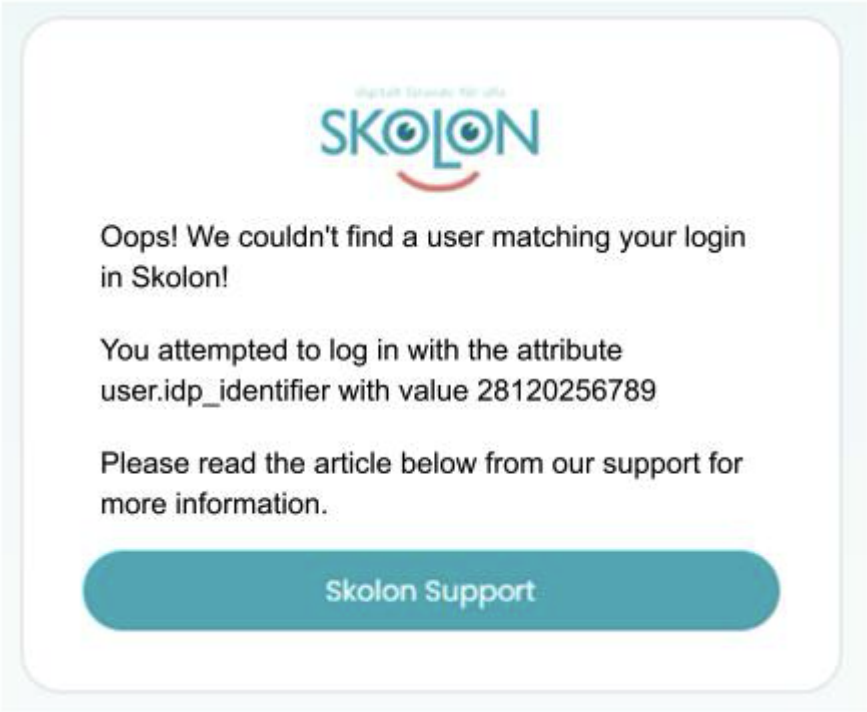
Unable to log in to Skolon

Clara Hardarsson - 2025-07-01 - For teachers

Oops! Have you just tried to log in to Skolon but received an error message?



This is because Skolon has been unable to find a user account for you within our system. The two most common

reasons why we cannot find an account are as follows:

- The user account does not exist in Skolon.
- The email address or other value used for login is not the same between the school's login system and what is registered in Skolon.

How do I resolve this issue?

If you are a student
Contact your teacher or the Skolon administrator at your school and inform them that you are unable to log in to Skolon.

If you are a teacher or other school staff
Contact a Skolon administrator at your school or an organisation administrator at the local authority/trust and inform them that you are unable to log in to Skolon.

To easily get in touch with your school's administrator, see our guide: Contact your administrator
Are you your school's administrator? Read our article Userdata missing from Skolon for possible troubleshooting methods.