# Take Two Website Support

Can't Login to View a Document?
Instead of having a login page, you will have to login to the specific document you click on (using the same credentials as before).

- Note: Depending on our browser and district restrictions, you may only have to sign into a document once; then it will save your credentials for the rest of the day.
- **Note: each DISTRICT has ONE user ID and ONE password – it is NOT your Cims login and password. You can get these details from your district board office.**
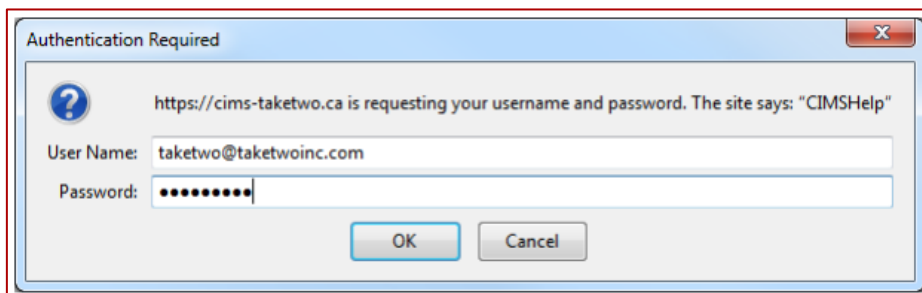
Having Trouble Searching for Documents?
Tricks when searching for documents:

1) Try to use selective words – not full sentences. The search is looking for alike words; if you type a full sentence, you will 'over-search' – the system will struggle to connect & un-connect all the words in the sentence.
2) Avoid punctuation – searching software struggles when you put punctuation.

<u>**Quick Help:**</u>
- Are you HR or payroll? Look under *Support* → *Employee System (HR/Payroll System)*
- Are you finance? Look under *Support* → *Finance System*
- Are you IT? Look under *Support* → *IT System*
- Are you student related (teacher, admin assistant, principal)? Look under *Support* → *Student System*

Think a Document Doesn't Exist that Should?
Totally possible – and totally fixable! Contact us at **taketwo@taketwoinc.com**; we will either direct you to one that does exist, or we would be happy to create a new one for you!