Good evening, my class currently states I need to sign up for a student Azure account and take a screenshot of being logged into a student account. I am getting a message stating I am ineligible for a student account when I log into my Grand Canyon University account. May I ask why I am not able to get this account?

Maizar

Hello! Thanks for reaching out to the Azure team!

May I please have the email address that you are trying to sign up with?

[mpaschall@my.gcu.edu](mailto:mpaschall@my.gcu.edu)

Maizar

Often this can be solved by switching to Private Mode (InPrivate, Incognito, etc.) within the browser you are using. If this doesn’t work try to open a Window in another browser in Private Mode and attempt to complete the sign up again. Typically, IE works best.

Alright, let me try

Maizar

Sure.

It still states I am not eligible for a student account in incognito mode

the message states "You are not eligible for an Azure subscription"

Maizar

Have you previously signed up for Azure student offer?

I may have signed up for a past class, but I believe it may have been over a year ago.

Maizar

Just to clarify, are you still a student?

Yes, I am a student at Grand Canyon University.

Maizar

In that case, I would highly recommend reaching out to our customer service support team - <https://support.microsoft.com/en-us/help/4051701/global-customer-service-phone-numbers>

Would there be anything else I can help you with?