

Calendar Portal: Help and FAQ

Quick answers for logging in, uploading your calendar, and fixing common issues.

Start here: this fixes most problems

1. **Use the right link.** The portal lives at storypoint.com/calendar-portal. It is not the same as your monthly calendar email to Curtis. Uploading here is a separate, required step.
2. **Type your login carefully.** Passwords are case sensitive and use special characters. Copy and paste them exactly when you can.
3. **Two tries, then stop.** If you cannot log in after two attempts, do not keep trying. Reach out for help (see the bottom of this guide). Repeated failed attempts lock your account and can block your connection.

Logging in

Q Where do I log in?

Go to storypoint.com/calendar-portal and sign in with your username (or email address) and password. Always type the full address or use the link from your monthly reminder. An old bookmark may point to the wrong page.

Q Is this the same as my monthly turn-in to Curtis?

No. Your monthly submission to Curtis is separate. Even if you sent your calendar to Curtis, you still need to upload the PDF here in the portal. The portal is what publishes your calendar to your community page.

Q What is my username?

Your username follows the format `FirstNameLastNameCalendarEditor` with no spaces (for example, `JaneSmithCalendarEditor`). You can also log in using your email address.

Q What about the "I'm not a robot" check?

You must complete the "I'm not a robot" box before logging in. If a puzzle appears, finish it fully before pressing Log In.

Locked out, or the puzzle keeps failing

Please do not keep retrying.

After a couple of failed attempts the system temporarily locks the login (about two hours) to protect against spam. Continuing to retry can get your internet connection blocked, which is harder to undo.

If you see this message, stop: "Incorrect Username or Password. If you exceed the maximum number of attempts your IP address will be blacklisted." That is your cue to pause and reach out, not to try again. Every extra attempt moves you closer to a block.

Q The page says the puzzle is incorrect and now I am locked out.

Wait for the temporary lock to clear (about two hours), then try once more, slowly. Make sure your username and password are typed exactly, with no extra spaces. If it still will not work, contact us rather than retrying.

Q I have tried several times and nothing works.

Stop and reach out using the contact at the bottom of this guide. Tell us your name and community so we can check your account or reset your password.

I need a login (new, lost, or changed communities)

Q I am new and do not have a login yet.

New users need a credential request submitted by an administrator. Contact **Mahum Khan at CSIG** (see the bottom of this guide) to get set up, and we will send your username and password.

Q I changed communities or returned from leave.

If you moved to a different community, or your access was removed while you were out, you need a new credential request submitted for your current community. Contact **Mahum Khan at CSIG**, same as a new login.

Q I lost or forgot my password.

This one is a quick reset, not a new request. Reach out to support (bottom of this guide) and we will reset it and send you new credentials.

Save your credentials. Once you receive your username and password, keep them somewhere safe you can reference each month, such as a note on your computer or written down in a safe spot. This saves you from waiting on a reset every month.

I never received my verification email

When you sign in, the portal may send a verification email to confirm it is you.

- Check your spam or junk folder.
- Give it a few minutes, as it can take a moment to arrive.
- If it still does not come through, contact us and we will help you get verified or reset your account.

I am getting a cookies or browser error

- Make sure cookies are enabled in your browser.
- Try a different browser (Google Chrome works well).
- Clear your browser cache and cookies, then go to storypoint.com/calendar-portal fresh rather than using a saved link.

- If the error continues, contact us and let us know which browser you are using.

Uploading your calendar

Before you upload: Your calendar must be a **PDF under 10 MB**. In Canva, choose **Download, then PDF Standard**, and save it to your computer.

Name the file simply. Use plain letters and numbers, with spaces if you like, for example `StoryPoint West Land June 2026.pdf`. Avoid special characters in the file name, such as `# % & ? / - _` as they can stop the upload from going through.

- 1 Go to storypoint.com/calendar-portal and log in.
- 2 Select your community from the dropdown menu and press **Continue**.
- 3 Find the correct **Month and Year**, then the correct **Living Option** (IL, EL, AL, or MC).
- 4 Press **Upload File**, then **Choose File**, select your PDF, and press **Upload**.

One calendar for multiple care levels? If your community uses the same calendar across service lines (IL, EL, AL, MC), upload it under each applicable service line so every page is covered.

Q Can I load next month's calendar early?

Yes. You can upload before the month begins. The portal will automatically publish it on the correct date.

Q What about weekly calendars?

If you use weekly calendars, upload each one when it applies and remember to remove it once the week is over.

My calendar will not upload

Q The upload just spins and never finishes.

- Confirm the file is a **PDF under 10 MB**.
- Check the file name for special characters (`# % & ? / - _` and the like). Rename it using plain letters and numbers, such as `Community June 2026.pdf`, and try again.
- Re-export it from Canva as **PDF Standard** and try the upload again.
- Try a different browser, or clear your cache and cookies first.
- If it still spins, contact us with your community name and we will look into it.

Q I see "we have received your request and will get back to you."

Your upload was flagged automatically and held. This is not something you can clear yourself. Contact us with your name and community so we can release it, then try the upload once more.

Q One care level will not accept my file, but the others worked.

If IL and AL uploaded fine but another option (such as Memory Care) will not, first make sure you are uploading under the **current month and year** and the correct Living Option. That is the most common cause. If it still will not take, contact us.

Viewing, replacing, or removing a calendar

- To view what is already uploaded, click **Download File**.
- To replace a calendar, click **Remove File** to delete the old one, then upload the corrected version.

Who to contact

New login, reinstatement, or a community change:

Mahum Khan, CSIG · mahum.khan@csig.com

Lockouts, password resets, upload or login errors:

Austin Woodruff, StoryPoint Group · austin.woodruff@storypointgroup.com

Whoever you reach out to, please include your **name**, your **community**, and a short note on what is happening.

Reminder: if a login fails twice, please pause and contact us instead of retrying. It keeps your account from locking.