

CUNYfirst Training/Simulation Account Troubleshooting Guide for **Login Problems**

last update: March 20, 2014

(Questions? Comments? Contact:
jedelman@sci.ccny.cuny.edu)

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Logon Troubleshooting– Page 2

- If you have problems logging on (or re-logging on) to your CUNYfirst Training/Simulation account, try the following...
 - Make sure “caps lock” is off (*obvious, I know, but, hey, it happens...*)
 - Make sure you have activated your **Training/Simulation** account (*which is **different** from your main CUNYfirst account!*)
 - Remember that your user name / password are **specifically** for CUNYfirst
 - Different from CUNY Portal, CCNY email, etc....
 - Your user name for the Main/Production and Training accounts **is** the same
 - Your passwords for the Main/Production and Training accounts **can** be the same
 - Use Firefox (Chrome works almost as well)
 - Internet Explorer and Safari tend to have problems
 - Use this **EXACT** address: <https://cnyeptst.cunyfirst.cuny.edu>
 - *Entering the above address on your browser causes the address to autocomplete. Bookmarking the autocompleted address can cause problems. However, you can manually edit your bookmark (See **Page 5**)*

Logon Troubleshooting– Page 3

- If you have problems logging on (or re-logging on) to your CUNYfirst Training/Simulation account, try the following...
(CONT)
 - Quit your browser program **completely** (all windows!!!) and restart it (this clears cookies)
 - Switch to a different browser
 - Firefox to Chrome; Chrome to Firefox
 - **UNUSUAL** -- Check that “cookies” are at the default setting -- See **Page 6**

Logon Troubleshooting – Page 4

- If you have forgotten your EMPLID and your USER ID, click on “First Time Users” on the logon page
- The simulation environment only works from CUNY IP addresses. If you would like to access it from off campus you should request assistance from helpdesk@ccny.cuny.edu
- If you experience further problems logging in, please email a concise but detailed description (**including a screenshot**, if possible) to asl@ccny.cuny.edu with the subject “CF SIMULATION LOGIN PROBLEM << login error title >>”

Logon Troubleshooting – Bookmarks

(Page 5)

- To manually edit a bookmark
 - In Firefox:
 1. Navigate to... Bookmarks/Show All Bookmarks
 2. Select the bookmark, then edit Location at the bottom of the window so that url reads <https://cnyeptst.cunyfirst.cuny.edu>
 - In Chrome:
 1. Navigate to.... Bookmarks/Bookmark Manager
 2. Select the bookmark, then right click (or control click on a Mac), choose “Edit,” and edit url so that it reads <https://cnyeptst.cunyfirst.cuny.edu>

Logon Troubleshooting – Cookies (Page 6)

- Your cookies settings should almost certainly be set to the default settings, which should work fine. But, just in case they're not (Chrome-only)
 - In Chrome:
 1. Go to Settings (Windows) or Preferences (Mac)
 2. Choose "Settings"
 3. Click on "Show advanced settings" at bottom of page
 4. Click on "Privacy" then "Content Settings"
 5. Choose "Allow local data to be set" then click "Done" at lower right