


TROUBLE SHOOTING HOUSING PORTAL ISSUES

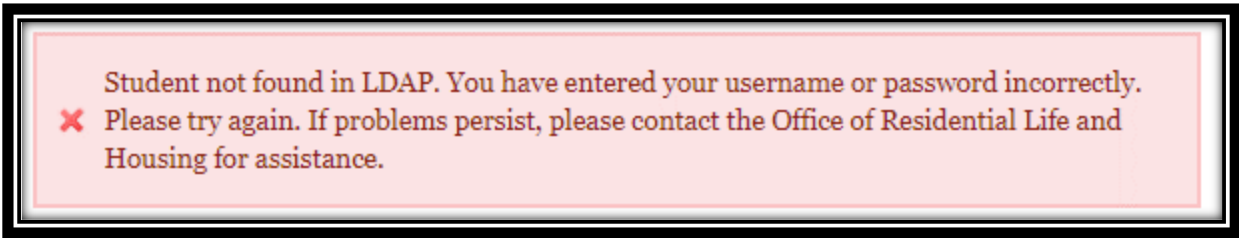
Having problems signing on to the Housing Portal? Please refer to these error messages and what they mean.



✘ Your session has timed out. Please login again.

This error message happens when a student does not logout of the Housing Portal properly. To correct it, you must *first* completely log off any browser you have open (i.e. Chrome, Explorer, Safari) *and then* restart your computer. In addition, you may need to clear the cookies in your browser.

If you are unable to perform this task right away, you can try using another browser (if you are using Chrome, try using Explorer or Firefox for example) or another computer/smart phone. But eventually you will have to restart your computer to clear that message.



Student not found in LDAP. You have entered your username or password incorrectly.
✘ Please try again. If problems persist, please contact the Office of Residential Life and Housing for assistance.

This error message means only one thing, you are entering your username and password incorrectly. It's the same as your student email log in.

If you can sign into your email/outlook/other campus sites with your current password, you should be able to sign into the Housing Portal.

Have you forgotten your password? If you are unsure of your CSBSJU password, you can change it here: <https://www.csbsju.edu/it-services/password>

If you are confident the password is correct, then you are doing one of the following:

- Make sure you are using the correct username and password:
 - **Network Username** = This username is connected to your CSB/SJU email address and is everything before the "@" in your email address.
 - **Network Password** = CSB/SJU e-mail password
- Be careful of cap locks and spacing.
- Make sure to type slowly, making sure not to enter a space after your username. **This is a very common mistake!!**
- Do not let your computer autofill, as an incorrect username/password may have been saved
- Try using a different browser, if you are using Chrome, try using Explorer or Firefox for example.