

Troubleshooting Login

Login Troubleshooting

Having trouble connecting to Learning Networks through your FirstClass login? Have no fear - just follow these instructions and we'll have you up and running in no time.

If your error message reads: "The userID or password is not valid", please do the following:

- Check your userID to make sure it is correct. Normally it will be the your first plus your full last name in lower case letters.
- Have you changed your password recently?

Try an alternative password you may use elsewhere. Then click Login. If it still doesn't work, contact **Department of Information Systems at Collins Middle School at ext. 608** so your password can be reset. (It will be reset back to your last name or password for you to change later.)

If your error message reads: Sorry, there is no FirstClass server by that name on the network, please follow these step-by-step instructions:

- Can you access the Internet?
- Have there been recent changes to your network?
- Have there been recent modifications to the firewall, or has a new firewall been installed?
- Have there been changes to your computer (Anti-Virus protection enabled, for example)?

Keeping the above questions in mind, here are a number of troubleshooting tests to try out.

Open a web browser, and try connecting to the following:

Step 1. Try the CNN site: <http://www.cnn.com> If you can connect properly it means you are connected to the Internet and our server may be experiencing a problem.

Step 2. If you can't connect to FC from your computer, check to make sure your FC settings are correct:

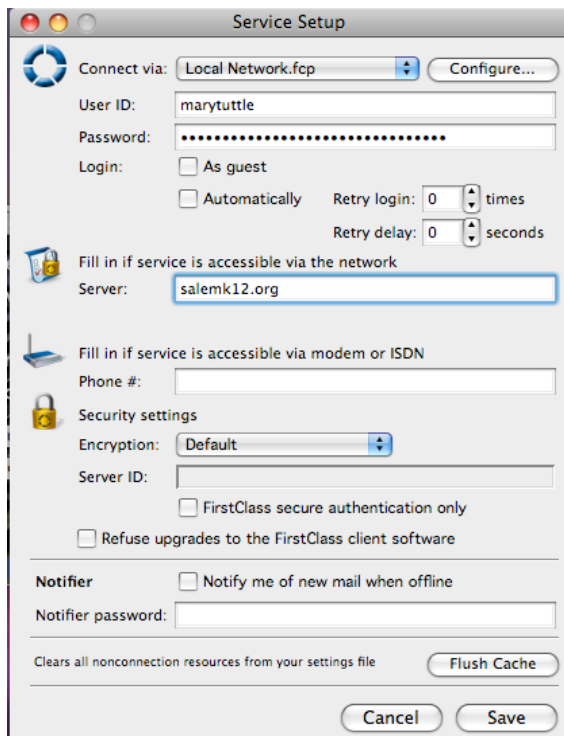
- The login screen should look like this, possibly with your userID if you have saved it. Make sure the Address bar says "home.fc", as below.

Make sure the Server address is: **saalemk12.org**.

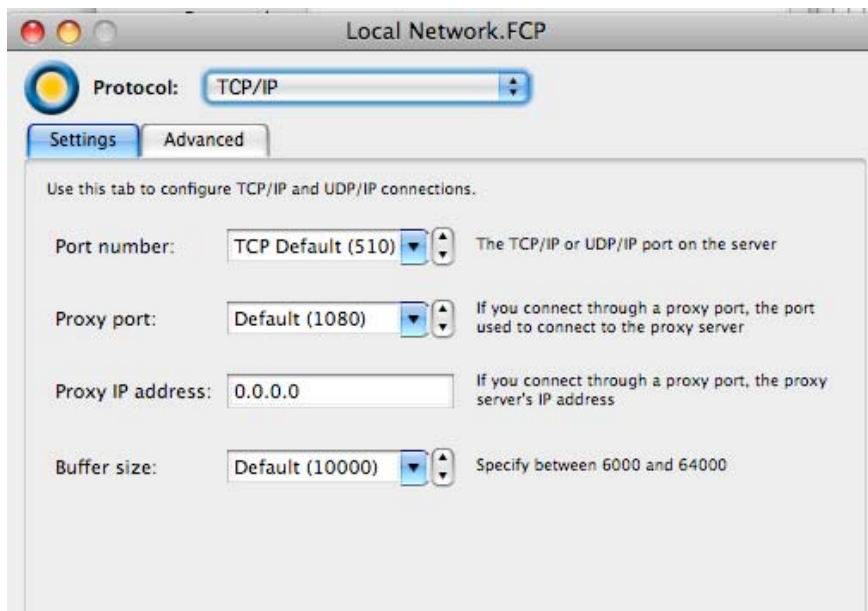


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If not, click on Setup, and enter **saalemk12.org** in the server field, and make sure Local Network.FCP is in the "Connect Via" window.



Now, click on Configure and make sure the screen looks like this:



Make sure that the Port Number field reads "TCP Default (510)". This is the network port number. This should correspond to the school's server setup.

If any of this was different save your settings file and try to log in again.

If this did not correct your problem, you should log into TSS and put in a trouble report.