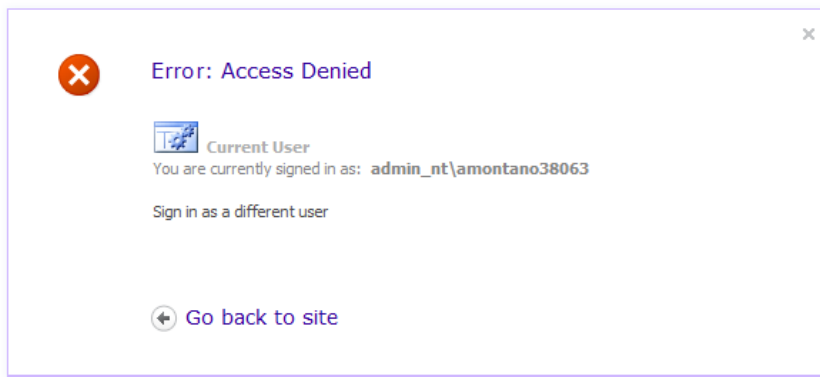




## Cannot Log into Portal

If you receive the following error message (in image below) this means that Portal does not recognize the user name. Please contact the Service Desk at 201-447-7109



IF you receive the following error (in image below) portal accepts your user name and password, HOWEVER a primary portal page (known as a "constituency" page) has not been defined so portal does not know which page to send you to. Please contact the Service Desk at 201-447-7109 and have them add you to the appropriate "Constituency". The three defined constituencies are: "Student", "Faculty" and "Staff".



Constituency redirection is enabled but the user does not have a primary constituency.