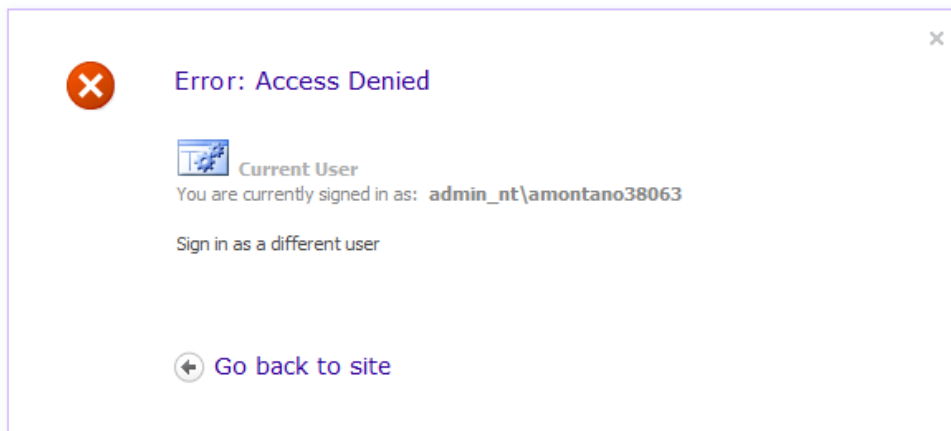


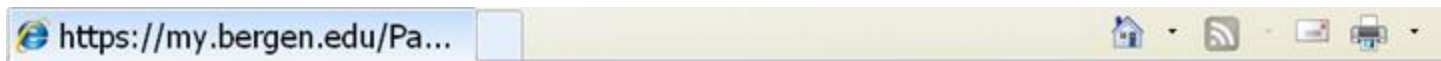


Cannot Log into Portal

If you receive the following error message (in image below) this means that Portal does not recognize the user name. Please contact the Student Support Center at 201-301-9693



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. You need to contact the Student Support Center at 201-301-9693 and have them add you to the Student "Constituency".



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

For further assistance, please call the Bergen Service Desk at 201-301-9693

