

Why can't I login?

CADTech Student Employee - 2022-04-19 - Troubleshooting Guides

Faculty/Staff: If you are using a Mac that was assigned to you, you should be logging into your computer using your RIT username and password. If you do not remember your login information please submit a help ticket at <http://deskpro.cad.rit.edu/>

If you are using a Windows-based computer, you should be logging in using your RIT username and password. If it does not work, verify your computer has a network connection (look for an Ethernet cable running to the back of it, or verify your wireless is turned on), and at the login window, the domain is set to "MAIN". If it still does not work, your RIT account may be having issues, such as an expired password. If there is a problem with your RIT account, you will have to contact the [ITS Helpdesk](#) or visit them in 7B-1113 for assistance.

Students: You should be logging into the lab computers using your RIT username and password. If you are unable to log in, verify the computer has an Ethernet cable running to it (in the jack labeled "1", if there are two on the computer). If you still cannot log in, more than likely it is an issue with the computer itself, so please file a help ticket at <http://deskpro.cad.rit.edu/>, and we will take care of the issue as soon as we can.

In more rare cases, there may be a problem with your RIT account, such as your password has expired. You will need to speak to the ITS Helpdesk in 7B-1113 and work with them to fix the issue.