Unable to log in

If you are unable to log in to myCourses please take the following steps to help resolve your access.

Index

<table>
<thead>
<tr>
<th>Step One</th>
<th>Step Two</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty teaching credit-bearing courses</td>
<td>Students enrolled in credit-bearing courses</td>
</tr>
<tr>
<td>Other users with an active RIT Account</td>
<td></td>
</tr>
<tr>
<td>Non-RIT Users</td>
<td>Contact Support</td>
</tr>
</tbody>
</table>

Step One

Make sure there isn’t a system-wide issue with myCourses right now.
Updates will be provided on the front page of the myCourses Help and Resources and on our Twitter account.

Step Two

Try to log in to other RIT resources such at http://my.rit.edu to confirm the issue is with myCourses and not your account.

If you are unable to log in to other RIT sites then it is most likely an account specific issue. Please contact Information & Technology Services (ITS) using the contact information found on the Home page of this wiki space.

Step Three

Please review the following information based on your role.

Faculty teaching credit-bearing courses

External information that must all be in place for you to have access to myCourses.

- **Active contract/employment with RIT, and in the Human Resources systems**
  Your academic department can confirm this for you and can check with Human Resources to make sure you are in their records. We must emphasize that you must be *in their records*. If your paperwork has been submitted to HR, it does not mean it has been processed and you are in their systems.
An active RIT Account
RIT Accounts for faculty and staff are provided by your department. The department can confirm your account status with ITS, or you may contact them yourselves using the contact information at the bottom of this page.

Assigned to credit-bearing courses in the Registrar's records (SIS)
The academic department must assign you to the courses in the Registrar's records. You can confirm this through the Faculty/Staff Information System at [http://infocenter.rit.edu/facultystaff](http://infocenter.rit.edu/facultystaff). If you have questions regarding your assignment please speak to your academic department.

Changes to this information will not be reflected on myCourses right away.
If your RIT Account was created today or your assignment to a course was updated today, it will not be reflected on myCourses until tomorrow.
The information feed to myCourses is received once each morning Monday through Saturday ~4.00am
Any changes will not be reflected on myCourses until the next information feed.

Students enrolled in credit-bearing courses
External information that must all be in place for you to have access to myCourses.

- An active RIT Account
  You may contact ITS using the contact information at the bottom of this page.
- Enrolled in a course
  You can confirm your enrollments through the Student Information System at [http://infocenter.rit.edu](http://infocenter.rit.edu). If you have questions regarding your enrollments please speak to your academic advisor or the Registrar’s Office.

Changes to this information will not be reflected on myCourses right away.
If your RIT Account was created today or you enrolled in a course today, it will not be reflected on myCourses until tomorrow.
The information feed to myCourses is received once each morning Monday through Saturday ~4.00am
Any changes will not be reflected on myCourses until the next information feed.

Other users with an active RIT Account
myCourses only receives RIT Account information for users teaching classes or taking classes in the current semester, all other accounts must be added manually to myCourses. If you have an active RIT account but are unable to log in to myCourses please contact Academic Technology Support using the contact information found on the Home page of this wiki space to have your account added. It only takes our staff a moment take care of this for you.

Non-RIT Users
Non-RIT / myCourses-Only accounts must use the second "Non RIT Account Login" button on the myCourses home page. The "RIT Login" button is only for users with a full RIT Account with the university.

Please follow up with your contact at RIT. myCourses accounts for non-RIT users must be purchased due to our licensing agreement. Your RIT contact will have the account information for any accounts they have purchased. Support will not have the information or records to support non-RIT users directly.

Contact Support
If you are still unable to log in to myCourses after following these steps please use the contact information found on the Home page of this wiki space.