

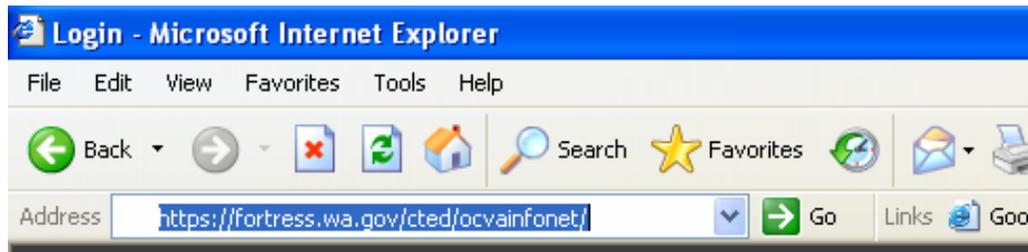
I can't log in to InfoNet

If you have received your User Name and Password via e-mail from Nicky Gleason, first double check to make sure you are entering the information correctly. If you have misplaced or lost your User ID and Password information, please e-mail nickyg@cted.wa.gov and she can resend your information to your e-mail address. For security purposes, password information will not be given out over the telephone.

If you have your User ID and Password and they do not appear to be working, try the following troubleshooting tips:

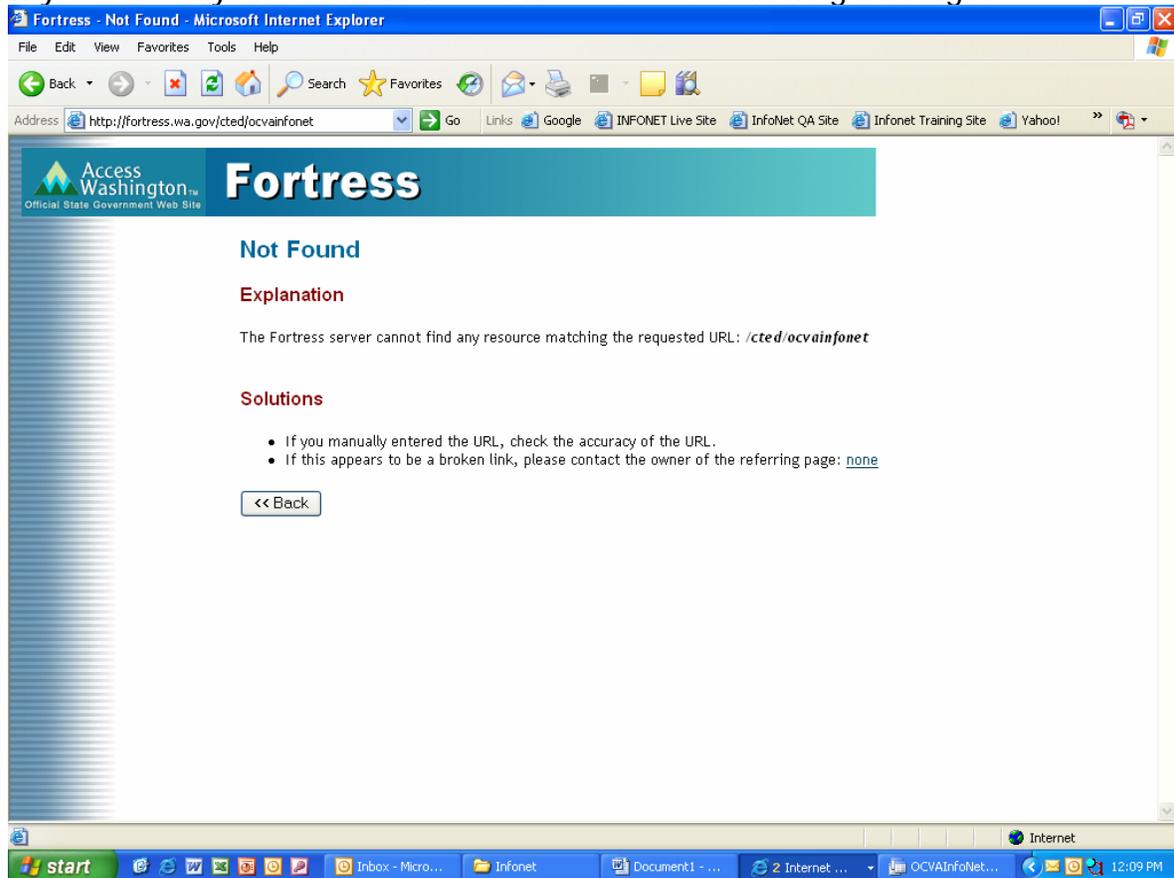
(1): Are you unable to find the website?

If you are unable to find the website, double check the address that was sent to you in your confirmation e-mail. This was sent in a link format, and most people will be able to click on the link and be taken directly to the InfoNet site. If your e-mail program/browser does not allow you to click on the link, try copying and pasting the link directly into the address bar of your browser, like so:



If you receive a message for "results not found" or "Your search did not match any documents," you may be entering the information into a search engine like Google or Yahoo rather than into the address bar. The address bar is located at the top of your browser.

If you manually enter the address and receive the following message:



If you receive the message above, you may have left the “s” out of the first part of the website address. The correct address is exactly as follows:

<https://fortress.wa.gov/cted/ocvainfonet>

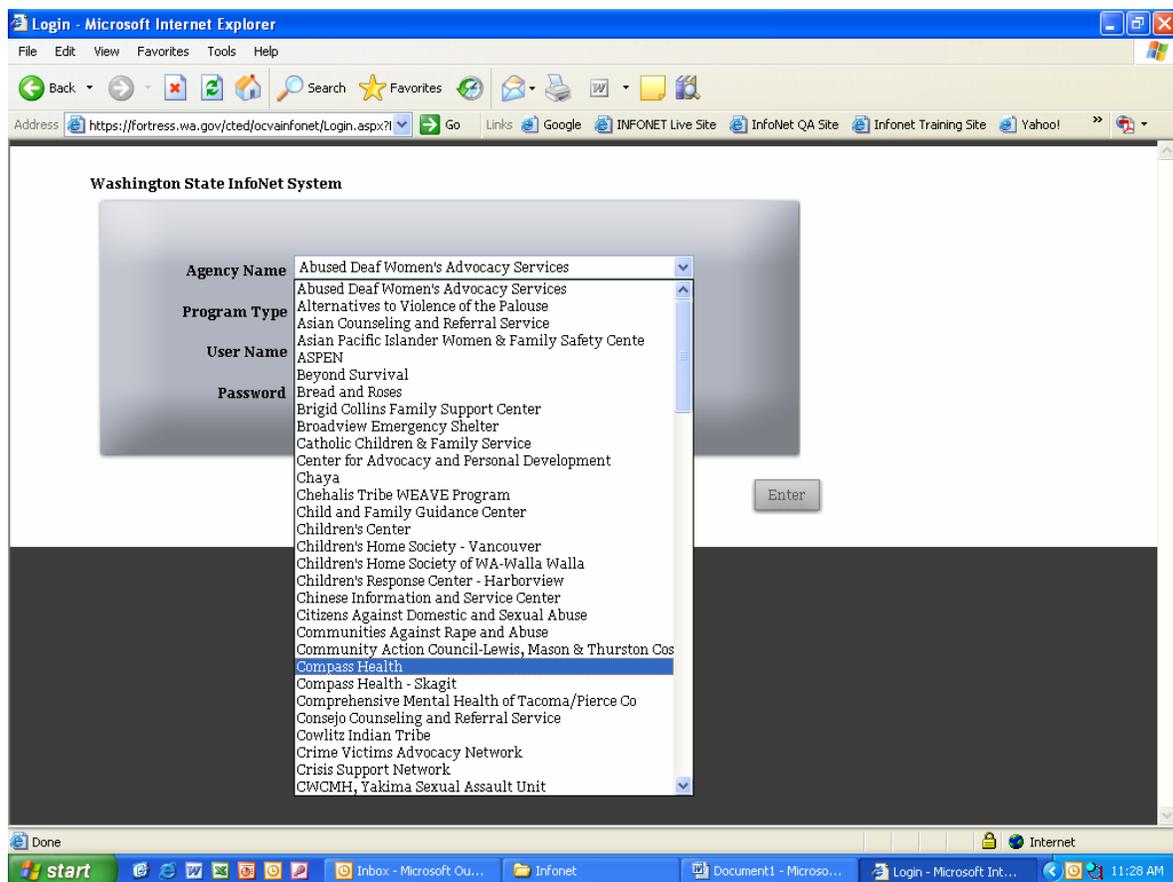
If you are still unable to find the website, check to make sure that your computer has internet access and that there is no problem connecting to the internet.

Once you have found the InfoNet site, you may still experience some problems logging on. Below are several common problems people encounter when trying to log in to InfoNet:

(2) Are you on the Training site?

A very common mistake is trying to use your InfoNet User ID and Password on the InfoNet Training Site. The training site is not for entering real InfoNet data! The address of the two sites is different as well. The address of the "real" InfoNet site does NOT contain the letters **qa**. If the address of the site you are on does contain the letters "qa" delete those letters to be taken from the training site to the live site.

One quick way to determine if you are on the training site is to check how many agencies are listed in the Agency Name box. The training site contains only a few agency names, whereas the InfoNet site contains over 100 agencies in the list, as shown below:



(3) Are you selecting your Agency Name?

If you've determined that you are on the correct site (you see many, many agency names listed in the Agency Name box) double check that you are entering your correct Agency Name in that box. Many users forget to select their agency name when entering their User ID and Password.

(4) Are you selecting the correct program type?

Not every user is authorized for every program type. In the e-mail that you received your User Name and Password, you will see which program types your account is authorized for. If you try to use your User ID and Password for another program type, you cannot log on. If you need to upgrade your account to include additional program types, contact Nicky at nickyg@cted.wa.gov and she can set this up for you.

(5) Are your User ID and password in the correct order?

Some users have accidentally entered their password as their User ID and their User ID as their password. If you do this, the system will not let you log in. Double check your original confirmation e-mail to make sure that your user ID and password are correct.

(6) Is your password in the correct case?

Passwords in InfoNet are case sensitive. This means that if your password is "Safety" with a capital S, and you type in SAFETY or safety or SAFeTy, the system will not let you log on. Double check to make sure that your password is being entered in the correct case, and that your CAPS LOCK key is not on.

(7) Are you clicking the Enter button after entering your information?

Simply hitting return on your keyboard is not enough to log you onto InfoNet. You must either click the Enter button with your mouse, or hit Tab to select the Enter button and then hit return.

If none of these troubleshooting tips solve your problem, please contact Nicky Gleason at nickyg@cted.wa.gov or at 360/725.2887 and she will be happy to help you.