

Manhattan Virtual Classroom Access Troubleshooting Tips



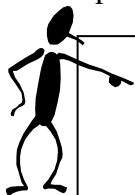
Note: Students should first follow the instructions in “**Handout A: Navigation Instructions for Accessing Your Manhattan Class.**”

Access Assistance

1. Enter your username in lower case by using your first and last initials and the **last 4 digits** of your **nine-digit Springfield College (SC) ID number**:
 - A sample SC ID no. would be **000123456**
 - The username for John or Jane Doe would be **jd3456**
 - An example of how **hyphenated names** appear: Paula White-Jones with SC ID number 000321456 would have username of **pw1456**. The system considers “**White**” as the last name, not “**Jones.**”
2. Students who have tried repeatedly to access Manhattan should log out of Manhattan and start from the Springfield College home page or School of Human Services home page.
3. Make sure you are accessing the **School of Human Services login field** illustrated below; not the Main Campus field.

A screenshot of a login form titled "SHS Campus". It contains two input fields: "Username:" and "Password:". Below the fields is a button labeled "Enter Manhattan".

4. Check to make sure you are entering your initials in lower case and the last 4 digits of your SC ID number as your username. [*Instructors can verify students' usernames from the Configuration module in their Manhattan class by clicking "View course roster."*]
5. If you have a **hyphenated name**, refer to the information above in item 1.
6. If you are a student and you still cannot gain access, contact your instructor and ask that your password be reset. It will be reset back to your username so that you can create another password.
7. If you can access your account at the SHS campus, but cannot access it at home, use the helpful tips below to clear out all hidden passwords.



Helpful Tips

1. **Do not save your Manhattan password to your PC**, because if you need to change your password, your PC will automatically refer to the initial password and not your newest one.
2. When you have entered the correct username and password and still cannot get into Manhattan, access the Internet and do the following from Internet Options:
 - a. Delete Cookies (Click “OK” and/or “Yes” when prompted.)
 - b. Delete Files
 - c. Clear history
 - d. Shut down PC and Restart