



Troubleshooting LibGuides Login Issues

Simmons
UNIVERSITY

The College of Organizational,
Computational,
and Information Sciences

COCIS Technology

LibGuides is an online system used by students in LIS-407 to create research guides. The following instructions are for troubleshooting common login issues before contacting the COCIS Tech Lab.

Step 1: Check your email address

LibGuides only accepts the long form of your Simmons email address: firstname.lastname@simmons.edu. It will not accept any shortened version.

Step 2: Check the LibGuides URL

The correct URL for LibGuides is SimmonsLIS.libapps.com/libguides/. Make sure you are not trying to login to simmons.libapps.com/libguides/, as this is the login for the Simmons Library, not the School of Library & Information Science.

Step 3: Reset your password

If both your email address and URL are correct according to the first two steps, use the [Reset password?](#) link on the login page. Be sure to enter the long form of your Simmons email address: firstname.lastname@simmons.edu.

Step 4: Contact the COCIS Tech Lab

If you've tried the first three steps and still cannot login to LibGuides, please contact the [COCIS Tech Lab](#). Include your name, email, course number, and any other relevant information so we can do our best to resolve the issue.