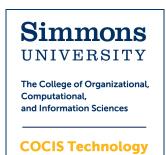
# Troubleshooting LibGuides Login Issues



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: <u>firstname.lastname@simmons.edu</u>. It will not accept any shortened version.

## Step 2: Check the LibGuides URL

The correct URL for LibGuides is <u>SimmonsLIS.libapps.com/libguides/</u>. 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 <u>Reset password?</u> link on the login page. Be sure to enter the long form of your Simmons email address: <u>firstname.lastname@simmons.edu</u>.

## Step 4: Contact the COCIS Tech Lab

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