



# Troubleshooting LibGuides: Login Issues

*LibGuides is an online system used by students in various SLIS classes including LIS - 407 to create research guides. The following instructions are for troubleshooting common login issues.*

## Step 1: Did you set up your account?

You should get an email to register from LibApps. The link in the email expires after a few days so if you missed this deadline, please contact [slistech@simmons.edu](mailto:slistech@simmons.edu) to have them reset your account.

## Step 2: Did you use the right email address?

LibGuides only accepts the long form of your Simmons email address:

[firstname.lastname@simmons.edu](mailto:firstname.lastname@simmons.edu)

example: [jane.doe@simmons.edu](mailto:jane.doe@simmons.edu)

## Step 3: Check the LibGuides URL

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

## Step 4: 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 (refer to step 2)

## Step 5: Contact SLIS Tech for support

If you've tried the first four steps and still cannot login to LibGuides, please contact SLIS Tech at [slistech@simmons.edu](mailto:slistech@simmons.edu). Include your name, email, course number, and any other relevant information so we can do our best to resolve the issue