CIMS ACCOUNT ACCESS: TROUBLESHOOTING FLOWCHART

Courant Systems Group | January 26, 2018

TRY FROM THE CIMS WEBSITE

START HERE

Did you receive CIMS account credentials at your <NetID>@nyu.edu address?

—YES→ Try logging in to cims.nyu.edu/webapps/login/cims

NO↓

Did it work?

Try logging in to cims.nyu.edu/webapps/password/reset

The **Account Information** section of the password reset page will tell you whether your account is active, and what servers you can log in to.

If needed, send password reset request.

Did it work? —NO→

Did it work? —YES→

Does info look correct? —YES→

—NO→

TRY FROM YOUR SSH OR FILE TRANSFER CLIENT

YES↓

****BEFORE** using file transfer tools such as **Fetch or Cyberduck!****

From a simple SSH client such as Terminal for Mac/Linux or PuTTY for Windows, try:
ssh <cims_username>@access.cims.nyu.edu

Will you use a file transfer client such as Fetch or PuTTY?

—YES→ Try connecting as specified by your course instructor.

NO↓

NO↓

Did it work? —YES→

Did it work?

NO→ Did it work? ←YES—

YES↓

CHECK WITH COURSE INSTRUCTORS

Your access may be temporarily blocked. Try again in several hours or switch to the CIMS computer lab.

←YES— Did you use the wrong credentials many times in less than an hour? —NO→

Your CIMS login seems to work. You may be using incorrect commands or need help configuring your software. Please see the course instructor for further help.

Great, you're all set to start coding!

Have your course instructor contact us with your NetID and the course for which you need an account. Note that i6 and class accounts are deactivated at the end of every semester.

OTHER ACCOUNT FACTORS TO CONSIDER

Did you find the account email?

YES←

NO↓

Check your NYU email spam and trash for an account message from helpdesk@cims.nyu.edu.

Did you have a CIMS account for a previous course?

—YES→ Course-based accounts are reactivated with the same username and password used previously: no email is sent in this case.

NO→

The password reset page requires your NYU NetID and NYU Home password. You can test them by logging in to globalhome.nyu.edu.