

PROBLEMS WITH ACTIVATING MYUWG

SOLUTIONS TO COMMON ISSUES

IF

Cannot Find Username

- Occurs when you are trying to look up your MyUWG username and you get an error message.
- Message will say "No login Exists for the given student id"

Cannot Sign In After Finding Username

- Occurs when you know your username, but cannot sign in.
- Message will say "Invalid login Name/password. Please try again."

Cannot Access Email After Activation

- Occurs when you have activated your MyUWG account, but cannot access your student email (ending in @my.westga.edu)

THEN

- This is a communication error between the application software and the software used for MyUWG.
- Email Paul Sargent at psargent@westga.edu, and let him know your username cannot be found.

- Make sure you are using the initial password (last 2 digits of your birth year and last 4 digits of your UWG Student ID)
- If this does not work, try resetting your password.
- If the problem still persists, contact UWG ITS at servicedesk@westga.edu

- This issue usually occurs because you did not change your password from the initial password.
- Log in to your MyUWG account and change the password.
- If the problem still persists, contact UWG ITS at servicedesk@westga.edu