

Naviance Troubleshooting Tips

Things to try before contacting TSI for assistance.

NAVIANCE LINKS BY SCHOOL

East High School <http://student.naviance.com/jsmehs>
West High School <https://student.naviance.com/jsmwhs>
Freshman Center <https://student.naviance.com/jsmfc>
Alternative Center <https://student.naviance.com/jsmas>



How to resolve Naviance login issues

1. Restart your computer.
 - a. To avoid problems connecting with online resources, a weekly restart is recommended.
2. Test other apps before opening Naviance.
 - a. Office 365 (*absolutely needed*)
 - b. Skyward
 - c. Email
3. Clear the cached files in your browser
4. Handling common error messages that display when login fails.
 - a. "We're not able to sign you into Naviance" error message.
 - b. "is not assigned to a role for the application" Microsoft Sign In error message.

1 Restart your computer

If you haven't done so in a while, restarting your computer can resolve a variety of connectivity problems.

On the Taskbar below:

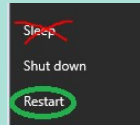
- Click the Windows button



- Click the power button



- Then click "Restart" to restart the computer.



Do not select "Sleep"

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Test other applications

Successfully connecting to one or more of these apps is a good way to confirm good connectivity to online resources and verifying that your password is correct.

- a. Login to Office 365

Go to <http://onedrive.jsmorton.org>

Naviance uses your Microsoft account for verification, so a failure to login here may indicate a problem with your account.

- b. Login to Skyward

Go to <https://skyweb1.jsmorton.org/scripts/wsisa.dll/WService=wsEPlus/seplog01.w>

Both of these applications are supposed to use the same Username and Password. If one or more of them fail to connect, resetting your password may resolve the problem.

You can reset your password by using the **SELF-ADMINISTERED PASSWORD RESET TOOL** here <https://passwordreset.microsoftonline.com>.

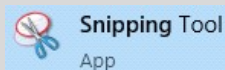
Be careful, changing your password will also affect the password you use to login to your laptop. **Only do this as a last resort!**

How to contact TSI for assistance

Go to the student technology support page and fill out the TSI Technology Request form.

<https://www.morton201.org/domain/495>

You may be asked for examples of the errors, so use the Snipping Tool to take print screens whenever possible.



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Common Naviance Login Errors

- a. If see a Naviance error stating "We're not able to sign you into Naviance", and it shows your email account at the bottom like this, you will need to contact TSI. Your correct email address should end with "@jsmorton.org"

Login Failure: No Naviance access authorized for user id
YOURACT000 @jsmorton.onmicrosoft.com

This message indicates that there is a problem with your main district logon account, which TSI will have to resolve before you can use Naviance.

- b. The Microsoft Sign-in error stating that your email address "is not assigned to a role for the application", it could mean that you have logged into the wrong school or your account does not exist. Please submit a ticket to the Data Team by sending an email including a print screen of the error you receive to **data@jsmorton.org**

