

Message/Issue	Description	User Action(s)
<p>“You have entered an invalid username or password.”</p>	<p>You are using an incorrect username.</p>	<p>Use the “Forgot your Username” link on the NY.gov log in page.</p> <p>Try using the https://ct.doh.ny.gov direct link.</p> <p>If that does not work, contact the cooling tower registry support to obtain your account username.</p>
<p>“After 5 attempts, your NY.gov ID will be locked.”</p>	<p>You are using an incorrect password.</p>	<p>Use the “Forgot your Password” link on the NY.gov log in page.</p> <p>Try using the https://ct.doh.ny.gov direct link.</p> <p>If that does not work, contact ITS at 1-844- 891-1786 OR 1-800-697-1323. You can also make a request by email to: Fixit@its.ny.gov.</p>
<p>“No default homepage tab found.”</p> <p>Already signed in, but continually being prompted to sign in again.</p> <p>You’ve logged in but cannot see your registered cooling tower.</p> <p>Your session continues to “time out.”</p>	<p>The page you are on may not be directly linked to the cooling tower portal.</p> <p>OR</p> <p>Your browser is remembering your visits to other ny.gov websites.</p>	<p>Try using the https://ct.doh.ny.gov direct link.</p> <p>Use a supported browser: Google Chrome or Microsoft Edge Chromium.</p> <p>Clear your browser’s cache, close every instance of that browser (or restart your computer), and try again.</p> <p>Try using a different supported browser (see above action).</p> <p>Try accessing the site by using Incognito Mode. (Hit Ctrl+Shift+N while in the browser to open an incognito window).</p> <p>Try accessing the site from another computer or from a mobile device.</p> <p>If that does not work, contact ITS at 1-844- 891-1786 OR 1-800-697-1323. You can also make a request by email to: Fixit@its.ny.gov.</p>