

## Help for common problems encountered with COSMOS

Here's what to do if COSMOS isn't working...

This document has a section for each of three problems that you may encounter with COSMOS, including:

- 1) a red "x" appears in a field in COSMOS where data should display instead
- 2) you are having problems with your password – for instance, you have forgotten your password, or your password doesn't work
- 3) there are general malfunctions in COSMOS – for instance, the application hangs up, crashes, doesn't allow you to save data, or otherwise doesn't behave like you know it should.

This document will provide you with some steps you can take that may help you resolve the problem quickly. Before you contact someone to ask for technical support, please refer to the section of this document that most closely describes the problem that you are having, and try the steps that are provided.

Please jot down the results as you try each step. If the steps listed here do not fix the problem, you will need your notes when you contact someone for help. Section 4 of this document contains information about who you should contact if you need further assistance.

### **(1) A red 'x' appears in a field in COSMOS, where data should display instead.**

Instead of displaying data as it should, COSMOS might display a red x, or part of a red x. Here is one example, but your screen may look somewhat different:



This may mean that some software referred to as an "ActiveX control" or a "Num Edit control" has to be re-installed on your computer. This is not something that you can do for yourself.

If you usually contact Enrollment Management Systems Group with your computer questions, you can contact us by visiting the EMSG Help Desk at <http://www.em.arizona.edu/helpdesk>.

If you have not used the Help Desk before, you can consult the document "How to fill out a help desk ticket" at: (<http://www.em.arizona.edu/training/helpPDF/helpdesk.pdf>) to learn more about the Help Desk.

If the Help Desk is unavailable, please call 626-8058.

**(2) If your password doesn't work, or you have forgotten your password, follow the instructions given below.**

Remember that your COSMOS password is the same as your NetID password. If you find that you are the only person in your office that cannot sign in, you may need to reset your NetID password at <https://netid.arizona.edu/>

If no one can sign in, there is probably a problem with the server – the computer that sends information to everyone's individual computers. Make sure that your department representative contacts the EMSG Help Desk (details listed in section 4 of this document) to make them aware of the problem, and then wait for the problem to be resolved. Problems with the server are usually resolved within an hour or so.

**(3) If COSMOS just doesn't seem to be working as it should, try the steps listed in this section. If these steps do not correct the problem, contact the EMSG Help Desk (contact information listed in section 4).**

First, find out whether other people in your office are having problems. If they are, there is probably a problem with the server (the main computer that sends information to everyone's desktop computer). If other people are having trouble, make sure that your department representative contacts the EMSG Help Desk to make them aware of the problem (contact information listed in section 4). Most, but not all, problems with the server are resolved within an hour.

If other people in your office are not having problems, try restarting your computer. If restarting your computer did not solve the problem, please contact your department representative, who will gather additional information about your issue and contact the EMSG Help Desk.

**(4) Contacts.**

If you usually contact Enrollment Management Systems Group with your computer questions, you can contact us by visiting the EMSG Help Desk at: <http://www.em.arizona.edu/helpdesk>.

If you have not used the EMSG Help Desk before, you can consult the document "How to fill out a help desk ticket" to learn more about the Help Desk, at: <http://www.em.arizona.edu/training/helpPDF/helpdesk.pdf>

If the Help Desk is unavailable, please call (520) 626-8058.

**(5) Training.**

If you are interested in COSMOS training, visit <http://www.em.arizona.edu/training/training.htm>