TROUBLESHOOTING GUIDE

# Can't log in to Teaching Station

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## User can't login to a full-size Teaching Station

First, **confirm whether the user has an AV booking**, by checking the AVLOG.
- CAs don't have access to the AVLOG, so ask a co-pilot or a casual staff member.

If you have remote access to the room, go ahead and **log them in remotely**.

If you don't have access to the room, a technician will have to go to the classroom and log them in using the temporary **qq login credentials**, listed at the bottom of the [Talkmaster KB homepage](#). Alternatively, you can read out the qq login credentials to them **over the intercom**.

## User has forgotten their UTORid password

Here are the [instructions on how to reset it](#).

# User can't login to touchscreen because it's missing a character used in their password (such as: $, *, or ,)

**In the short-term**: offer to log them in remotely.

**In the medium-term:** certain keyboard characters (like $ and *) used to be allowed in passwords, but for cyber-security reasons they are no longer allowed. So if you change the password associated with your UTORid account, then in future you will be able to login to the Teaching Station touchscreens yourself.

**If the user is in the Myhal building:** the touchscreen keyboards are missing the comma in Myhal rooms. This is a known issue, that we will fix eventually. For now, offer to log them in remotely.

# How can instructors gain the ability to log in themselves?

They need to speak to their administrative contact or "business officer" in their department or faculty. In order to gain the right *permissions* to log into the audiovisual Teaching Stations in the rooms we maintain, they need to ask for the *staff flag* in the HRIS system.

# How can users confirm whether their UTORid account is still active?

They can visit [utorid.utoronto.ca](https://utorid.utoronto.ca), go to the yellow header near the bottom-left that says *Problems with your UTORid?*, and follow the link below.

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*Keywords*: *#login #teaching #station #UTOR #id #won't #let #me #can't #fails #doesn't #work*

# Can't log in to Teaching Station changelog

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| Thx to Dave, added notes about "staff flag" and utorid.utoronto.ca | 1/18/2023 | Ian Swain |

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