


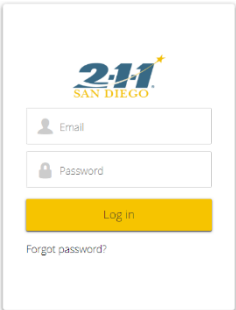





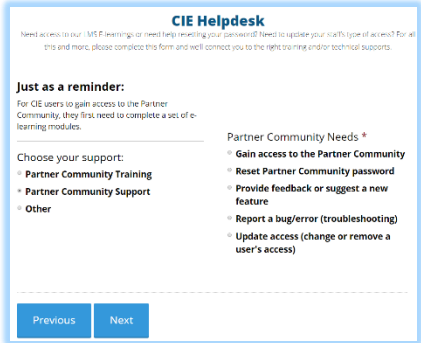
CIE Troubleshooting Guide (Help Tips)

Sometimes when CIE doesn't work as expected, there are steps you can try to resolve the issue. Other times, CIE Support will be necessary.

Here are a few common issues that users experience and potential ways to solve the issue. Need more information than what's provided below? Enlist help from your IT department or reach out to ciehelpdesk@211sandiego.org

For more training materials or to report an error you may also visit:
<https://ciesandiego.org/partnering-with-cie/training-technical-support/>

Problem	Solution
Forgot the link to login to CIE	Visit: https://ciesandiego.org/partnering-with-cie/ and click on the "Partner Community Sign-on" link  Partner Community Sign-on
Forgot Username	Your username should match your work email address
Forgot password	To reset your password:  <ol style="list-style-type: none">1. Click "Forgot Password"2. Enter your work email address3. Click "Send Password Reset Email" <i>Note: Do Not Enter your birthdate</i>4. Check your email inbox for a link to reset your password If the above didn't work, email CIEpartners@211sandiego.org for help. We may need to update your email address.
The page is taking too long to load.	Switch to Chrome  or Firefox  browser
	Find and click the refresh icon 
	Clear your browser's cache

<p>I clicked on a link in my email to login to CIE and it takes me to an Invalid page or a different website.</p>	<p>Your IT department may have a firewall in place that is meant to protect your system from hackers, spam, and/or malicious activity. Sometimes this means that the firewall alters the link from CIE. Try logging in from the regular link. If the problem persists, please contact our Helpdesk as shown below.</p>
<p>I tried making an update or using a feature in CIE and then an Error page.</p>	<p>If you encountered an error code, please report it by visiting: https://ciesandiego.org/contact-helpdesk/</p> <ol style="list-style-type: none"> 1. Enter you information so that the CIE team knows how to follow up with you 2. Click “Partner Community Support” 3. Click “Report a bug/error (troubleshooting)” 4. Provide a short description of the error 5. Upload a screenshot of the screen
<p>Other</p>	<p>Visit: https://ciesandiego.org/contact-helpdesk/</p> <ol style="list-style-type: none"> 1. Enter you information so that the CIE knows how to follow up with you 2. Click “Partner Community Support” and select an option: <ul style="list-style-type: none"> • “Reset Partner Community Password” • “Provide Feedback or suggest a new feature” • “Update access (change or remove a user’s access)” <p style="text-align: center;">Or</p> <p>Click “Other” and briefly describe how CIE can help.</p>  <p>The screenshot shows a 'CIE Helpdesk' form. It includes a header with the title 'CIE Helpdesk' and a sub-header 'Need access to our LMS/E-learning or need help resetting your password? Need to update your user's type of access? For all this and more, please complete this form and we'll connect you to the right training and/or technical support.' Below this is a section titled 'Just as a reminder:' with the text 'For CIE users to gain access to the Partner Community, they first need to complete a set of e-learning modules.' There are two columns of radio button options. The left column is titled 'Choose your support:' and includes 'Partner Community Training', 'Partner Community Support', and 'Other'. The right column is titled 'Partner Community Needs *' and includes 'Gain access to the Partner Community', 'Reset Partner Community password', 'Provide feedback or suggest a new feature', 'Report a bug/error (troubleshooting)', and 'Update access (change or remove a user's access)'. At the bottom of the form are 'Previous' and 'Next' buttons.</p>