

Troubleshooting

This guide will assist you in answering frequently asked questions.

If you are unable to solve your issues with this guide, please contact a staff member at Adelaide Microscopy.

Issue	Possible cause	Resolution
I can't log in (with Uni of Adelaide User ID)	Wrong password	Check for typos, Check Caps Lock Contact microscopy@adelaide.edu.au
	Wrong username (Uni ID)	Check for typos, Check Caps Lock Contact microscopy@adelaide.edu.au
	Uni ID has been deactivated	Contact microscopy@adelaide.edu.au
I can log in but can't book anything		_____
	Wrong username	Check for typos, Check Caps Lock Contact microscopy@adelaide.edu.au
	User account has been deactivated	Contact microscopy@adelaide.edu.au
I can log in but can't book anything	No project has been submitted/approved	Submit a Project Number and Department ID to microscopy@adelaide.edu.au
	Project has not yet started or	

Adelaide Microscopy Booking FAQs

I can log in and have an active project but can't