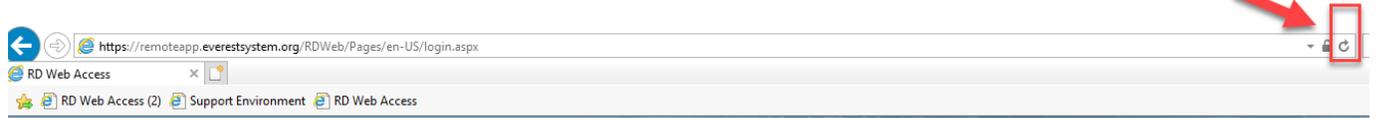


### Issue

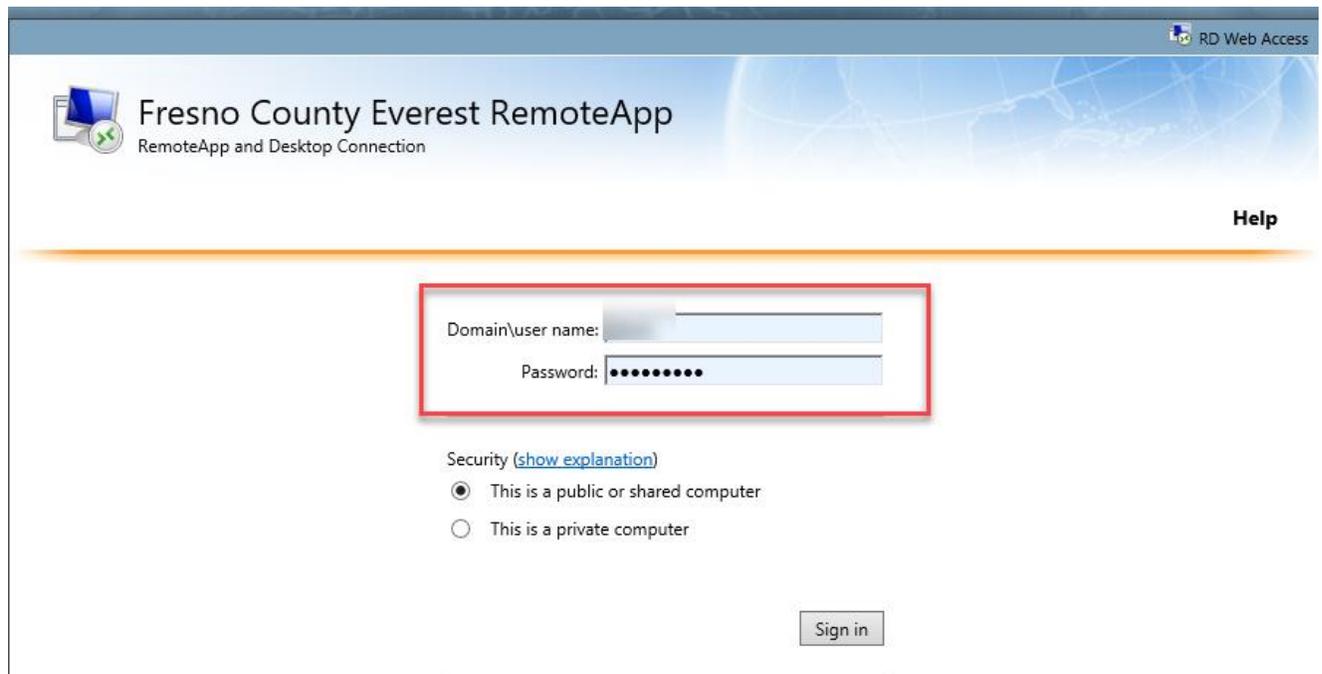
My window is not displaying properly and the log in section is missing.

### Solution

1. Click on the **refresh button** on the top of your browser 



2. Enter your Everest user name and password.



### Issue

It's not taking my password at the *Windows Security* part.

### Solution

Try entering your password up to 5 times, follow the below steps to make sure you are setup correctly:

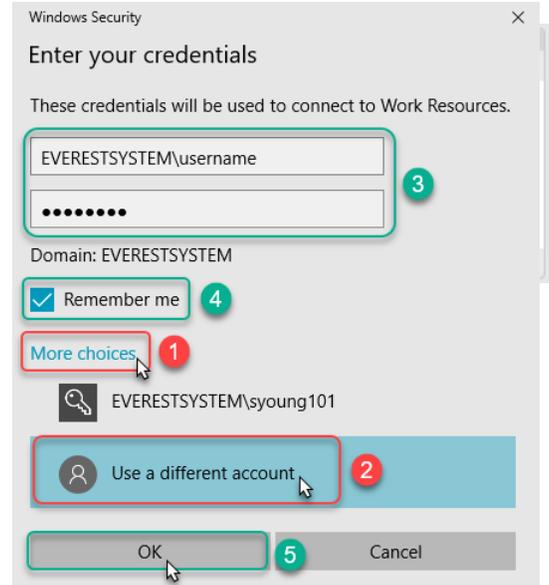
When you get this prompt,

- 1) Select **More choices**
- 2) Select **Use a different account**
- 3) Enter your **Everest Credentials** in the following format:
  - **User Name:** EVERESTSYSTEM\username
  - **Password:** enter your Everest password
- 4) Make sure to check the box  **Remember Me**
- 5) Select **OK** and the Everest App will launch.

## TROUBLESHOOTING TIP!

If it keeps prompting you to enter the password, keep trying up to 5 times, and it should go through.

\* This issue should be corrected soon.



**Log in to Everest:** Enter your **Everest UserID**, **Password**, **District #** and confirm the **Fiscal Year** to log in.

