Everest Troubleshooting Guide

Logging In on a PC



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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

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2. Enter your Everest user name and password.

Fresno Count	y Everest RemoteApp	RD Web Access
RemoteApp and Desktop (onnection	Help
	Domain\user name:	
	Security (<u>show explanation</u>) This is a public or shared computer This is a private computer	
	Sign in	

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
- Enter your Everest Credentials in the following format:
 - User Name: EVERESTSYSTEM\username
 - Password: enter your Everest password
- 4) Make sure to check the box **Z** 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.

Windows Security	\times
Enter your credentials	
These credentials will be used to connect to Work Resources	i.
EVERESTSYSTEM\username	
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Domain: EVERESTSYSTEM	
Remember me	
More choices, 1	
C EVERESTSYSTEM\syoung101	
8 Use a different account	
OK, 5 Cancel	Ľ.

EVEREST SCROOL SYSTEM	UserID Password District # Piscal Year 2020 Login Cancel Version 1.31.0.0
Web Site To Connect To	Everest
	password?
What do I do it I forgot my Click on the forgot passw	ord link Forgot Password



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