

# WeBWorK Login Info and Tech Support Guidelines

## How To Log In:

- First find your WeBWorK course from the list on this website:

**`http://www.math.msu.edu/webwork/`**

- Your default Username is your NetID (your email address before the '@' symbol).
  - Your Username will always be your NetID. It cannot be changed.
  - The table below shows the correct way and two incorrect ways of entering your Username if your NetID were `davey8543`.

CORRECT: <code>davey8543</code>	This is the <b>only</b> correct way
INCORRECT: <code>Davey8543</code>	The 'D' is capitalized
INCORRECT: <code>davey8543@msu.edu</code>	This is the entire email address

- Your default Password is your PID ('A' followed by 8 numeric digits).
  - The 'A' **must** be included in your default Password and **must** be capitalized.
  - The table below shows the correct way and two incorrect ways of entering your default Password if your PID were `A12345678`.

CORRECT: <code>A12345678</code>	This is the <b>only</b> correct way
INCORRECT: <code>a12345678</code>	The 'A' is not capitalized
INCORRECT: <code>12345678</code>	The 'A' is missing

- **Please change your password after logging in for the first time. You can change it by clicking the link that says "Password/Email" after you log in.**

## How To Get Help:

If you are stuck on a problem, you can get help by asking questions in class (or in recitation if your course has them), asking a tutor in the MLC, emailing your TA, going to office hours, studying in groups, etc.

If you have technical troubles with WeBWorK (unable to log in, forgot your password, one of the problems won't display, etc.), send an email to the Tech Support Email Address for your course. This email address can be found at <http://www.math.msu.edu/webwork/>

- In your email, please include your name, PID, section number, and a brief description of the technical issue.
- Tech support is only for technical issues and cannot help if you are having trouble figuring out how to do a problem.
- Due to the large number of students using WeBWorK and the very small number of staff, questions emailed to tech support that are not tech support questions may not be answered.
- For the same reason, questions sent to the wrong tech support email address may not be answered or may receive a delayed response.

My tech support email address is \_\_\_\_\_@math.msu.edu