Troubleshooting CCTO Access Issues

If you are experiencing technical difficulties, this guide can help you troubleshoot the most common access issues that arise when using the CCTO tool.

CCTO Resources

If you are seeing this error or having other issues logging into CCTO…

- It is probably because you have more than one Microsoft application logged in within the same browser, which can cause issues. Try **using an incognito window.** You can also **try logging in with a different browser,** such as Chrome, Firefox, Safari, or Edge. *Please note that Internet Explorer is not a supported browser.*

- View the *Logging into the CCTO Tool* and *Access and Navigation* job aids for further assistance.

If you need assistance with your NCID…

- The *How to Set Up Your NCID* job aid provides an **overview of activating your NCID**, which you must do before you can log into the CCTO tool.

- **If you have forgotten your NCID password**, you should follow the instructions outlined in *this job aid* to reset it.

- **If you have logged in with the correct credentials but are still receiving an error,** you have likely NOT been granted a Dynamics 365 Security role. Please reach out to your NCID Admin. If you don't know who your NCID Admin is, please reach out to your supervisor. If you are in CCTC, please send an email to: CCTC_NCID_Admin@carolinactc.org

- View the *CCTO Helpdesk and NCID Support Guide* for additional NCID assistance.

If you have a question about CCTC onboarding or being assigned a supervisor…

- Please reach out to cctc-orientation@carolinactc.org.

If you have a general question about CCTO…

- You should utilize the *CCTO Glossary*, which will link you to appropriate job aids for each section, or browse the *CD Manual Training Resources* page for a **list of all CCTO job aids**.

- You can also consult the *CCTO FAQs* document to **view questions that have been frequently asked** about processes and areas of CCTO.

If none of these resources solved your problem…

You can submit a ticket for help into the ServiceNow portal. Instructions on doing so can be found in this *job aid*.