

MyApplication Troubleshooting Guide

Due to a high volume of emails, we ask that you first review this troubleshooting guide before e-mailing us with questions about your application login. If you do need to e-mail us, please include any previous messages, so we can better assist you.

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Setting up email:

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Please follow these instructions to set up your email password.

1. RESET YOUR ApplicantLink PASSWORD. Go to [MyApplication](#) and click "I forgot my password". Enter the required information, and set up a new password. The new password should be at least 8 characters long and include all of the following: upper case letters, lower case letters, and numbers. Do not use any part of your name or account name and do not reuse any previous passwords.

If you are having trouble resetting your password, see the note at the end of these instructions

2. WAIT FOR 30 MINUTES. Your password needs to propagate to the email servers. After a half hour, try setting up your email password.

3. SET UP YOUR E-MAIL PASSWORD. Use the ACS tools to set up your password. Go to the [ACS Global Password Change tool](#) and follow the instructions there.

4. IF YOU HAVE TROUBLE setting your ApplicantLink password, email ApplicantLink@college.edu. Include your name, user ID/PID, date of birth, city of birth, application ID number, and the reason you're emailing.

If you have trouble accessing email and you've already set your ACS email password, email acs-consult@college.edu. Include your name, PID, email account name, and the problems you're having.

New users:

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When you first visit MyApplication, you need to create a new account. Your application ID and password from Pathways will not allow you to log in at College. As you create your account, make sure you write down your user ID/PID. You must have this ID to log in again later. You'll also create a secret question and answer. Make sure this is something you can remember; we don't have access to look it up for you. This is for the security of your account. Try to ask a question that you can easily remember the answer to, but would be hard for someone else to guess.

We send a welcome email to you when your account is set up. It includes your user ID/PID. Print it out and put it in a safe place for future reference. You'll need it if you forget your password.

TROUBLESHOOTING/ F.A.Q.

AOL users:

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If you are having trouble signing in to MyApplication, please try using another browser, such as Internet Explorer or Firefox, instead of the AOL browser.

We are having trouble with delayed email messages to AOL. Emails to you, including the welcome email, can take several hours to get through. We're working on clearing this problem with AOL. If you have an alternate address, you may want to use it at this time.

Earthlink users:

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You must add ApplicantLink@college.edu and ApplicantLinkinfo@college.edu to your safe senders list or you will not receive our replies to your inquiry. We cannot fill out the anti-spam forms, so you must clear our e-mails for delivery.

I can't log in. I get a message that says "unable to validate your PID/PAC."

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Did you create your account? You must create a college account. Your application ID will not work as your user ID. See the "new users" section for more information.

Make sure you are using the user ID/PID assigned to you when you first create a College MyApplication account. It is NOT your application ID.

If you mistype a few times, your computer may be temporarily blocked from logging in. If you've tried three (3) times,

please wait 5-10 minutes before trying again. This is a security measure.

If you still can't log in, try resetting your password. Click on the "I forgot my password" link on the MyApplication login screen. You will need your user ID or application ID number.

I forgot my password.

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You can reset your password by using the "I forgot my password" link on the MyApplication login screen. You will need your user ID or application ID number.

Your password must be 6 - 11 characters long and can include letters and numbers **only**. Special characters (!@#%\$, etc.) will not work in the password field.

I can't find my Application ID number.

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Your Application ID number was created when you submitted your application to College. It was also included in the Applicant Link newsletter sent to you in January.

I can't remember my user ID/PID.

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When you create your account, we send a welcome email with your user ID/PID in it. Please refer back to the email for your ID. You can now reset your password with your application ID number and your user ID/PID will display for you.

I can't create an account.

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Please check and make sure you are entering your information exactly as it appears on your original application.

I get a message that says "Unable to create account."

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Have you already created your account? If so, you can log in using your user ID/PID and password.

I can't remember my secret question's answer.

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We do not have access to your secret question's answer. Make sure you are typing it exactly as you originally did.

I didn't get my welcome email and I don't have my user ID/PID. Now what?

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Did you get an error when you signed up? Did you somehow delete your email? We can resend your ID, but you MUST go through this troubleshooting guide first. If you have tried the various steps, such as looking for your original email, then go ahead and [email us](#). You'll need to include the following in your email:

- The reason you're emailing
- Application ID
- Full name
- Date of birth
- City of birth
- Email on application
- Current mailing address (as in, where you live)

I've tried resetting my password. I get an error and the confirmation email never comes.

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You must use your user ID/PID that was assigned to you in order to reset your password. If you can't remember it, try your application ID number, and your user ID/PID will display. *Make sure you write down your user ID/PID!*

Make sure you are answering your secret question correctly. It must be spelled exactly the same as when you first entered it, or you'll get an error. This is not a system problem, but a security feature.

*Your password must be 6 - 11 characters long and can include letters and numbers **only**. Special characters (!@#%\$, etc.) will not work in the password field.*

Try clearing your cookies and cache (temporary internet files), close your browser, then try resetting again. If that still doesn't work, [let us know](#). Be sure you tell us exactly what you were doing, what steps you have taken, and any error messages you receive.