

## Fermi Redmine - Support #823

### External collaborators have services accounts, but can't seem to login

12/14/2010 01:45 PM - David Eads

<b>Status:</b>	New	<b>Start date:</b>	12/14/2010
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Marc Mengel	<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Spent time:</b>	0.10 hour
<b>Description</b>			
One of the off-site collaborators on the E-center project (login name: alake) reports that he has received confirmation of a services account, but cannot login to our project page.			

#### History

##### #1 - 12/14/2010 02:02 PM - Marc Mengel

I looked up alake in the services ldap; it shows 2 bad password attempts.  
Has Mr. Lake contacted the Service Desk to get the password set?

Also, issues like this should be reported via Service Desk; not through the bug tracker.

##### #2 - 12/14/2010 02:06 PM - David Eads

Well, I didn't know where to report, because I don't know where the problem lies. When I go to add our collaborators as members to our project, they aren't available. Since they reported successfully receiving services accounts, I thought this might be the better venue.

##### #3 - 12/14/2010 02:51 PM - David Eads

FYI: Our collaborator was able to resolve his issues with a password reset via the FNAL service desk. Thanks.