TechWorks Technical FAQs

For assistance with problems that are not addressed by these FAQs, send an email to techworks.ask@gatech.edu.

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How do I get a GT Account and Password to log onto TechWorks?

To access TechWorks, you need an active Faculty/Staff GT Account and password.

1. To look up your GT Account
   - Go to PassPort (passport.gatech.edu).*
   - Click on "I don’t know my GT Account username".
   - Follow the prompts to look up your GT Account. The GT Account Username is the first piece of information needed to log in to TechWorks.

   NOTE: If you are a student and a GT employee, more than one GT Account Username will be displayed. Use the GT Account Username associated with a Department for which you work.

   • If you are unable to look up your GT Account, click on "My correct username and password aren’t working" and follow the prompts. You can also contact the OIT Technical Support Center (TSC). Telephone support is available at 404-894-7173 from 8:00 a.m. to 5:00 p.m., Monday through Friday. Walk-in support is available from 8:00 a.m. to 6:00 p.m., Monday through Friday (Clough Commons Room 215).

2. To look up your Password
   - Although your GT Account may be used to access many applications, the associated password may be different depending on the application. TechWorks uses the password maintained in PassPort.
   - Go to PassPort (passport.gatech.edu).*
   - Click on “I don’t know my password”.
   - Follow the prompts to reset your password. If you are unable to reset your password online, you can contact the TSC. Telephone support is available at 404-894-7173 from 8:00 a.m. to 5:00 p.m., Monday through Friday. Walk-in support is available from 8:00 a.m. to 6:00 p.m., Monday through Friday (Clough Commons Room 215).

   It will take up to one hour after your password is reset before you it can be used to access the system. Please note that changing your GT Account password affects multiple systems.

   This password automatically expires every 90 days, email messages reminding you to reset your password are sent prior to an upcoming expiration date.
   • You can reset your password online by going PassPort (passport.gatech.edu).
   • If your password expires, you will not be able to reset it online. You will need to call 404-894-7173 or go to the TSC to get your password reset.

*For your convenience, there is a link to PassPort on the TechWorks login page (click the Login button then click on “I don’t know my GT Account”).
Why doesn’t my GT Account exist in TechWorks?

You may be using a student GT Account if the following message is displayed after you try to log onto TechWorks: “Incorrect login or disabled account. Try again or visit Passport for more information.”

Students may be assigned multiple GT Accounts. To access TechWorks, you must use your Faculty/Staff GT Account. If you need to look up your GT Account:

- Go to PassPort (passport.gatech.edu).*
- Click on "I don’t know my GT Account username".
- Follow the prompts to look up your GT Account. Use the GT Account Username associated with a Department for which you work.

If you are unable to look up your GT Account, click on "My correct username and password aren’t working" and follow the prompts. You can also contact the OIT Technical Support Center (TSC). Telephone support is available at 404-894-7173 from 8:00 a.m. to 5:00 p.m., Monday through Friday. Walk-in support is available from 8:00 a.m. to 6:00 p.m., Monday through Friday (Clough Commons Room 215).

*Students may be assigned multiple GT Accounts. To access TechWorks, you must use your Faculty/Staff GT Account. If you need to look up your GT Account:

- Go to PassPort (passport.gatech.edu).*
- Click on "I don’t know my GT Account username".
- Follow the prompts to look up your GT Account. Use the GT Account Username associated with a Department for which you work.

If you are unable to look up your GT Account, click on "My correct username and password aren’t working" and follow the prompts. You can also contact the OIT Technical Support Center (TSC). Telephone support is available at 404-894-7173 from 8:00 a.m. to 5:00 p.m., Monday through Friday. Walk-in support is available from 8:00 a.m. to 6:00 p.m., Monday through Friday (Clough Commons Room 215).
What browsers are supported?
Based on internal testing, Internet Explorer 10 with Windows 7 is the recommended solution for accessing TechWorks. This combination is the clear leader in terms of performance and user interface quality. Please review the Configuration Guide for more detailed information on recommended combinations of web browser and operating systems. Your CSS/CSR or other local technical support staff should be able to assist you in setting up the appropriate configuration.

Can you support my favorite browser?
TechWorks uses PeopleSoft software. Browser support is determined by PeopleSoft, not by Georgia Tech. Certain browsers display PeopleSoft pages differently than others. Some of these differences are very subtle and do not impact performance, while others may alter the look and function of PeopleSoft pages.

PeopleSoft certifies browsers based on the version of PeopleTools used to construct the application. Georgia Tech is currently using version 8.53z of PeopleTools. Hardware and software requirements may change with future versions of PeopleTools.

Please review the Configuration Guide for more detailed information on recommended combinations of web browser and operating systems. Browsers not specifically recommended in the configuration guide are not supported browsers but may work fine for most transactions. If you do not use one of the recommended browsers, we suggest that you use the latest version of your favorite browser.

Your CSS/CSR or other local technical support staff should be able to assist you if you have any further questions.
I’m having trouble with my TechWorks session. What are some things I can try to improve the situation?

1. If you are having trouble logging in to TechWorks, make sure that:
   • You are signing in with a valid faculty/staff GT Account and password. This is also true for students - student GT Accounts cannot be used to access TechWorks. Click here for instructions on how to look up your Faculty/Staff GT Account. Go to PassPort (passport.gatech.edu) or call 404-894-7173 if you need to reset your password.
   • You are following recommended configuration guidelines.
   • You have specified TechWorks as a trusted site.
   • Cookies are enabled.
   • JavaScript is enabled.
   • You are not working in an environment that restricts you from changing your browser settings (e.g., a military installation). If so, please contact the OIT Technical Support Center (TSC):
     • Telephone support is available at 404-894-7173 from 8:00 a.m. to 5:00 p.m., Monday through Friday.
     • Walk-in support is available from 8:00 a.m. to 6:00 p.m., Monday through Friday (Clough Commons Room 215).
     • You can submit an online Request for Service.

2. If you have signed in to TechWorks but are having trouble completing certain transactions, you might need to disable pop-up blocking software in order to make information appear in order to continue with your transaction. You can also make sure that browser settings allow pop-ups for all official Georgia Tech websites (*.gatech.edu). If you need assistance, please contact your CSS/CSR or other local technical support.

3. If you have signed in to TechWorks and performance is slow, you may want to:
   • Check to see if Content Adviser is enabled (to improve performance, turn off Content Adviser). Please Note: If you opt to continue running Content Adviser, add *.gatech.edu as a trusted site
   • Clear your cookies and cache
   • Use spyware detection software to detect/remove spyware.

PLEASE NOTE: Given the variety of ways in hardware and software can be configured, it is difficult to provide a definitive list of troubleshooting tips. Your CSS/CSR or other local technical support staff should be able assist you in identifying the appropriate solution.
Why doesn't anything happen when I click on the Verify Identity button?

When you click on the Verify Identity button, the GT Login page should be displayed so that you can confirm that you are authorized to view the requested information; however, it may not be displayed if you are using a “pop-up blocker”.

Pop-up blockers automatically stop windows (usually advertisements) from "popping up" while you browse the Web. However, some pop-up windows, like the GT Login page, are used to display important information.

If your pop-up blocker is enabled, you will probably see a security message which indicates that you have failed to re-enter your GT Account and password within the allotted time.

A short-term solution is to try pressing and holding the Ctrl button on your keyboard while you click the Verify Identity button. This may not work for all configurations.

Search engines, such as Google, and Internet Service Providers (ISPs) offer different solutions for allowing you to view blocked “pop-up” windows. You should review the on-line HELP provided by your search engine or ISP to find out how to override the pop-up blocker and allow pop-up windows to appear when you are working with Employee Self-Service.

Click here for more information on how to disable your pop-up blocker.

How do I enable cookies?

TechWorks requires cookies to be enabled in order to maintain a "session" with you. These cookies are deleted when the browser is closed. No personal information is stored in cookies unless explicitly approved by you.

Enabling cookies involves an adjustment to your browser settings. These adjustments vary based upon your computer operating system.

Microsoft Internet Explorer 10:
1. Select the “Internet Options…” menu item from the Tools menu.
2. Click on the “Privacy” tab at the top of the Internet Options window that pops up.
3. Click on the Advanced button.
4. Check the "Override automatic cookie handling" box.
5. Select the Accept option for First-party Cookies”.
6. Select the Block option for Third-party Cookies.
7. Click on the OK button.
8. Click on the OK button on the Internet Options window.
9. Close all Explorer windows, than restart Internet Explorer.
How do I enable JavaScript?

TechWorks uses JavaScript and therefore requires JavaScript to be enabled in your browser. The following steps describe how to enable JavaScript for Internet Explorer 10.0. Other browsers should feature similar options.

• Open Internet Explorer
  In order to adjust your browser settings, you will first need to open a browser window. You can do this by clicking on the shortcut icon on your desktop or taskbar.

• Access the Internet Options
  You need to locate the Internet Options. These can be found under the Tools menu.
  *a) Open the Tools Menu
    In the top right corner of the screen, you will see a small icon that looks like a cog. This is the tools menu. Click the icon to open the menu.
  *b) Select Internet Options
    Clicking the cog icon will open the menu. Click on the option that says "Internet Options."

• Access Security Options
  Once you have opened the Internet Options window, click on the tab labeled "Security." The JavaScript options are located here because there is a possibility that some JavaScript can be malicious, so disabling JavaScript is considered a security measure.

• Access Custom Options
  Under the Security tab, you will see a button labeled "Custom level." Click this button.

• Enable JavaScript
  You will now be presented with a list of security options. There are many options, but you are only interested in the ones found under the "Scripting" section.
  *a) Find Scripting Options
    Scroll down the list until you find the section headed "Scripting." Then, find the sub-section called "Active Scripting."
  *b) Enable Scripting
    Scripts are often enabled by default. If they are currently disabled, you can click the option labeled "Enable." If you would rather make a decision on a case-by-case basis, select "Prompt." If you do this, Internet Explorer will ask you every time a website wants to run a script. After making a choice, click "OK."
  *c) Confirm Choice
    When you make a selection, you will see a warning box asking you to confirm your choice. Click "Yes."

• Finalize the Selection
  You will now be returned to the Internet Options window. Click "OK" to close the window. You will also need to refresh the page you are currently on to activate any scripts on that page.

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How do I disable pop-up blocking software?

Sometimes information opens up in a new window and if the pop-up blocker is enabled, you will not see this information. The following steps describe how to disable the pop-up blocker for Internet Explorer 10. Other browsers should feature similar options.

NOTE: Pop-up Blocker settings only apply to Internet Explorer for the desktop.

- **Open Internet Explorer**
  In order to adjust your browser settings, you will first need to open a browser window. You can do this by clicking on the shortcut icon on your desktop or taskbar.

- **Access the Internet Options**
  You need to locate the Internet Options. These can be found under the Tools menu.
  *a) Open the Tools Menu
  In the top right corner of the screen, you will see a small icon that looks like a cog. This is the tools menu. Click the icon to open the menu.
  *b) Select Internet Options
  Clicking the cog icon will open the menu. Click on the option that says "Internet Options."

- **Disable Pop-Up Blocker**
  On the Privacy tab, under Pop-up Blocker, clear the Turn on Pop-up Blocker check box, and then tap or click OK.

How do I clear cookies and cache?

The following steps describe how to clear cookies and cache via Internet Explorer 10. Other browsers should feature similar options.

- **Open Internet Explorer**
  In order to adjust your browser settings, you will first need to open a browser window. You can do this by clicking on the shortcut icon on your desktop or taskbar.

- **Access Safety**
  *a) Open the Tools Menu
  In the top right corner of the screen, you will see a small icon that looks like a cog. This is the tools menu. Click the icon to open the menu.
  *b) Select Safety
  Click on the option that says "Safety."

- **Delete History**
  *a) Click on the option that says "Delete Browsing History"
  *b) Make sure to uncheck "Preserve Favorites website data"
  *c) Make sure to check both "Temporary Internet Files" and "Cookies"
  *d) Click the Delete button.
  A confirmation message will be displayed at the bottom of the window once it has successfully cleared your cache and cookies.