



## Troubleshooting

**This guide will assist you in answering frequently asked questions.**

If you are unable to solve your issues with this guide, please contact a staff member at Adelaide Microscopy.

Issue	Possible cause	Resolution
<b>I can't log in (with Uni of Adelaide User ID)</b>	Wrong password	Check for typos, Check Caps Lock Contact <a href="mailto:microscopy@adelaide.edu.au">microscopy@adelaide.edu.au</a>
	Wrong username (Uni ID)	Check for typos, Check Caps Lock Contact <a href="mailto:microscopy@adelaide.edu.au">microscopy@adelaide.edu.au</a>
	Uni ID has been deactivated	Contact <a href="mailto:microscopy@adelaide.edu.au">microscopy@adelaide.edu.au</a>
<b>I can't log in (External users)</b>	Wrong password	Check for typos, Check Caps Lock Contact <a href="mailto:microscopy@adelaide.edu.au">microscopy@adelaide.edu.au</a>
	Wrong username	Check for typos, Check Caps Lock Contact <a href="mailto:microscopy@adelaide.edu.au">microscopy@adelaide.edu.au</a>
	User account has been deactivated	Contact <a href="mailto:microscopy@adelaide.edu.au">microscopy@adelaide.edu.au</a>
<b>I can log in but can't book anything</b>	No project has been submitted/approved	Submit a Project Number and Department ID to <a href="mailto:microscopy@adelaide.edu.au">microscopy@adelaide.edu.au</a>
	Project has not yet started or has finished	Check that your project is current (start/end date). Contact <a href="mailto:microscopy@adelaide.edu.au">microscopy@adelaide.edu.au</a>
	No equipment is associated with user account	Equipment connections occur after training on specific equipment. If you don't yet have access it may be that you have not been granted booking rights yet. Contact AM Staff for advice: <a href="mailto:microscopy@adelaide.edu.au">microscopy@adelaide.edu.au</a>



<p><b>I can log in and have an active project but can't book a particular equipment</b></p>	<p>Specific equipment is not associated with user account</p>	<p>Equipment connections occur after training on specific equipment. If you don't yet have access it may be that you have not been granted booking rights yet. Contact AM Staff for advice: <a href="mailto:microscopy@adelaide.edu.au">microscopy@adelaide.edu.au</a></p>
<p><b>I can't book an equipment for a specific time</b></p>	<p>Equipment is already booked</p>	<p>Another user may already have the equipment booked for the same time period (or part thereof).</p>
	<p>User access rights do not allow booking – category</p>	<p>Different users will have different booking rights for different equipment. You may have unrestricted access on some equipment but not all. Contact the relevant technical staff member if you feel you should have additional booking access</p>
	<p>User access rights do not allow booking – days in advance</p>	<p>Some equipment may restrict bookings too far in advance. If you require a session on a specific date more than a month into the future, please contact the relevant technical staff member</p>
<p><b>I can't book an instrument across multiple days at different times using the recurrent booking option</b></p>	<p>The continuous booking option may not be possible for some instruments; or an invalid day and time period is chosen.</p>	<p>Either: (a) Book each as a single booking; or (b) choose day and time periods for the different bookings that do not overlap; or (c) choose different starting days for the different bookings. For different bookings that both start on the same day you will need to do separate single bookings for each.</p>
<p><b>I can't edit or delete a booking</b></p>	<p>User access rights for that equipment do not allow editing and deleting of existing bookings</p>	<p>If you require an existing booking to be edited or deleted please contact the relevant technical staff to modify the booking on your behalf for that equipment.</p>
<p><b>Browser Compatibility</b></p>	<p>Some issues can be caused by web browser incompatibility</p>	<p>EZbooking is compatible with the following web browsers:</p> <ul style="list-style-type: none"> <li>- Windows Internet Explorer version 11</li> <li>- Mozilla Firefox</li> <li>- Google Chrome</li> </ul>