

Help & Troubleshooting — projects

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Projects

Symptom	Likely cause	Fix
You cannot access Projects.	The user name or password has not been accepted.	Re-enter Enter User Name and Enter Password , then select Login . If necessary, select Reset Password .
The required project is not open.	You are not viewing the correct project record.	Select All Projects and choose the project by reviewing Project Name and Project Full Name .
Your edits are not retained.	The record was closed or cancelled without being saved.	Reopen the project, make the required updates, and select Save changes . For a new project, select Save .
The selected information is not as expected.	The selection has not been reviewed after using the selection control.	Select Select... again and verify the entries under Selected items before saving.

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