

TechWorks Technical FAQs

[How do I get a GT Account and Password to log onto TechWorks?](#)

[Why doesn't my GT Account exist in TechWorks?](#)

[What browsers are supported?](#)

[Can you support my favorite browser?](#)

[I'm having trouble with my TechWorks session. What are some things I can try to improve the situation?](#)

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").

[Return to Top](#)

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."



Georgia Tech Login Service

Incorrect login or disabled account. Try again or visit [Passport](#) for more information.

Enter your GT Account and Password

Login requested by: techworks.psauth.gatech.edu:5943

GT Account:

Password:

☐ [Warn me before logging me into other sites.](#)

LOGIN clear

ATTENTION: When you are finished using all of your authenticated applications, please log out of this system and exit your browser to ensure you do not leave any of your applications (such as your e-mail) open to other users of this machine.

TERMS OF USE
This computer system is the property of Georgia Tech and is available for authorized use only, in accordance with the [Computer & Network Usage and Security Policy \(CNUSP\)](#). Users should have no expectation of privacy, as any and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized site(s) and/or law enforcement personnel in order to meet administrative and/or legal obligations.
By using this system, I acknowledge and consent to these terms.

[I don't know my GT Account](#)
[I don't know my password](#)
[My correct username and password aren't working](#)

For assistance, please contact the OIT Technology Support Center at 404-894-7173 (Mon-Fri 8am-5:00pm ET).

[Additional documentation including how to integrate your application with GT Login](#)

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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).

[Return to Top](#)

What browsers are supported?

All modern browsers are supported such as: Mozilla Firefox, Google Chrome, Microsoft Edge, Apple Safari.

I'm having trouble with my TechWorks session. What are some things I can try to improve the situation?

1. 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 Computer Service Support (CSS)/Computer Support Representative (CSR) or other local technical support.
2. 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.

[Return to Top](#)