Trouble shooting steps for the LTU Alerts System

Screenshots
If you see www.getrave.com (see Figure 1) in the box, please sign in using your campus username and password. If your login is not working, please contact the Help Desk for username and password assistance.

![Correct Website](image1.png)

*Figure 1: Correct Website*

If you see *Unspecified Service Provider* (see Figure 2) in the box, you will most likely be unable to log in. Please follow the troubleshooting steps below.

![Incorrect Website](image2.png)

*Figure 2: Incorrect Website*

Trouble shooting steps
1. Please try clearing the cache of your browser and then restarting your browser. Click on the link for the browser you are using for instructions on how to clear the cache.
   - Internet Explorer 9
   - (Internet Explorer 7 or 8)
   - Firefox
   - Chrome
2. Close and reopen your browser. Navigate to the https://www.getrave.com/login/Ltu site. You should see www.getrave.com in the box as in Figure 1 above.
3. If you still unable to log in please try a different browser or visit the Help Desk for further trouble shooting procedures.