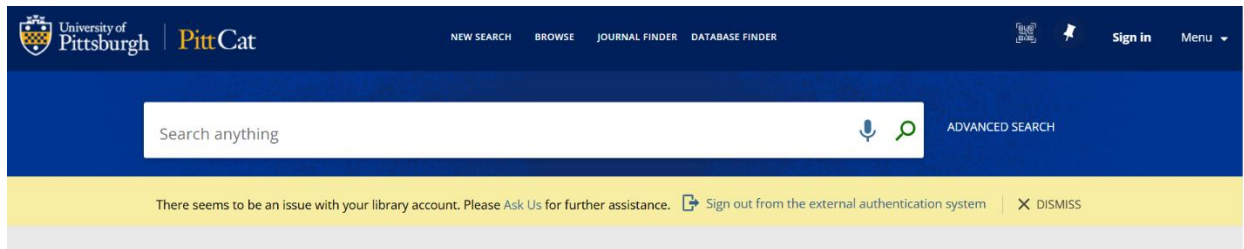# Sign-in Error

Video Transcript

Have you attempted to sign-in to PittCat and received an error message? This video will provide you with an overview of potential reasons and how you may resolve them.

If you are a currently enrolled student, or faculty or staff of the University, you may not have obtained a Pitt ID yet or your already issued ID may be expired. The Pitt ID acts as your library card and enables access to your library account. Please feel free to contact Panther Central or the ID Center at your regional Pitt campus to request an update.

Individuals who are working or studying remotely have the option to initiate the ID process online through Panther Central. Once this process is complete, your library account will be

available to you 24-48 hours later. If you are a brand-new student or a student who has had a pause in your enrollment and are returning to the University, your library borrowing/request privileges will not activate until the start of the next term for which you are enrolled.   Please do not hesitate to Ask Us if you have any questions about library access.

If you have been issued a university computing account through a sponsoring department or program, these accounts provide a Pitt username and password.

Sponsored Accounts General Information

Overview

Sponsored accounts are intended to provide access to those individuals who are not eligible for a Primary account but have legitimate business with the University that requires an account.

Detail

Software Resources

Sponsored Accounts will have limited access to resources, with some needing to be granted manually. Through software.pitt.edu Sponsored Accounts only have access to the VPN. This is due to campus licensing agreements; they won't have access to the same software that Primary accounts get. They also do not have access to the Pitt IT Labs or the Virtual Labs for this licensing reason.

By default, Sponsored Accounts have an A1 Microsoft 365 Education license, which gives them access to things like OneDrive and the online versions of 365 apps. If you have a Sponsored account and a need for an upgraded license, contact the Technology Help Desk to ask about one!

Library Access

Sponsored accounts will have access to Pitt-owned journals through library.pitt.edu, but not non-Pitt owned journals. To access Pitt-owned journals, you'll either need to be connected to Pittnet or connected to the VPN.

Sponsored accounts allow access only to library licensed electronic resources, including journals, articles, and eBooks, via the A-Z list of databases and PittCat. For access to library electronic resources, you must ignore the sign-in prompts within PittCat and click through to the link provided under "Full Text" to access the resource you need. If you continue to experience issues with your sponsored account, please contact your sponsoring department.

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LOCATION ITEMS

With any questions about the library or specific library resources, please reach out to us and we would be happy to assist you.

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