

Troubleshooting issues for parking services log in

1023 Laurie Sherrod August 1, 2023 [Support & Services](#)

If a user is unable to log in to their Parking services account try the steps below:

Note that Freshmen are not loaded into the system until mid to late July.

1. Be sure they are using a preferred web browser such as Google Chrome.
2. Clear web browser's cache and cookies.
3. Be sure they are using the same password as for iRoar and Canvas.
4. The system, for some users, does not accept passwords that begin with a capital letter. So if it does not accept your password that begins with an uppercase letter, try typing the same password again changing the first letter to a lowercase version of the same letter.

Note: If a user receives this error message: "Index was out of range. Must be non-negative and less than the size of the collection. Parameter name: index", this usually means they have not been loaded into the system yet (~ Step 1).

If you have more questions, email ITHELP@clermson.edu or call 864-656-3494.

Online URL: <https://hdkb.clemson.edu/phpkb/article.php?id=1023>