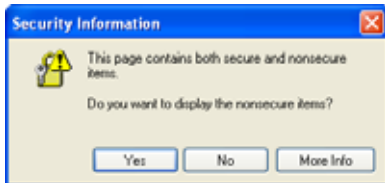


# Gartner Research Services Logging In through CampusCruiser Troubleshooting Guide

## Warnings and Alerts

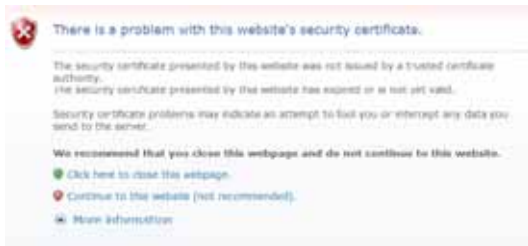
### Security Warnings

If you see a warning message like this, click **Yes**.



### Certificate Warnings

If you see a certificate warning message like this, select **Continue to this website**.



If you see a Certificate warning message like this, click **Continue**.

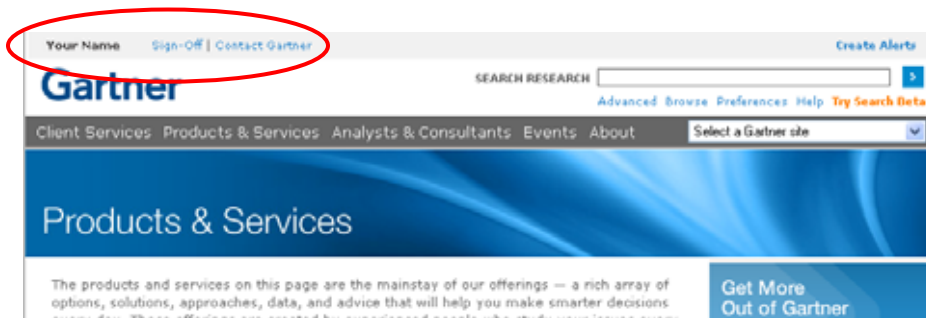


That may open a second window. If it does, select **Accept this certificate permanently** and click **OK**.



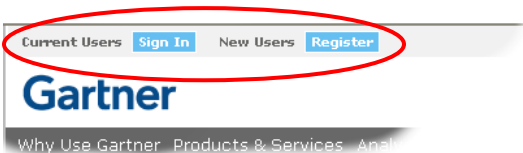
## Gartner Login

When you log in to CampusCruiser and open the Libraries tag, then select Gartner in the left hand menu, you should automatically be logged in to Gartner. If you are, you'll see your CampusCruiser user name and the **Sign Off** option in the upper left-hand corner.



If you see the **Sign In** option shown below, you may have your browser set to block cookies. Instructions for setting your browser to accept cookies are available on the CampusCruiser Welcome page.

For assistance in changing your settings, [contact the Help Desk](#). Off campus, call 617-557-2000. On campus, dial 2000.



## Duplicate Logins

If you accidentally try to log in to Gartner twice, because you have two instances of CampusCruiser open at the same time, you will be notified that you have made duplicate log in attempts.

If you've logged on twice, just log out of your second browser.

The same duplicate log in message will appear if someone else logs in with your user name and password. Never give your username or password to anyone.

## **Gartner Help**

### **Getting Started**

If you want to learn more about using Gartner Research Services, you may want to take advantage of their [Quick Start Guide](#) and [Online Training](#).

### **Contacting Gartner**

#### **Get Help**

If you need help using Gartner, you can get help by selecting Help in the upper right area of most pages. If you're on a page that doesn't have an obvious Help link, select Contact Gartner, then Help.

#### **Using Gartner Forms**

If you need to contact Gartner and you use their contact form, they will respond to your CampusCruiser email address ([username@ccmail.suffolk.edu](mailto:username@ccmail.suffolk.edu)) by default.

If you do not have forwarding from your CampusCruiser email to your regular email ([username@suffolk.edu](mailto:username@suffolk.edu)) set up, be sure to enter your Suffolk email address in the E-Mail field, or check you CampusCruiser email for the response.