If you receive the following error message (in image below) this means that Portal does not recognize the user name. Please contact the Service Desk at 201-447-7109.

IF you receive the following error (in image below) portal accepts your user name and password, HOWEVER a primary portal page (known as a “constituency” page) has not been defined so portal does not know which page to send you to. Please contact the Service Desk at 201-447-7109 and have them add you to the appropriate “Constituency”. The three defined constituencies are: “Student”, “Faculty” and “Staff”.

Constituency redirection is enabled but the user does not have a primary constituency.

For further assistance, please call the Bergen Service Desk at 201-447-7109.