● Georgetown University ● Student Employment Office ●
● G-19 Healy Hall, Box 571252 ● Washington, DC 20057 ●
● Phone: 202.687.4187 ● Fax: 202.784.4877 ● finseo@georgetown.edu ●

Dear Georgetown Student:

We apologize for any inconvenience you may be experiencing. In order to troubleshoot your access issue, please follow the following steps:

1. Make sure you are logging in under the section of our website titled "Georgetown Students." An error commonly occurs, if one accidentally clicks on "On Campus Employers" and attempts to log in.

2. Please close all open browser windows. Then, open a new browser and try to log in again. Many times, this will refresh your system and allow you to login with no difficulties.

3. Lastly, if you are still experiencing log in issues, please send your name, Net ID, date and time of log in attempt, name of web browser and edition (i.e. Internet Explorer 7), along with a screen shot of the error message you are receiving to finseo@georgetown.edu. We will research your issue during the next business day and resolve the issue. To create a screen shot, press CTRL, ALT, + PRINT SCREEN while viewing the error message. This will copy the screen onto the clipboard. Then, open a new email message and paste (CTRL + V) the screen shot into the message. Send this email to: finseo@georgetown.edu.

Thank you for your understanding. We look forward to resolving this issue soon.

Sincerely,
The Student Employment Office