DFP CAREER PORTAL

Troubleshooting Guide: Unable to Log into https://dfpcareerportal.org

1. Confirm Proper Username and Password:
- Double-check that the username and password entered are correct.
- Ensure that the caps lock key is not accidentally activated.
- Be mindful of any leading or trailing spaces in both the username and password.

2. Network Issues:
- Check the internet connection to ensure it's stable. A poor or intermittent connection could prevent successful login.
- Try accessing the website from a different device or network to see if the issue is device-specific.

3. Update Browser:
- Ensure that the browser being used is up-to-date. An outdated browser may not be compatible with the website's login system.

4. Account Lockout:
- If you have been locked out after multiple failed login attempts, please wait 10 minutes to be unlocked.

5. Check Firewall Settings:
- Verify that you are not behind a firewall or security software that might be blocking access to the website.
- Temporarily disable the firewall or try accessing the website from a different network to rule out network issues.

6. Browser Compatibility:
- Ensure that the browser being used is compatible with the website. Try using a different browser to see if the issue persists.
- Clear browser cache and cookies, as these may sometimes cause login issues.

7. Password Reset:
- If there's any doubt about the password, use the "Forgot your password" link on the website.
- Check the email associated with the account, including the spam or junk folder, for the password reset link and instructions.
- Follow the provided steps to reset the password and attempt to log in again.

8. Contact Admin:
- If the issue persists, please reach out to the administrator - nctc_dfp@fws.gov
- Provide specific details about the problem encountered, such as error messages or any steps taken to resolve the issue.