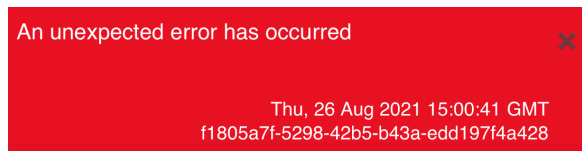


MyApps Troubleshooting: No Apps Appearing - Unexpected Error

Introduction	1
Troubleshooting Steps	1
Ensuring all apps are set to “Show”	1
Launching an app from the tile icon.....	2
Clearing the cache and cookies of your internet browser.....	3
Contacting IT for further support	3

Introduction

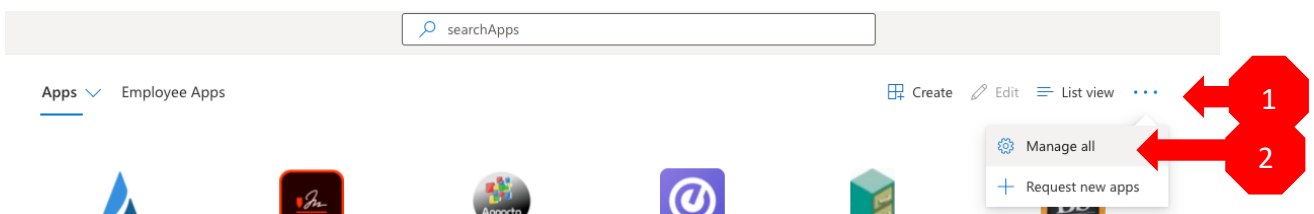
The following troubleshooting steps are to be taken when receiving an error in MyApps stating “An unexpected error has occurred”, which at times results in no apps being available on the launch pad.



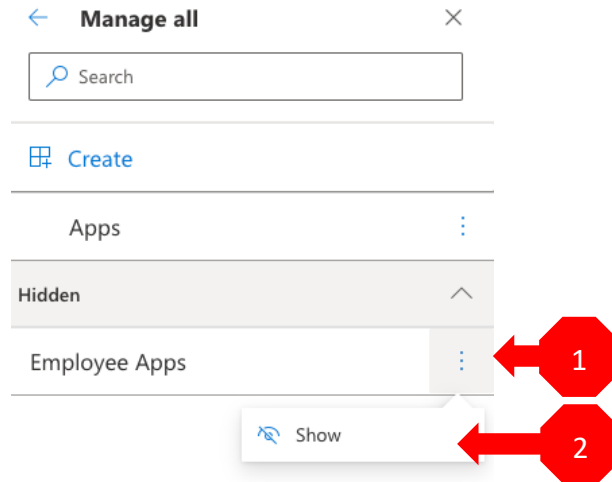
Troubleshooting Steps

Ensuring all apps are set to “Show”

1. After signing into MyApps and receiving the error(s), close the red error boxes.
2. Select the “...” in the upper, right-hand corner of the apps page and select “Manage all”.

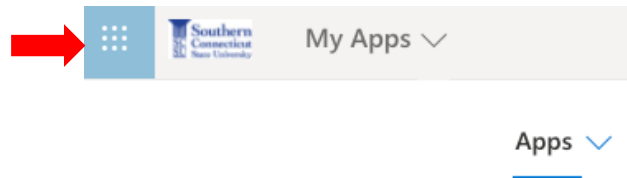


3. On the “Manage all” window that appears on the right-hand side, select the three dots to the right of “Apps” and “Student Apps” or “Employee Apps” and click “Show” if that is an option. If “Show” does not appear and only “Hide” is available, close the window and proceed to the next troubleshooting section below. Both your app collections are already set to show properly.

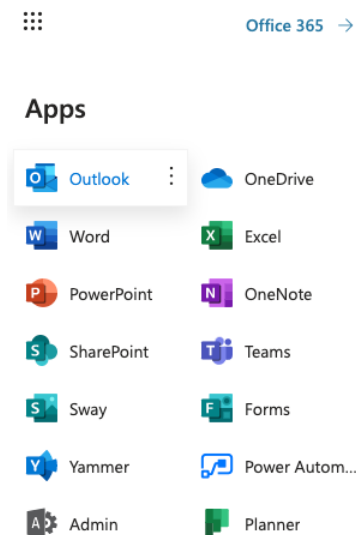


Launching an app from the tile icon

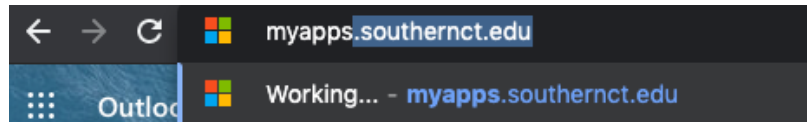
1. Select the tile/“waffle” icon from the upper, left-hand corner of the MyApps page.



2. Select a Microsoft app to open, such as “Outlook”.



3. Once this page loads, in the URL bar head back to MyApps by typing in “MyApps.southernct.edu”.



4. When the page is reloaded this way, your apps should now appear. If this does not resolve the issue of apps not showing, continue to the next troubleshooting section below.

Clearing the cache and cookies of your internet browser

1. Instructions for how to do this will vary widely depending on what type of internet browser you are using, your operating system, as well as what version of the internet browser you have installed currently. Our recommendation is to do a google search of how to do so on your specific browser, for example: “Clearing cache and cookies in Google Chrome”.
Note: Be sure to always only following instructions from trusted websites.
2. Once your browser’s cache and cookies are cleared, quit the browser, reopen, and head back to MyApps.southernct.edu. Log in with your full SCSU email address and password and see if your apps appear.

Contacting IT for further support

If you are still unable to view your apps or are encountering an error message after these troubleshooting steps, contact us at:

Phone: 203-392-5123

Email: helpdesk@southernct.edu