



## Georgetown University Student Employment Office

### Troubleshooting HoyaWorks! Log-in Errors

Georgetown University Student Employment Office  
3520 Prospect Street, NW | Car Barn, Suite 304 | Washington, DC 20057  
Phone: (202) 687-4187 | Fax: (202) 784-4877 | [finseo@georgetown.edu](mailto:finseo@georgetown.edu)

#### For Georgetown Students and On-Campus Employers:

Thank you so much for visiting our site. We apologize for any inconvenience you may be experiencing at this time. In order to troubleshoot your access issue, please follow the following steps:

1. **Make sure you are logging in under the appropriate section of our website** – Students should use the link found on the "Georgetown Students" page, and likewise, On-campus Employers should use the link found on the "On Campus Employers" page. These two links don't go to the same place, so please be sure you are on the correct page before proceeding.
2. **Be sure you are using your full Georgetown email address** – The HoyaWorks! system is set up to log-in with your NetID account, however, you need to log-in with the full email address not just the NetID itself. (i.e. you'll log in with `abc123@georgetown.edu` and your NetID password )
3. **Restart your browser** – Close all open 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.
4. **Clear your cookies** – If restarting your browser didn't help, please clear out your cookies and try to log-in again. How to clear your cookies depends on what browser you are using, but it's usually found under 'history,' 'settings,' or 'internet options.'
5. **Contact SEO with any remaining issues** - 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](mailto:finseo@georgetown.edu). We will research your issue and find a solution as soon as possible.

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

Sincerely,  
The Student Employment Office