

# Problems logging into Florida Virtual Campus (FLVC)?

Below are some common problems students may experience when attempting to log in to the FloridaShines.

## The login page says it couldn't verify my username or password.

The credentials you use to log in to MyUWF are the same credentials you use to log in to FloridaShines. Visit [Recovering Your MyUWF/ArgoNet Username or Password](#) to recover your username and reset your password.

## I am unable to recover my MyUWF/ArgoNet username or reset my MyUWF/ArgoNet password.

Contact the ITS Help Desk by phone at (850) 474-2075 during our [normal business hours](#).

## I know my MyUWF/ArgoNet username and my MyUWF/ArgoNet password. My password meets the requirements for FloridaShines too, but I still can't get logged in.

Reason	Solution
You don't have an active ArgoNet account.	<a href="#">Activate your ArgoNet account.</a>
You have not registered for classes at UWF in the past three semesters.	Please contact the <a href="#">Office of the Registrar</a> at either (850) 474-2244 or <a href="mailto:registrar@uwf.edu">registrar@uwf.edu</a> .
Your active ArgoNet account was temporarily disabled because of repeated unsuccessful login attempts.	Please contact the ITS Help Desk by phone at (850) 474-2075 during our <a href="#">normal business hours</a> as the ITS Help Desk is unable to discuss account details via email. Be sure to be in front of your computer when you call, as certain circumstances may require that a remote session be established for additional troubleshooting.
Any other reason or issue not listed here.	

## ITS Help Desk

(850) 474-2075  
[helpdesk@uwf.edu](mailto:helpdesk@uwf.edu)