Troubleshooting Forrester Access Issues
for UW Faculty, staff & students only

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Note: Forrester is only available to current students, faculty, and staff. If you still have questions after using this troubleshooting guide, please contact our Chat service for help.

1. Did the student create an account and are they logged in? If the student is logged in, you'll see a link in the upper right hand corner that says "Log out"

2. If the student is logged in but still isn't getting access to any reports, it usually means that they didn't get added properly to our account.

   To fix this, go to the Forrester Registration information page on our website (UW Restricted). You'll see our registration ID in large red letters. Copy this code or write it down somewhere.
3. In the student's Forrester account, hover your mouse over "My Account" and then select "Registered Products" from the drop down menu.

4. In the section called "Add a new registration ID", paste in our registration ID and click "Submit".