

	Question	How to Test	Answer
1	Are you connected to the internet	Can you get onto rte.ie	
2	Do you have the correct address for reach	Is https://reach.cso.ie in the address bar	
3	Have you the correct username and password	The one that you got for reach first initialsurname and password e.g. momahony & password given for reach	
4	Can you click on the bookmark	Looks like a PC	
5	What happens when you click on the bookmark	Should Open your PC Screen If Not Your PC may have been shut down	
6	When did you get the reach account	If received recently should be fine If received a while ago, bookmark address may need to be checked with IT	
7	Can you logon to your PC	Using your credentials you logon to the network in the morning e.g. omahonymi & network password	
<b>N.B.</b>	There could also be confusion between the Reach username and password and Your Network username and password so make sure you're using the correct one		