

Why can't I login to Starfish?

January 2023

Login Credentials

Use your Wifi/Papercut credentials:

- **Username:** First Initial + Last Name + Last Four of Student ID
 - **Example:** *jgonzales6789*
 - *If your last name is hyphenated, remove the hyphen when entering your username.*
 - *If you have two last names, combine your last names into one last name when entering your username.*
 - *If your last name is more than 15 letters, only enter the first 15 letters of your last name when entering your username.*
 - **Note:** *If you were a student prior to 2020, use the last 4 digits of your original student ID not the ctclink ID issued to you.*

- **Password:** PCD! + YYYY + MM + DD
 - **Example:** *If your birthday was January 27, 1985, your password would be PCD!19850127*
 - **Note:** The PCD in the password is case-sensitive and needs to be in all caps.

Are you a New Student?

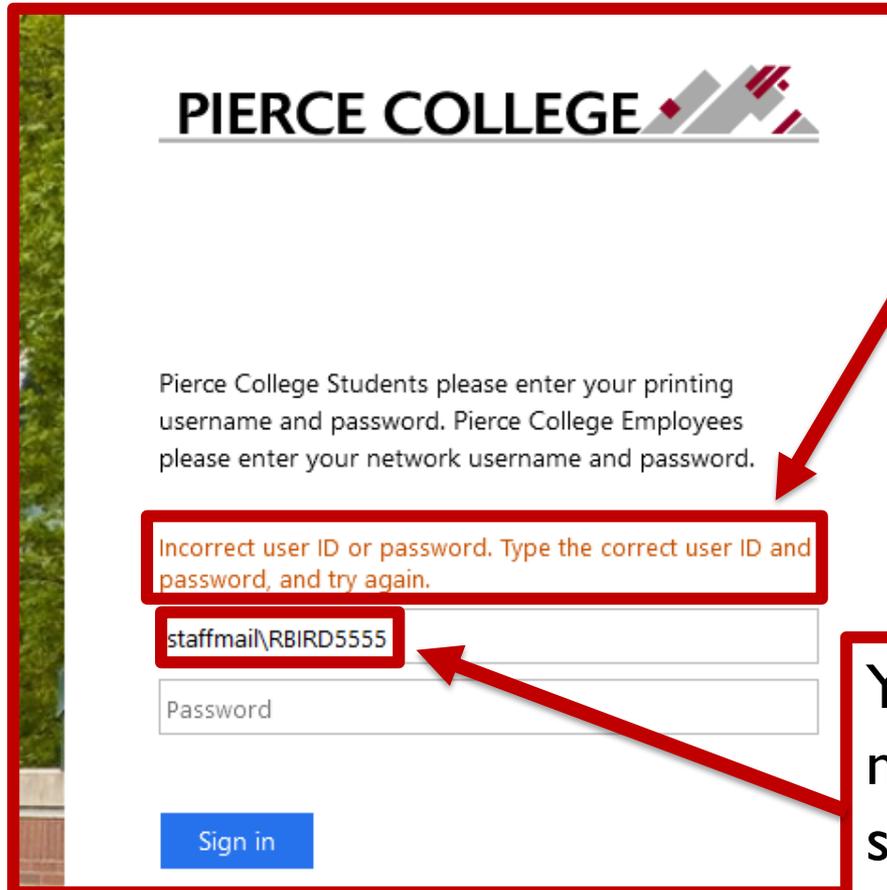
- If you are a new student, you will have login access to Starfish about 1-2 business days after you are accepted to Pierce.
- We are so excited to see you! Welcome to Pierce College!
- Check out some of [the resources](#) on the Pierce College website while we are setting up your account.

Starfish Link

- Please login to Starfish using this link:
 - <https://pierce.starfishsolutions.com/starfish-ops/>
- If you want to bookmark the Starfish login URL, bookmark Starfish *after* logging in.
- Do not bookmark the login page. This URL does not allow you to log in later and looks like this:
“https://adfs.pierce.ctc.edu/adfs/ls/?SAMLRequest=...”
- Instead, bookmark Starfish after you have already logged in.

Common Starfish Errors

Error: Invalid Login Credentials



PIERCE COLLEGE 

Pierce College Students please enter your printing username and password. Pierce College Employees please enter your network username and password.

Incorrect user ID or password. Type the correct user ID and password, and try again.

staffmail\RBIRD5555

Password

Sign in

If you see this message, try your login credentials again (remember that the PCD is case-sensitive and we all occasionally make typos 😊). If you get the same message again, then contact us at StarfishTeam@pierce.ctc.edu.

You can ignore the “staffmail\” message. This is how our system processes logins for all faculty, staff, and students.

Error: SAML message



The screenshot shows a browser window with a single tab titled "- Error report". The address bar contains the URL: https://pierce.starfishsolutions.com/starfish-ops/saml/SSO/alias/pierce_starfish-sp-2019-2024-production. Below the address bar, a dark blue banner displays the error message: "HTTP Status 401 - Authentication Failed: Error validating SAML message". Underneath this banner, the error details are listed:

- type** Status report
- message** Authentication Failed: Error validating SAML message
- description** This request requires HTTP authentication.

If you are brought to the HTTP Status 401 page, you just need to exit your tab or browser and log-in again to Starfish.

Error: You do not have a user account

You do not have a user account in the Starfish system.

Please contact your system administrator if you should have or would like to gain access to this application.

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If you are brought to the “You do not have a user account” page, message StarfishTeam@pierce.ctc.edu with your name, ctcLink ID, and a screenshot of this page.

Error – Internet Browser

- If you are still unable to login, you may need to:
 - Clear your browser's cache and cookies before attempting to log in again.
 - Open a different browser (like Firefox, Chrome, or Edge)
 - Open an incognito/private window to try to log in again.

Need help?

Send an email to us at StarfishTeam@pierce.ctc.edu.

We will be in contact to help.

– Please include:

- Your First & Last Name
- Your ctcLink ID
- Description of the issue you are having
- Any relevant screenshots you are able to capture of the issue

Thanks!

Student Success Technology Specialist

StarfishTeam@pierce.ctc.edu