Unable to login into responsive website with your CDM\admin or user01 name

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Symptom

- Unable to log into the Responsive website with usernames CDM\#####admin or CDM\#####user01

Applies to

- CONTENTdm
- Responsive Site

Resolution

CONTENTdm has legacy usernames like CDM\12345admin and 1234user01 that no longer are managed for password resets.

Please create new user accounts and add them to CONTENTdm following the [Add a new user](https://help.oclc.org/Metadata_Services/CONTENTdm/Troubleshooting/Unable_to_login_into_responsive_website...) documentation.

Once you have the username registered contact [OCLC Support](https://help.oclc.org/Metadata_Services/CONTENTdm/Troubleshooting/Unable_to_login_into_responsive_website...) and provide the username you will need to be added to the CONTENTdm Server Administration so you may sign in.

Additional information

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20667