



NYU
housing

a division of campus services

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Online Application Trouble-Shooting Steps

- When you sign on to NYUHome, access "Housing Forms" immediately. Access to "Housing Forms" expires 5 to 10 minutes after you sign into NYUHome.
- Quit out of the browser completely and attempt to log in again.
- Empty your web browser's cache. The cache saves the contents of web pages you open so they load faster when you visit them again. This can sometimes affect NYUHome.
- Make sure your browser is javascript enabled.
- Try to use a Mozilla-based browser such as Firefox.
- Try to connect through an external proxy, like NYU-Net Proxy (<http://www.nyu.edu/its/faq/connecting/proxy.html>). Some Internet Service Providers, such as AOL, employ a dynamic IP address, which can change your local IP address while you are connected. The change makes "Housing Forms" produce an error.
- Try a different computer.
- Contact ITS at 212-998-3333 or visit their NYUHome help webpage at <http://www.nyu.edu/its/nyunet/#nyuhome>.
- If none of these options resolve the problem, please contact the housing office via email at housing@nyu.edu or by phone at 212-998-4600.