Why don't I see my ArcGIS data when I login to ArcGIS?

Tell Me

1. Probably because you logged in with your NinerNET account not your ArcGIS account; log out and log back in with those credentials.
2. On January 18, 2021, ARCGIS login changed from ArcGIS accounts to NinerNET credentials.
3. If you had an account prior to January 18, 2021, you need to log in with those credentials to have access to older data.
4. If you logged in with your NinerNET account, a new account was created completely separate from the original account.
5. If you have questions, please contact the IT Service Desk, 7-5500.

Related FAQs

- How do I export/import bookmarks on a University computer?
- How does a faculty/staff member purchase and install Microsoft Project or Visio on my University computer?
- How do I install SAS 9.4 on my personal computer?
- How do I install MatLab on my personal or university-owned Mac computer?
- How can I get software training?