


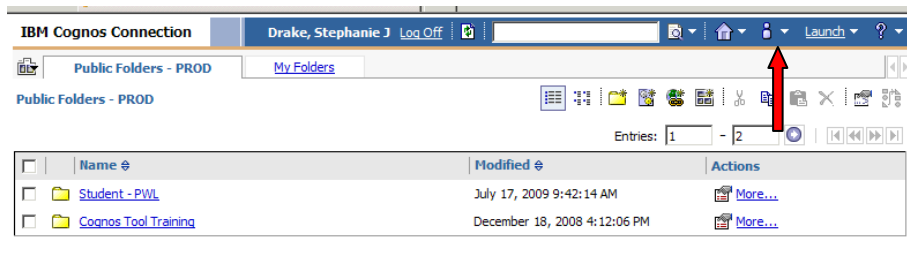
# Creating or Renewing Cognos Credentials

Updated 10/13/09

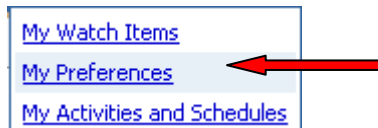
When you change your Career Account password, it is a good idea to “Renew your Credentials” on Cognos. If you don’t and you schedule reports to run, you will experience the following error message:

CNC-SEC-3403 The user account information is invalid, or it is missing in Content Manager. CAM-AAA-0194 Authentication to the namespace 'ONEPURDUE' failed. The provided credentials are invalid. Logon failure: unknown user name or bad password.

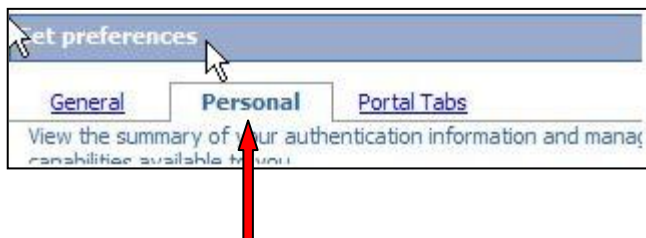
Go to your Person Icon  located at the top of the screen on the right.



Choose My Preferences from the Drop Down

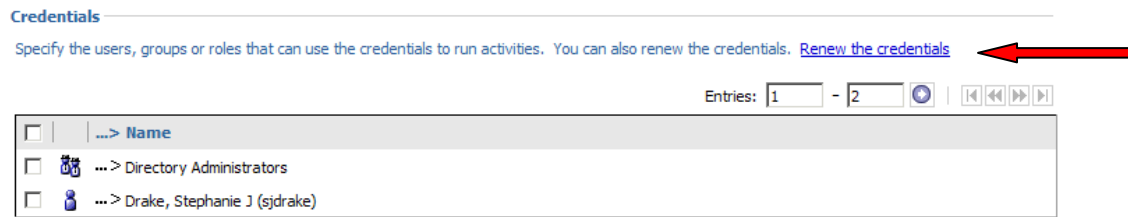


Click on the Personal tab at the top



Scroll down to the bottom and click on the “Renew the Credentials” link.

*Hint: If you have not done this before, you will see “Create the Credentials”.*



You will get a confirmation:



Click OK, and then OK on the next dialog box, and you should be good to go until the next time you change your password.

## Questions, Comments or Feedback?

As always, please direct any questions, comments or feedback you may have to the **Cognos Student Reporting Team** at [OnePurdueCognosStudent@exchange.purdue.edu](mailto:OnePurdueCognosStudent@exchange.purdue.edu). We are here to help.

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