1: Correct version?
Sorry, but I have to ask to double check, are you using the correct version? We’re at 5.5.9 right now.

Does yours also say 5.5.9?

- Yes, continue to the next section
- No, and you haven’t downloaded anything new. Go to: https://www.openmicroscopy.org/omero/downloads/ Download 5.5.9 for mac or windows. Section 2 and 3 might still be interesting to read.
- No, but you already downloaded it. Close this version of OMERO. Go to folder where you have the newest version and open the app from that folder. Section 2 and 3 might still be interesting to read.
2: Connected with UCSD protected network?
If you’re not on campus, therefore not connected with UCSD protected network. Then you need to connect to vpn of UCSD.

Follow the instructions from blink

https://blink.ucsd.edu/technology/network/connections/off-campus/VPN/

3: Correct server settings?
My problem was that it didn’t maintain the correct server settings.

This is how mine was configured, pay attention to “local host”, that should read “omero.nic.ucsd.edu”.

If that’s your problem too, click on the wrench

You see the following screen:
Select the correct line in the “connecting to” options or add a new line with “omero.nic.ucsd.edu” using the + button.

Click apply

Now the start window should read **omero.nic.ucsd.edu**, but the settings are still unlocked. Click on the lock to maintain the server settings.

Now it should look like:
You’re ready to log in!!

It should work now. If it still doesn’t email me to set up a zoom meeting.