

Frequently Asked Questions

- [Where is my account verification email?](#)
- [How can I get a new verification email?](#)
- [How can I get a new verification email if I forgot my username and password?](#)
- [Is there an example showing how to add a field and run a job?](#)
- [Can I the cash crop harvest overlap the cover crop planting date?](#)
- [Can I set cash crop to fallow?](#)

Where is my account verification email?

If you are having trouble receiving the account verification email, please check your spam or junk folder. Some mail servers are more restrictive and the email could get flagged as potential spam or junk. If you have access to an alternative email (e.g. Gmail, Yahoo, etc), you can try signing up with a different email address if you can't locate the verification email in spam or junk.

How can I get a new verification email?

You can get a new verification email sent to you by doing the following:

1. Go to <https://covercrop.ncsa.illinois.edu/> and click the **Login** button.
2. This should take you to the login page. Enter the email address you used to create the account and the password and click **Log In**.
3. If you entered the correct email/password you used to create the account, the page should show a verification message stating that an email has been sent to you.

These steps will only work if you enter the correct email and password.

How can I get a new verification email if I forgot my username and password?

If you forgot your username and password and need to still verify your account, do the following:

1. Go to <https://covercrop.ncsa.illinois.edu/> and click the **Login** button.
2. This should take you to the login page. Click the **Forgot Password?** link.
3. Enter the email you used to register for your account and click Submit. The page should notify you that you will receive an email shortly with further instructions.

When you receive the email, click the reset password link in the email. This will send you to a page that says a verification email was sent to your email address. Once you receive the verification email, click the link in the email to verify your account. Now that your account is active, you should be able to go through the steps to reset your password.

Is there an example showing how to add a field and run a job?

You can download an example video that shows how to add a field and run an example job [here](#)

Can I the cash crop harvest overlap the cover crop planting date?

No, the DSSAT crop model does not support overlapping dates; however, we recommend you set the planting date of the cover crop to match the date you actually planted it and move the harvest date of the cash crop to one day before the cover crop planting date so the dates do not overlap. Since the cash crop is not growing, there is little impact to the model outputs. In the future, we will update to handle this on the service side so users can enter actual dates of planting and harvest in the case there is overlap. For now, you will need to adjust the dates so they don't overlap.

Can I set cash crop to fallow?

No, but this feature is coming soon in a future update of the software.