

Client Training HQ

Login & Password Issues

Application Troubleshooting Guide

This document outlines a standard procedure for troubleshooting common issues related to logging into an application or resetting a password.

1. General Troubleshooting Steps (The Basics)

Before proceeding to specific issues, try these fundamental steps:

1. **Check Credentials:** Ensure you're entering the correct username (or email address) and password (or pin). Pay close attention to capitalization, as most usernames, emails, and/or passwords are case-sensitive.
2. **Verify Application Status:** Check if the application or service is currently down or undergoing maintenance. Look for an official status page, system notification, or company announcement.
3. **Check Keyboard Settings:**
 - Ensure the Caps Lock key is OFF.
 - If using a numeric keypad, ensure Num Lock is ON.
4. **Clear Browser Data:** Clear your browser's cache and cookies "for All Time", or try logging in using an Incognito/Private browsing window or a different web browser entirely (e.g., if you're using Chrome, try Firefox or Edge).
5. **Test Connectivity:** Ensure you have a stable internet connection. Try visiting a well-known website (like Google).
6. **Update/Restart:** If using a desktop or mobile application, ensure it's updated to the latest version. Try closing and reopening the application, or restarting your device.

2. Troubleshooting Login Issues

If the basic steps fail, follow these checks:

Symptom	Potential Cause(s)	Resolution Steps
"Invalid Credentials" / "Incorrect Password" Error	You do not have an registered account. Or you have entered an incorrect username / password.	1. Re-enter credentials carefully. 2. Confirm the username/email is the one associated with the account. 3. If you're certain your password is correct, proceed to Section 3: Password Reset.
Account is Locked or Disabled	Too many failed login attempts, or the account hasn't been used recently.	1. Wait for the specified lockout period (if applicable) and try again. 2. Look for an automated "Unlock Account" link on the login page. 3. Contact Support for manual account activation or unlocking (see Section 4).
Stuck on Login Screen / Page Won't Load	Browser issue, slow connection, or a local network firewall block.	1. Perform Basic Troubleshooting Step 4 (Clear cache/cookies or use Incognito mode). 2. Temporarily disable any VPNs or browser extensions (especially ad-blockers). 3. Try accessing the application from a different network.
Authentication Error (e.g., MFA Issues)	Multi-Factor Authentication (MFA) code is incorrect, or the verification method isn't working.	1. Ensure the MFA code is the most recent one generated. 2. Verify your device's date and time are synced correctly (critical for time-based MFA). 3. If you've lost your device, use a backup code or contact Support for a temporary bypass.

3. Troubleshooting Password Reset Issues

If you can't log in because you've forgotten your password, follow the standard reset procedure:

1. **Locate the Link:** Click the "Forgot Password?", "Forgot Username?", or "Need Help Logging In?" link on the application's login page.
2. **Enter Identification:** Enter the requested information, usually your username or email address associated with the account.
3. **Check Your Inbox:** Open the email client associated with the account. A password reset link or temporary password should arrive within a few minutes.
 - **Crucial Check:** Check your Spam/Junk folder. The email may be filtered there.
 - **Delay:** If it doesn't arrive within 5-10 minutes, try the reset process again, ensuring the email address entered is correct.
4. **Click the Link:** Click the provided reset link or copy and paste it into your browser.
Note: Reset links often expire quickly (e.g., after one hour).
5. **Create a New Password:**
 - Create a strong, unique password.
 - Ensure the new password meets all complexity requirements (e.g., minimum length, use of upper/lower case, numbers, and symbols).
6. **Final Attempt:** Return to the application login page and try logging in with your new password.

4. When to Contact Support

If you have performed all the relevant steps in Sections 1, 2, and 3 and still cannot access the application, it's time to escalate the issue.

Provide the following information to the support team to expedite the process:

- **Your Account Identifier:** The username or email address you are trying to log in with.
- **The Exact Error Message:** The full text of the error (e.g., "Error Code 403," "Account Locked," "Invalid Credentials").
- **The Troubleshooting Steps Taken:** (e.g., "Cleared cache, tried Incognito mode, attempted password reset").
- **Time of Last Successful Login:** (If known).
 - Name of your organization
 - Last known recovery email address
 - Last known recovery phone number
- **Device and Browser:** (e.g., "Chrome on Windows 11").

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