

Troubleshoot Login Issues: Non-Single Sign On (SSO) Users

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Overview

Your users may encounter several errors when attempting to log into Resolver. Below is a list of the most common login errors with solutions.



Note:

Resolver Support cannot create or enable user accounts.

Please contact your Resolver Administrator if the troubleshooting steps do not work.

Related Setup/Information

Please refer to the [Clear the Browser Cache](#) article for information on how to clear a browser's cache.

Please refer to the [Reset Your Password](#) article for information on how to reset your Resolver password.

Login/Password Information

Keep in mind the following information when logging into Resolver or Resetting your password:

- Passwords are case-sensitive.
- You have three login attempts before your account is temporarily locked.
- For locked accounts, you must wait 15 minutes before attempting to log in.
- When resetting a password, you must reset the password as soon as you receive the **Reset Password** email.
- You may have to wait up to 15 minutes between password reset requests.

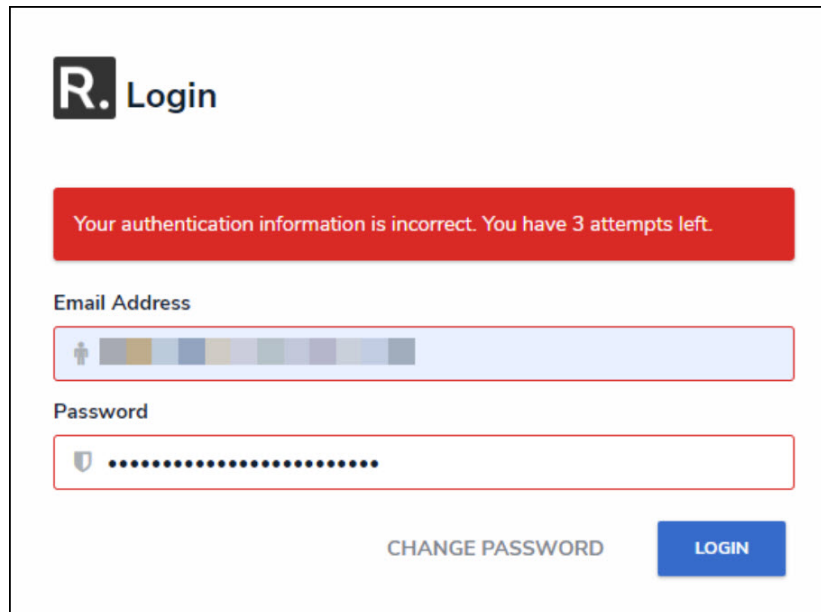
Your authentication information is incorrect. You have _ attempts left

Description:

This error can occur if the user enters their login credentials (email and password) incorrectly.

- Passwords are case-sensitive.

- You have three login attempts before your account is temporarily locked.



The screenshot shows the Resolver login interface. At the top left is the Resolver logo (a black square with a white 'R.') followed by the text 'Login'. Below this is a red error message box that reads: 'Your authentication information is incorrect. You have 3 attempts left.' Underneath the error message are two input fields. The first is labeled 'Email Address' and contains a light blue placeholder with a small person icon and several colored squares. The second is labeled 'Password' and contains a light blue placeholder with a shield icon and a series of dots. At the bottom right of the form are two buttons: a grey 'CHANGE PASSWORD' link and a blue 'LOGIN' button.

Login Screen

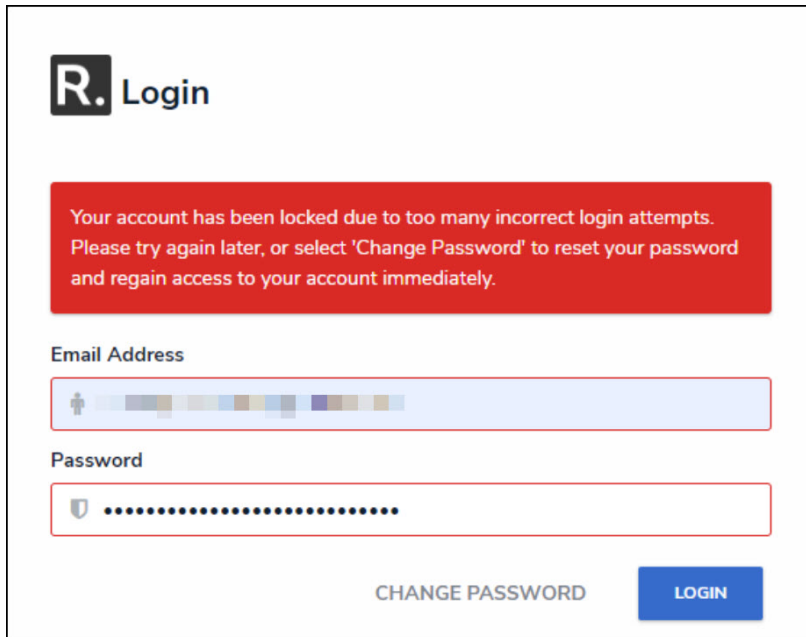
Solutions:

- Make sure the website address is correct.
- Make sure you are using the correct username and password.
- Try resetting your password by clicking the **Change Password** link and following the on-screen prompts.
 - If you are still waiting to receive an email from noreply@resolver.com within five minutes, follow the steps within the **Requested a password reset but didn't receive an email** section of this article.

Your account has been locked due to too many incorrect login attempts

Description:

This error can occur if the user enters their login credentials (email and password) incorrectly more than three times, temporarily locking the user's account.



The screenshot shows the Resolver Login page. At the top left is the Resolver logo (a black square with a white 'R.') followed by the text 'Login'. Below this is a red rectangular box containing the message: 'Your account has been locked due to too many incorrect login attempts. Please try again later, or select 'Change Password' to reset your password and regain access to your account immediately.' Below the message are two input fields: 'Email Address' and 'Password'. The 'Email Address' field contains a blurred email address. The 'Password' field contains a series of dots. At the bottom right of the form are two buttons: 'CHANGE PASSWORD' and 'LOGIN'.

Login Screen

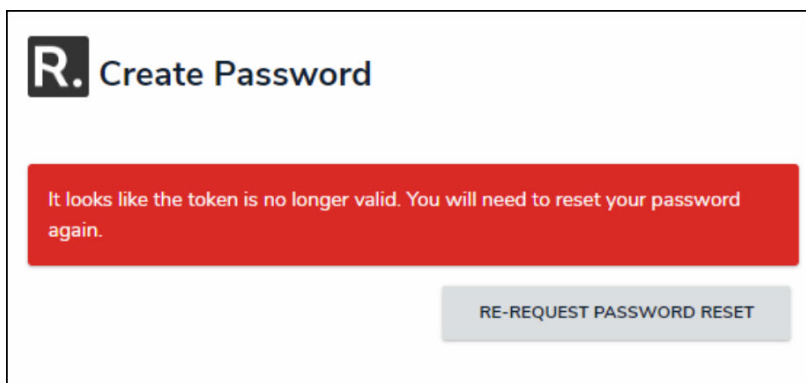
Solutions:

- After three failed login attempts, you will be temporarily locked out of your account, and you must wait 15 minutes before attempting to log in again.
 - Alternatively, you can [reset your password](#) to regain access to your account immediately. If you reset your password but do not receive an email from noreply@resolver.com within five minutes, follow the steps within the **Requested a password reset but didn't receive an email** section of this article.

It looks like the token is no longer valid

Description:

This error can occur when a user requests a password reset (**Change Password** link) and the **Reset Password** link expires.



The screenshot shows the Resolver Create Password page. At the top left is the Resolver logo (a black square with a white 'R.') followed by the text 'Create Password'. Below this is a red rectangular box containing the message: 'It looks like the token is no longer valid. You will need to reset your password again.' Below the message is a single button labeled 'RE-REQUEST PASSWORD RESET'.

Create Password Screen

Solutions:

- Follow the instructions to [reset your password](#) and ensure you set your new password as soon as you receive the **Reset Password** email.
 - You may have to wait up to 15 minutes between password reset requests.
 - If you are still waiting to receive an email from noreply@resolver.com within five minutes, follow the steps within the **Requested a password reset but didn't receive an email** section of this article.
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Session expired or invalid. Please re-login

Description:

This error can occur when a Resolver session is idle for over 15 minutes. The error will also occur when the application is open in multiple browser tabs and one of those sessions is idle. All sessions will expire.

Solutions:

- You must re-enter your username and password to log in.
 - Check your browser tabs for unused Resolver sessions, and close any additional browser tabs you no longer need open to prevent this from reoccurring.
 - If you continue to experience issues logging in after a session expires, try the following:
 - Refresh your browser tab.
 - Follow these instructions to [Clear Browser Cache](#).
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Requested a password reset but didn't receive an email

Description:

This error will occur if you click the **Change Password** link and do not receive the email from noreply@resolver.com within five minutes.

Solutions:

- Follow the instructions to [reset your password](#).
 - Wait **15 minutes** between reset password requests.
 - Check your email junk/spam folder.
 - Contact your Resolver Administrator to check your user profile:
 - The User is enabled.
 - The SSO (Single Sign On) feature is disabled/not available
 - The user's email address is correct.
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Access Denied. Please contact your Administrator

Description:

This error may occur when IP restrictions have been set on the Org.

Access Denied. Please contact your administrator.

Solution:

- Contact your Resolver Administrator for further assistance.

The login button is greyed out, and never logs in

Description:

This error may occur when a user attempts to log in. The Redirecting ... system message appears under the Password field, but the Org never loads.

Solutions:

- Refresh your browser tab.
- Follow these instructions to [Clear Browser Cache](#).

Other Log-in Issues

- Clearing your browser cache can often resolve the issue when unknown login errors occur.
Follow these instructions to [Clear Browser Cache](#).
- If the issues persist, please provide the details to your Resolver Administrator, who can contact the [Resolver Support](#) team for further assistance.