

Logging in as a Portal URL User

Last Modified on 09/12/2025 4:16 pm EDT

Overview

Users who only have Portal URL user permissions will not be able to log into Resolver.

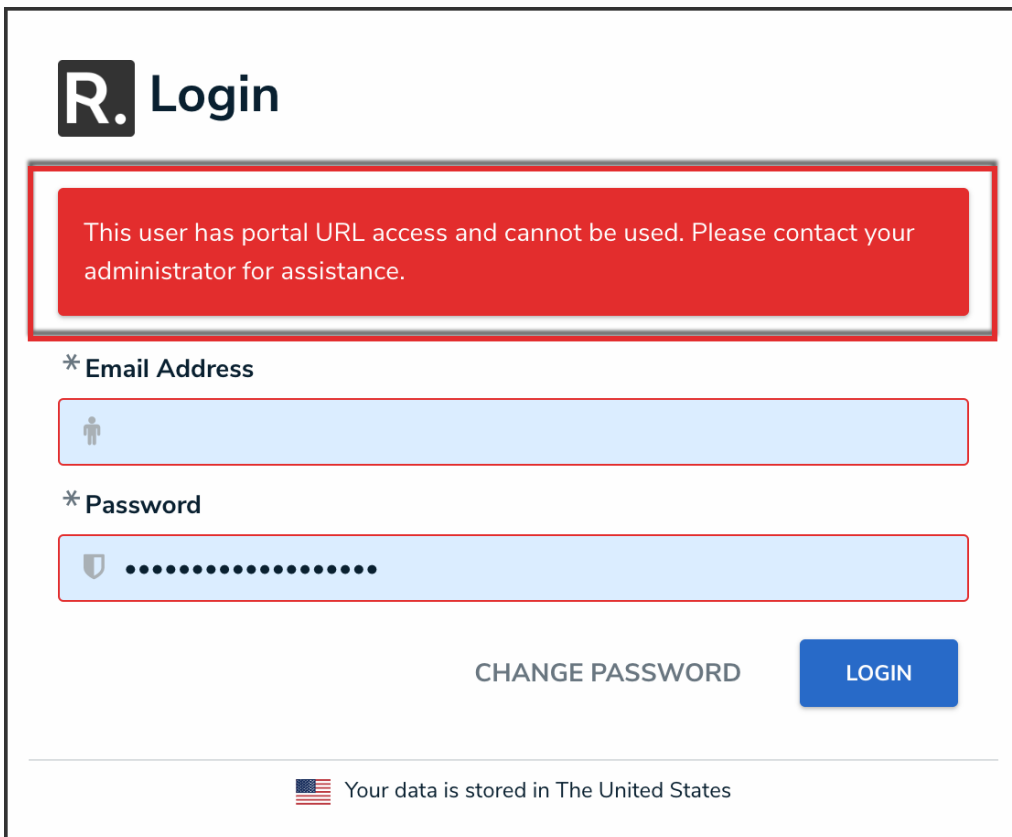
Users who have Portal URL user permissions only on some Orgs will be able to choose an Org where they are not Portal URL users to log into.

Related Information/Setup

For more information on setting up a user's permissions, read the [Create a New User](#) or [Edit a User](#) articles.

Logging in with only Portal URL Access

If a user only has Portal URL user permissions, when they log into Resolver, this error message will appear:



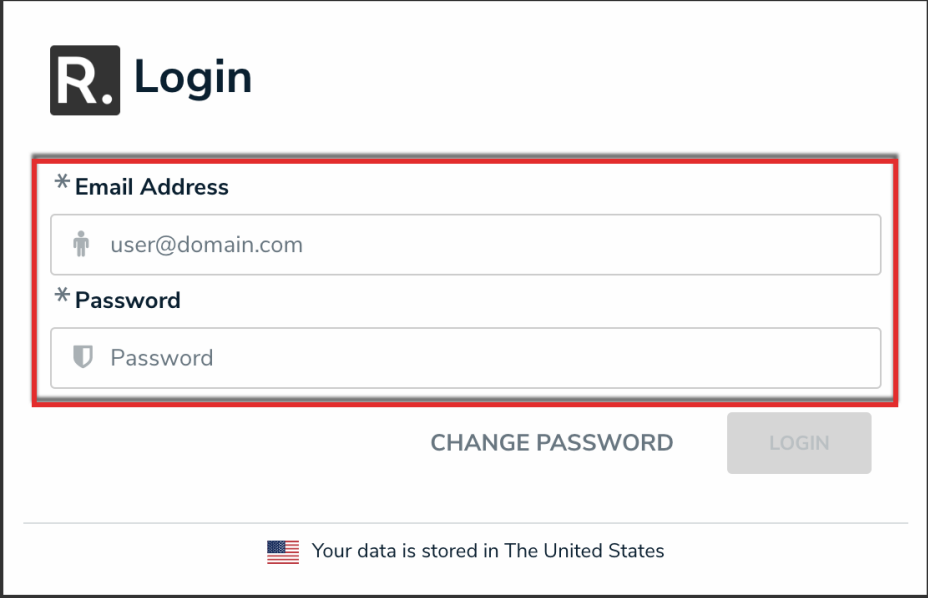
The screenshot shows the Resolver login interface. At the top left is the Resolver logo (a black square with a white 'R.') followed by the word 'Login'. Below this is a red-bordered box containing a red error message: 'This user has portal URL access and cannot be used. Please contact your administrator for assistance.' Underneath the error box are two input fields. The first is labeled '* Email Address' and contains a light blue box with a person icon. The second is labeled '* Password' and contains a light blue box with a shield icon and a series of dots. To the right of the password field is a blue 'LOGIN' button. Below the login fields is a 'CHANGE PASSWORD' link. At the bottom of the screen, there is a horizontal line and a small American flag icon followed by the text 'Your data is stored in The United States'.

Resolver Log In Screen

Logging in with Portal URL Access and Other Access

If a user has Portal URL user permissions only on some Orgs, they will be able to choose an Org where they are not Portal URL users to log into.

1. Log into Resolver with your email address and password.



R. Login

* Email Address

user@domain.com

* Password

Password

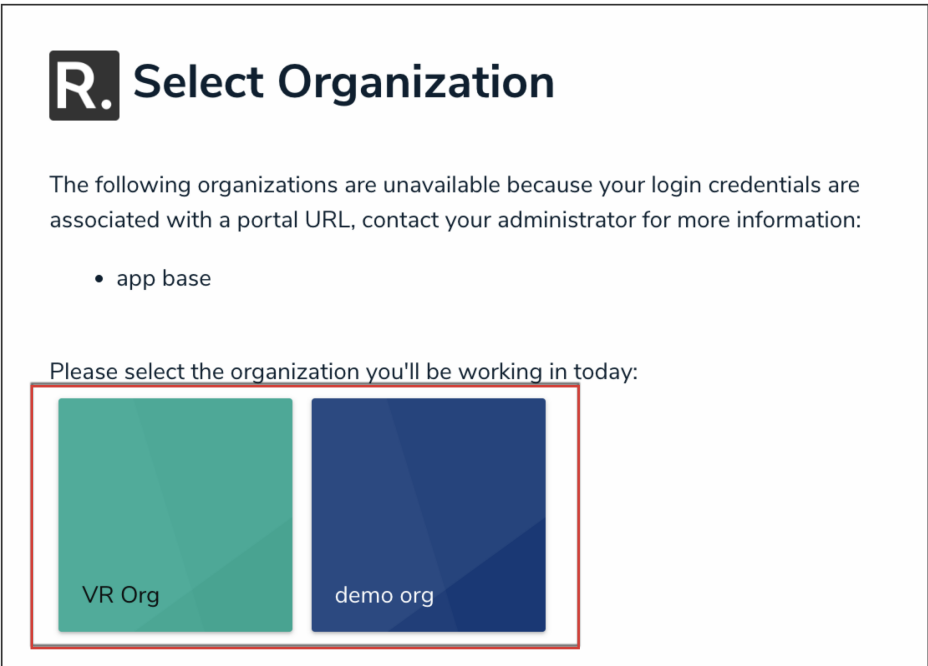
CHANGE PASSWORD

LOGIN

 Your data is stored in The United States

Resolver Login Screen

2. From the list of available Orgs, select an Org where you are not a Portal URL user.



R. Select Organization

The following organizations are unavailable because your login credentials are associated with a portal URL, contact your administrator for more information:

- app base

Please select the organization you'll be working in today:

VR Org

demo org

Available Orgs