

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

Last Modified on 11/24/2021 1:38 pm MST



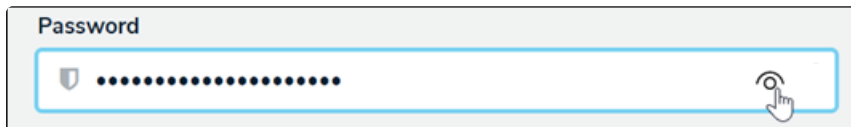
For your security, Resolver Support cannot directly help with creating and enabling accounts. Please contact your Resolver Core administrator if the below troubleshooting steps don't work.

Error: Your email and/or password is incorrect. You have 0 attempts left.

Occurs when there is an email address or password typo. Note that passwords are case-sensitive.

Troubleshooting:

1. Click the eye icon to check if your password is correct.

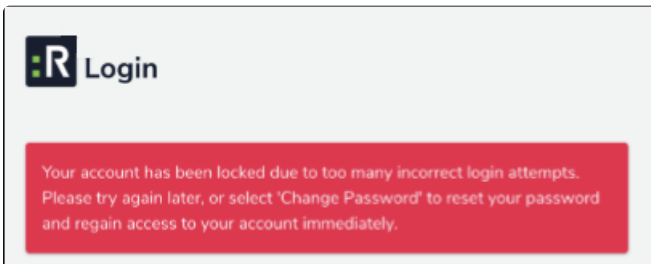


The eye icon on the password field.

2. Check you are accessing the correct web environment from your Resolver Core administrator.
3. If you have forgotten your password, request a [Password Reset](#).

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

Indicates that you have incorrectly entered your username and/or password three times, locking your account.



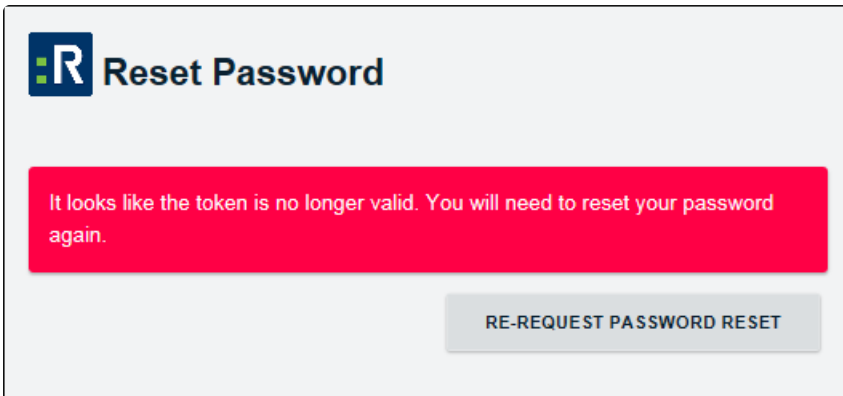
The account lock-out error message.

Troubleshooting:

1. [Reset your password](#).
2. If the issue persists, contact your Resolver Core Administrator for more help.

Error: It looks like the token is no longer valid.

Users may see this error after requesting a password reset, which they will need to do again.



The Invalid Token error message.

Troubleshooting:

1. If 12 hours has passed since you received an email with “Activate Profile” or “Reset Password” in the subject line, the email link has expired, and you must [reset your password](#) again.
2. Wait 15 minutes between password reset requests.
3. As this error message is a known Internet Explorer issue, try to access Resolver Core with another browser, like Google Chrome or Microsoft Edge.



Beginning in 2022, Core will be ending support for Internet Explorer 11. If you are currently using Internet Explorer 11, we recommend that you switch to another [supported browser](#). Read more [here](#) about Internet Explorer becoming an End of Life (EOL) software.

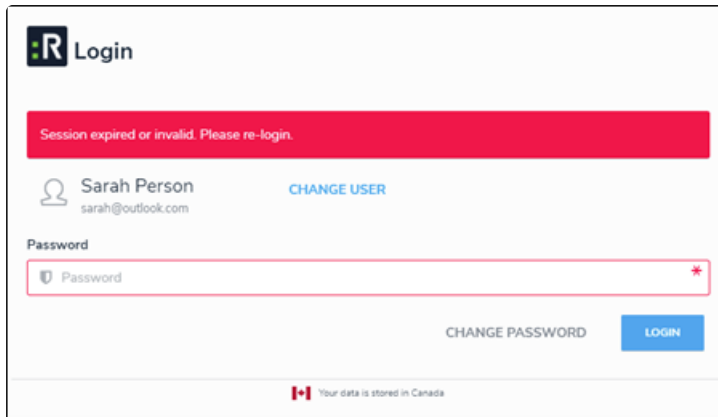
4. If the issue persists, ask your Resolver Core Administrator to contact [Resolver Support](#).

Error: Session expired or invalid. Please re-login.

Occurs when a Resolver Core session has been idle in one browser tab for over 15 minutes. This includes when the application is open in multiple browser tabs, and one goes in-active.

Troubleshooting:

1. Re-enter your Password.
2. Click Login.



Logging into Core after idling out.

Error: Requested a password reset but didn't receive an email

If you do not receive an email from noreply@resolver.com within five minutes, follow the below steps:

Troubleshooting:

1. Wait 15 minutes between [reset password requests](#).
2. Check you are accessing the correct web environment from your Resolver Core administrator.



Sandbox (testing and training) and Production (go-live) sites need separate passwords.


3. Check your email junk/spam folder.
4. Contact your Resolver Core administrator to check your user profile:
 - User is enabled
 - SSO is disabled/not available
 - Email address is correct.

If the issue persists, ask your Resolver Core Administrator to contact [Resolver Support](#).

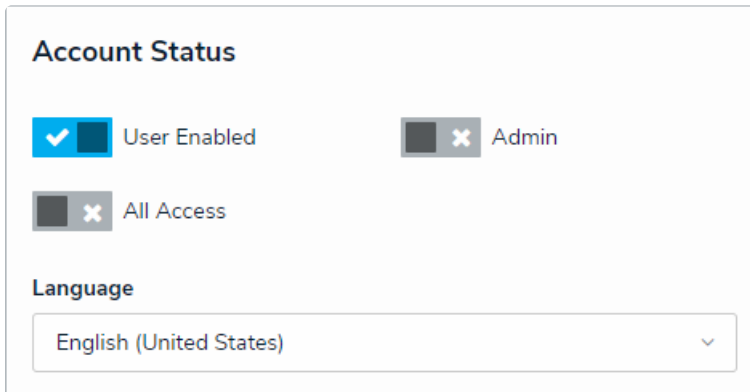
Error: User is not enabled (Administrator only)

When a user's account is not enabled (but should be), following these steps will help administrators fix the error.

Troubleshooting:

1. Log into Resolver Core as a user with administrative privileges enabled.
2. Click the top bar  icon > Users in the People section.

3. Click the username who is experiencing login issues.
4. Ensure the **User Enabled** checkbox is blue.



Account Status

User Enabled Admin

All Access

Language

English (United States) ▾

The User Enabled checkbox in the Account Status section.



When unknown login errors occur, clearing your browser cache can often resolve the issue. Read more: [Clear Browser Cache](#). If this does not resolve the issue, ask your Resolver Core Administrator to contact [Resolver Support](#).