TIPS FOR LOGIN AND PASSWORD CHANGE AUTHORIZATION ERROR

HIP behaves differently depending on the internet browser you use and which version of the browser you have. If your account is not locked and you’re not getting a message that “Your User ID and/or Password are invalid”, you are most likely having browser caching issues.

Some common error messages are:

• Authorization error - contact your security administrator. Your password has expired. Before you can access, you need to change your password. To change your password, go to My System Profile

• You are not authorized for this component. Please contact your security administrator.

If you experience this close all window sessions of the browser and re-open the browser. Then do the following, depending on which browser you use.

1. For Firefox, Chrome, Edge, and Internet Explorer, do the following shortcut.
   Press Ctrl + Shift + Delete at the same time.
   • Edge: The following pop-up window appears. Click the Clear button.

   ![Clear browsing data](image)
• **Firefox**: The following pop-up window appears. Select “Everything” in the “Time range to clear:” dropdown box, check the appropriate boxes in the “History” section, and click the **Clear Now** button.

![Firefox Clear History Dialogue](image1.png)

• **Chrome**: The following pop-up window appears. Select “All time” under the “Time range” dropdown box, select the appropriate checkboxes as shown below, and click the **Clear data** button.

![Chrome Clear Browsing Data Dialogue](image2.png)
• **Internet Explorer**: The following pop-up window appears. Select the appropriate checkboxes and click the **Delete** button.

![Image of Internet Explorer delete browsing history window]

2. **Safari**: Click the **Safari** menu item in the upper left-hand side of your screen. In the menu that appears, click **Preferences**.

![Image of Safari menu]

3. In the window that appears, click the **Privacy** tab. Next, click the button **Remove All Website Data**.

![Privacy Tab](image)

4. Click **Remove Now** in the pop-up window that appears.

![Remove Now Pop-up](image)

**Last Step:** Close the browser one more time, reopen it, login, and try again.