

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:

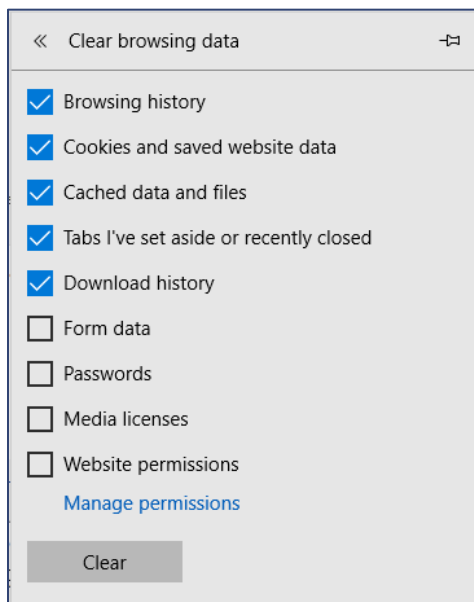
- *Authorization error - contact your security administrator. Your password has expired. Before you can access, you need to change your password. To change your password, go to My System Profile*
- *You are not authorized for this component. Please contact your security administrator.*

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.

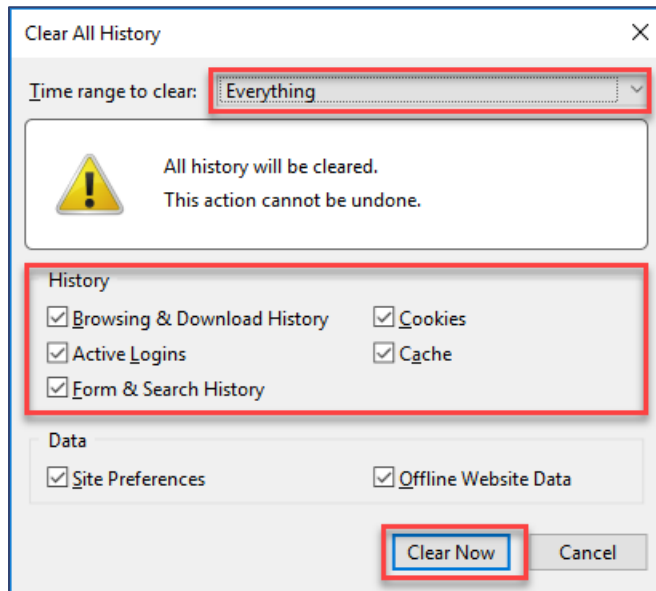
1. For Firefox, Chrome, Edge, and Internet Explorer, do the following shortcut.

Press **Ctrl + Shift + Delete** at the same time.

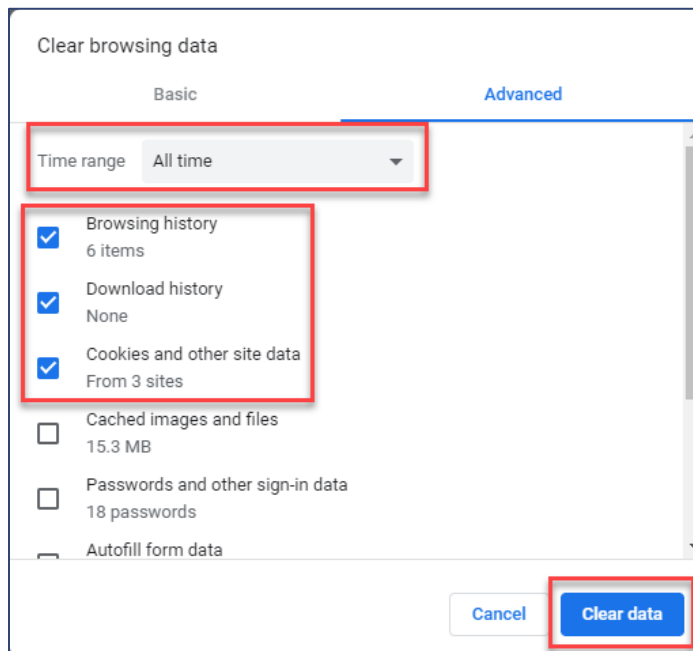
- **Edge:** The following pop-up window appears. Click the **Clear** button.



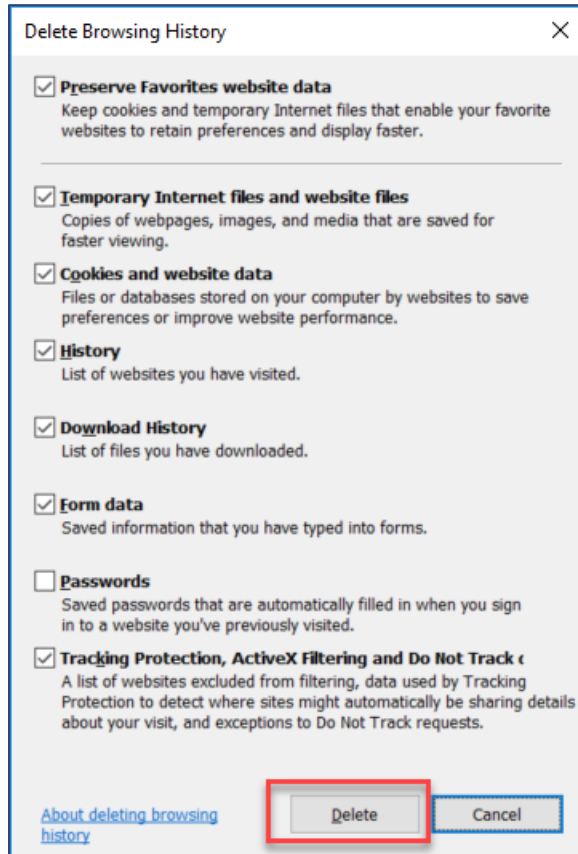
- **Firefox:** The following pop-up window appears. Select “Everything” in the “Time range to clear:” dropdown box, check the appropriate boxes in the “History” section, and click the **Clear Now** button.



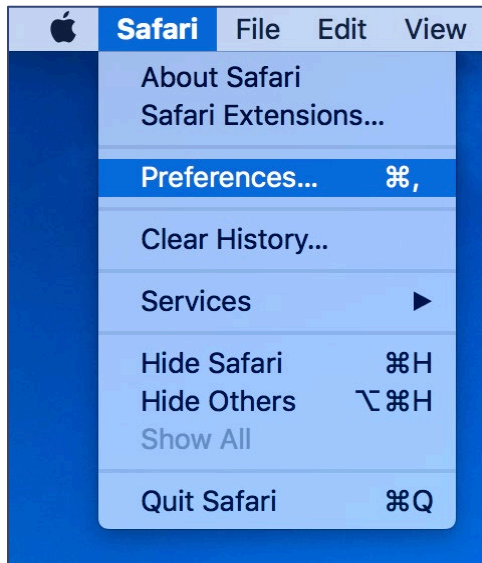
- **Chrome:** The following pop-up window appears. Select “All time” under the “Time range” dropdown box, select the appropriate checkboxes as shown below, and click the **Clear data** button.



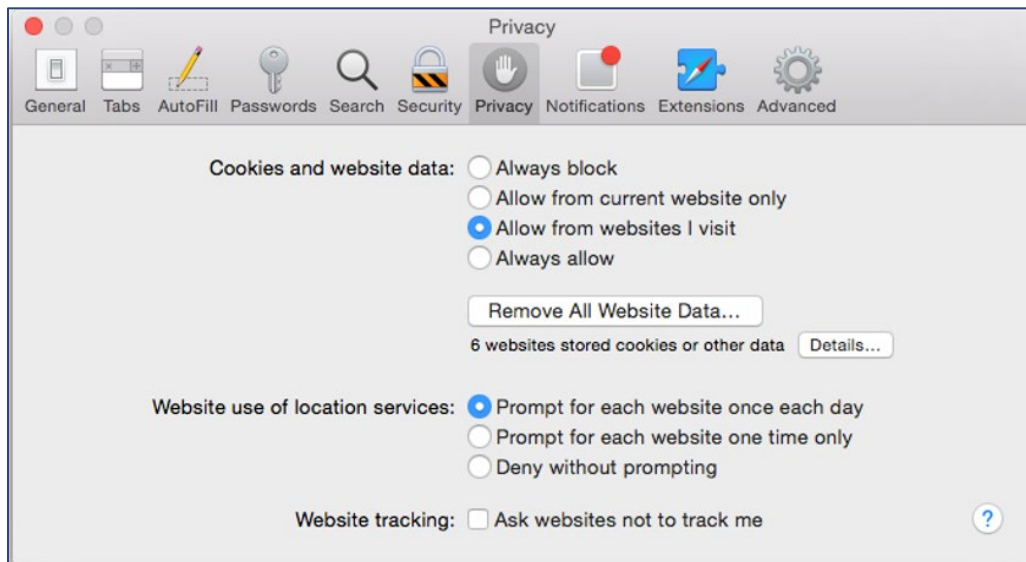
- **Internet Explorer:** The following pop-up window appears. Select the appropriate checkboxes and click the **Delete** button.



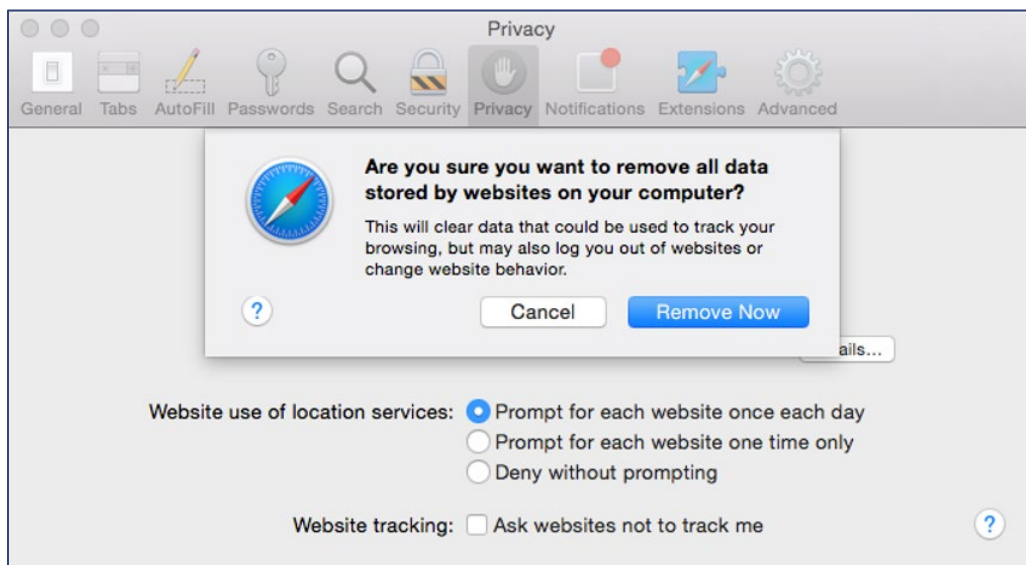
2. **Safari:** Click the **Safari** menu item in the upper left-hand side of your screen. In the menu that appears, click **Preferences**.



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



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



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