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.

<u>If you experience this</u> 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	ᅯ
Browsing history	
Cookies and saved website data	
🔽 Cached data and files	
✓ Tabs I've set aside or recently closed	
✓ Download history	
Form data	
Passwords	
Media licenses	
Website permissions	
Manage permissions	
Clear	

• <u>Firefox</u>: 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.

Clear All History	×					
Time range to clear:						
All history will be cleared. This action cannot be undone.						
History						
<u> B</u> rowsing & Download History	✓ <u>C</u> ookies					
Active Logins	✓ C <u>a</u> che					
☑ <u>F</u> orm & Search History						
Data						
✓ Site Preferences	✓ Offline Website Data					
	Clear Now Cancel					

• <u>Chrome</u>: 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.

Clea	ar browsing data			
	Basic		Advance	ed
Time	e range All time	•		A
	Browsing history 6 items			
	Download history None			
	Cookies and other site data From 3 sites			
	Cached images and files 15.3 MB			
	Passwords and other sign-in d 18 passwords	ata		
_	Autofill form data			*
			Cancel	Clear data

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



2. <u>Safari</u>: 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...**.

	Privacy							
🗉 🚍 🚣 💡 🔍 🔜	🕑 📑 🔁 🌣							
General Tabs AutoFill Passwords Search Security	Privacy Notifications Extensions Advanced							
Cookies and website data: Always block								
	Allow from current website only							
	 Allow from websites I visit 							
	Always allow							
	Remove All Website Data							
	6 websites stored cookies or other data Details							
Website use of location services:	Prompt for each website once each day							
	Prompt for each website one time only							
	Openy without prompting							
Website tracking:	Ask websites not to track me ?							

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

General Tabs AutoFill Passwords Search Security Privacy Notifications Extensions Advanced Image: Constraint of the security Privacy Notifications Extensions Advanced Image: Constraint of the security Privacy Notifications Extensions Advanced Image: Constraint of the security Privacy Notifications Extensions Advanced Image: Constraint of the security Privacy Notifications Extensions Advanced Image: Constraint of the security Privacy Notifications Extensions Advanced Image: Constraint of the security Privacy Notifications Extensions Advanced Image: Constraint of the security Privacy Notifications Extensions Advanced Image: Constraint of the security Privacy Notifications Extensions Advanced Image: Constraint of the security Privacy Notifications Extensions Advanced Image: Constraint of the security Privacy Notifications Extensions Advanced Image: Conseconstraint of the security Pr	000	D					Priva	су				
General Tabs AutoFill Passwords Search Security Privacy Notifications Extensions Advanced Image: Are you sure you want to remove all data stored by websites on your computer? Image: Are you sure you want to remove all data stored by websites on your computer? This will clear data that could be used to track your browsing, but may also log you out of websites or change website behavior. Image: Privacy of the privac			1	P	Q				2			
Are you sure you want to remove all data stored by websites on your computer? This will clear data that could be used to track your browsing, but may also log you out of websites or change website behavior. Cancel Remove Now	General	Tabs	AutoFill	Passwords	Search	Security	Privacy	Notifications	Extensions	Advanced		
Website use of location services: Prompt for each website once each day Prompt for each website one time only Deny without prompting												
Website tracking: Ask websites not to track me ?				We	bsite tr	acking:	Ask	websites not	t to track m	le		?

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